Australian Government

**Department of Immigration
and Border Protection**

Annual
Report
2013–14

people our business

Annual Report

2013–14

Contact us

Australian Government

Department of Immigration and Border Protection

15 September 2014

The Hon Scott Morrison MP
Minister for Immigration and Border Protection
Parliament House
Canberra ACT 2600

Dear Minister

Annual Report for 2013–14

I am pleased to present the *Department of Immigration and Border Protection Annual Report 2013–14* as required by subsection 63(1) of the *Public Service Act 1999* (the Act).

The report has been prepared pursuant to the *Requirements for Annual Reports* approved by the Joint Committee of Public Accounts and Audit as required by subsection 63(2) of the Act.

In accordance with the *Commonwealth Fraud Control Guidelines 2011*, I certify that I am satisfied that the department has:

- prepared fraud risk assessments and fraud control plans
- in place appropriate fraud prevention, detection, investigation, reporting and data collection procedures and processes that meet the department's specific needs
- taken all reasonable measures to minimise the incidence of fraud in the department, and to investigate and recover the proceeds of fraud against the department.

Yours sincerely

Martin Bowles PSM

people our business

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Accompanying video material is available on the annual report website wherever you see this symbol.

Accompanying video material is available wherever you see this symbol by scanning the QR code on your smart phone. You'll need a QR code reader application on your device to be able to use this function.

Reader's guide

The Department of Immigration and Border Protection's *Annual Report 2013–14* has been prepared in accordance with the Department of the Prime Minister and Cabinet's *Requirements for Annual Reports for Departments, Executive Agencies and FMA Act Bodies* issued on 29 May 2014.

This year's annual report has been prepared to inform parliament about the department's performance in relation to its services in 2013–14.

The report is available in hard copy and online at www.immi.gov.au/about/reports/annual/2013–14.

The report is divided into seven parts.

Part 1: Secretary's review

This part gives a snapshot of the year's activities together with Secretary Martin Bowles' review.

Part 2: Overview

This part gives an overview of the portfolio and the department, including its role, functions, organisational structure, and outcome and programme structure.

Part 3: Report on performance

This part gives a summary of the department's financial performance, as well as its performance against the deliverables and key performance indicators as set out in the department's *Portfolio Budget Statements 2013–14* and the *Portfolio Additional Estimates Statements 2013–14*.

Part 4: Management and accountability

This part provides information about the department's governance, external scrutiny, fraud and risk management arrangements, workforce planning, human resources and purchasing. This part also contains other annual report requirements, including information about workplace health and safety, freedom of information, advertising and market research, ecologically sustainable development and environmental performance, and grant programmes.

Part 5: Financial statements

This part contains the department's audited financial statements and a report by the Auditor-General.

Part 6: Appendices

This part provides supplementary information, such as employee classifications and salary rates, citizenship statistics, membership of advisory bodies, legal services expenditure and a list of departmental Australia Day Award recipients.

Part 7: Reference material

This part comprises a glossary, list of abbreviations and acronyms, compliance index and an alphabetical index.

Part 1

Secretary's review

The year at a glance

Table 1:   Snapshot of activity in 2013–14

Migration and temporary entry	
Total permanent and temporary visas granted	4,936,293
Total temporary visas granted	4,729,511
Total visitor visas granted[a]	3,993,406
Electronic travel authority grants	2,135,851
Working Holiday and Work and Holiday visas granted	239,592
Student visas granted (includes student guardians)	293,223
Temporary residents (other) visas granted[b]	104,719
Temporary skilled migration visas granted (subclass 457)[c]	98,571
Family stream outcome	61,112
Skill stream outcome	128,550
Special eligibility	338
Total Migration Programme outcome[d]	190,000
New Zealand citizens granted permanent visas	3,014
Revenue generated by visa applications	$1,594.4 million
Refugee and humanitarian entry	
Humanitarian Programme visas granted	13,768
Temporary Protection visas granted	23
Border security	
Passenger and crew arrivals and departures	35,407,600
Immigration clearances refused at airports	3,073
Immigration clearances refused at seaports	48
Illegal maritime arrivals intercepted (excluding crew)	7,556
Compliance	
Percentage of temporary entrants and permanent visa holders who maintained their lawful immigration status while in Australia	>99%
Unlawful non-citizens located	17,185
Notices issued to employers of illegal workers	909
Removals and assisted departures (onshore)	10,585

Table 1:   Snapshot of activity in 2013–14 *continued*

Detention	
Foreign fishers taken into immigration detention	171
Foreign fishers in immigration detention on 30 June 2014	2
Visa overstayers or people who breached visa conditions taken into immigration detention	2,716
Visa overstayers or people who breached visa conditions in immigration detention on 30 June 2014	370
Illegal maritime arrivals taken into immigration detention (including crew)	9,274
Illegal maritime arrivals in immigration detention on 30 June 2014	6,099
Total number of people taken into immigration detention	15,694
Total number of people released or removed from immigration detention	21,404
Total number of people in immigration detention on 30 June 2014	6,631
Citizenship	
Number of people conferred Australian citizenship	163,017
People approved as Australian citizens by conferral, descent and resumption	178,570
Presented telephone calls to citizenship information line[e]	532,249
Client contact	
Presented telephone calls to service centres (general enquiries and citizenship information lines)	2,167,087
Presented telephone interpreting calls	1,840,053
Litigation	
Administrative law matters resolved in courts and the Administrative Appeals Tribunal	3,048
Percentage in favour of Minister (that proceeded to defended hearings in court)	93%
Staff	
Australia-based staff (ongoing and non-going)	8,286
Overseas based staff (A-based and locally engaged employees)[f]	1,328
Total staff at 30 June 2014	9,614

a   Includes onshore grants.

b   Includes temporary graduates, economic (excluding subclass 457) and non-economic.

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

d   4000 places allocated to family members sponsored by IMA arrivals are reported separately (refer to programme 1.1 Overview).

e   A total of 407,331 phone calls to the Citizenship Information Line were answered. This figure excludes after-hours callers.

f   Total overseas staff includes 203 A-based staff and 1125 locally engaged staff.

Secretary's review

To watch the Secretary's video message, scan this code using your smart phone.

Introduction

The past year has been one of significant change and challenge for the department. It was a year in which we welcomed a new government, changed our name and transferred some of our functions and programmes to other departments through Machinery of Government changes. In September 2013 our settlement and multicultural affairs functions transferred to the Department of Social Services, and the adult migrant English programme transferred to the Department of Industry. We also continued to manage our migration and citizenship programmes and implemented major policy and operational changes to enhance the protection of our borders through Operation Sovereign Borders. The department also initiated and responded to a number of reviews, including an independent review into the events of 16–18 February 2014 at the Manus offshore processing centre which resulted in the tragic death of a transferee.

Department of Immigration and Border Protection and the Australian Border Force

Fundamental changes to the portfolio were announced by the Minister for Immigration and Border Protection, the Hon Scott Morrison MP, to further strengthen our borders and increase our national security. These changes will result in the consolidation of the department and the Australian Customs and Border Protection Service (ACBPS) into a single Department of Immigration and Border Protection (DIBP) from 1 July 2015. Within the department, a new single operational border organisation—the Australian Border Force (ABF)—will be established to draw together the border operations, investigations, compliance, detention and enforcement functions of the two existing agencies. A Portfolio Reform Task Force, comprising staff from both agencies, has been established to commence planning to manage the transition to one department.

Migration, citizenship and humanitarian protection

The lawful movement of people across Australia's borders is central to the department's work and we continue to help shape the future of our nation through temporary and permanent migration, citizenship and providing protection to those found to be refugees. This included the management of more than 35 million movements across Australia's borders (an increase of 6.8 per cent from the 33.16 million movements in 2012–13), and the conferring of citizenship on more than 163,000 people.

The total for the 2013–14 Migration Programme was 190,000 places, maintaining the 2012–13 outcome. The 2013–14 Skill stream outcome of 128,550 places accounted for 67.7 per cent of the total Migration Programme, including 47,450 places for the employer-sponsored category, which represented 36.9 per cent of the Skill stream outcome.

To further support Australia's international and humanitarian obligations, the number of visas granted through the special humanitarian programme was restored to previous levels. In 2013–14 the department granted 13,768 permanent visas through the Humanitarian Programme. This included 1052 Woman at Risk visa grants (or 16.2 per cent of all refugee visa grants) for vulnerable women and their children who were at risk of harassment and victimisation because of their gender. By the end of 2013–14, more than 14,500 Woman at Risk visas had been granted since the visa was established in 1989.

Temporary migration is a key contributor to Australia's social, cultural and economic wellbeing. The department continues to manage an increasing number of visitors to Australia each year, with 4.7 million temporary visas granted in 2013–14—an increase of 5.6 per cent from 2012–13.

In 2013–14 the department implemented a number of initiatives to make temporary visa application processing quicker and easier for eligible people, while maintaining strong integrity measures. This included the introduction of a single global visa system with a single entry point (ImmiAccount) for clients and agents to self-manage their visa application and access a range of other online services.

Enhancing compliance, border control and programme integrity

Managing compliance with Australia's migration system, including managing Australia's borders and the integrity of programmes, remained a key focus for the department throughout the year. In 2013–14 the department worked closely with ACBPS, other agencies and state and territory governments to identify, target and dismantle organised crime syndicates. The department deployed a new border risk identification system at all Australian international airports on 1 July 2013, using advanced analytics to help the entry of genuine travellers and improve screening of high risk travellers.

Major policy and operational changes introduced following the change of government in September 2013 have seen a substantial decrease in the number of illegal maritime arrivals (IMAs) arriving on Australia's shores. On 18 September 2013 Operation Sovereign Borders Joint Agency Task Force (OSB JATF) commenced as a military-led, border security operation to ensure a whole-of-government effort to combat maritime people smuggling. The department's primary contribution to this has been as the head of the Offshore Detention and Returns Task Group.

This has enabled the department to make significant savings by reducing the number of IMAs in detention facilities across the country and decreasing the number of detention facilities. Detention facilities at Leonora in Western Australia, Port Augusta in South Australia, Scherger in Queensland, Pontville in Tasmania and Darwin in the Northern Territory were closed during 2013–14. The closure of a further four immigration detention facilities was also announced by Minister Morrison and the department is working on the staged closure of these facilities by 30 June 2015. These closures will result in significant savings for the department over time.

Despite the successes to date, there are still many challenges ahead for the department in this area. The department continues to work on resolving the legacy caseload of more than 28,000 IMAs who have been placed in the community on Bridging E visas. In line with government policy, IMAs found not owed Australia's protection obligations through a primary assessment and independent review will be actively resolved through the status resolution programme.

The department continued to work cooperatively with the governments of Nauru and Papua New Guinea (PNG) to ensure appropriate arrangements and supports were in place to meet transferees' needs in offshore processing centres. Memoranda of Understanding were signed and joint ministerial forums initiated to oversee the implementation of the regional resettlement arrangement to allow genuine refugees to be resettled in Nauru, PNG, and other participating regional states.

Public accountability

The department's relationship with external oversight agencies continued to be an important element of our accountability framework. In 2013–14 the department addressed complaints from the Commonwealth and Immigration Ombudsman and Australian Human Rights Commission. The most common issues raised concerned medical services in immigration detention, visa refusals, visa cancellations or delays in visa processing.

Over the year the department also supported 12 major independent reviews on a range of issues, such as children in immigration detention, the operation of immigration detention centres and events that transpired, including the death of a transferee at the Manus offshore processing centre on 16–18 February 2014, and riots on Nauru in July 2013. We supported an inquiry into the business innovation and investment programme (excluding the Significant Investor visa stream), a review of the integrity of the Temporary Work (Skilled) visa (subclass 457) programme, the National Commission of Audit into government administration, and an inquiry into the data breach that occurred on the department's website. On 24 June 2014 the Assistant Minister for Immigration and Border Protection, Senator the Hon Michaelia Cash, announced an independent review of the Office of the Migration Agents Registration Authority.

We have already started to consider and implement the recommendations from completed reviews and will continue to do so over the coming months. For example, we have made a significant number of changes to the infrastructure, services and operations at the Manus offshore processing centre following the review into the events of 16–18 February 2014 and will continue to implement further changes over time. We also made a submission to the Australian Human Rights Commission inquiry into children in immigration detention, highlighting the work undertaken by the department over the past decade, including the rapid expansion of the community detention programme. We will consider the commission's report once published in late 2014.

Financial performance

The department's 2013–14 financial performance remained strong despite the challenges posed by increased activity and complex operational demands. The department managed ongoing business as well as the initiatives and developments summarised above efficiently and cost-effectively.

The 2013–14 financial statements report a $98.8 million operating deficit compared with an $87.7 million operating deficit in 2012–13. Since 2010–11 depreciation and amortisation expenses have not been funded by the Australian Government. In 2013–14 the department incurred $120.1 million in depreciation and amortisation expenses. If these items had been funded, the 2013–14 result would have been a $14.4 million surplus excluding asset revaluation movements recorded as other comprehensive income. This surplus represents less than 1.4 per cent of the department's annual funding.

Conclusion

Despite the many challenges we faced over the past year, our staff, under the direction of our senior leadership team, continued to deliver exceptional results for the Australian Government and community. The dedication, commitment, drive and integrity of our people mean that we are considered a world leader in immigration and citizenship.

The department is well placed to meet the challenges and opportunities of the next financial year. We are in a good position to meet changes to our funding levels and the work we have undertaken in 2013–14 to address the outcomes of the 2012 Capability Review means we are well placed to consolidate with ACBPS from 1 July 2015.

We will continue to work closely with our ACBPS colleagues over the coming year as we consolidate our agencies and stand up the Australian Border Force to further strengthen our borders and increase our national security.

Part 2

Overview

Portfolio and department overview

Structure

The portfolio has two ministers, the Hon Scott Morrison MP, Minister for Immigration and Border Protection, and Senator the Hon Michaelia Cash, Assistant Minister for Immigration and Border Protection.[1]

The portfolio agencies—all of which are *Financial Management and Accountability Act 1997* (FMA Act) entities at 30 June 2014—are the:

- Department of Immigration and Border Protection (the department or DIBP)
- Migration Review Tribunal and Refugee Review Tribunal (MRT–RRT)
- Australian Customs and Border Protection Service (ACBPS).[2]

The MRT-RRT provides an independent and final merits review of decisions made in relation to visas to travel to, enter or stay in Australia. The tribunals are established under the *Migration Act 1958* (Migration Act), and the tribunals' jurisdiction and powers are set out in the Migration Act and the Migration Regulations 1994. Both tribunals operate as a single agency for the purposes of the FMA Act.

As the primary border agency, ACBPS is responsible for protecting the safety, security and commercial interests of Australians through border protection designed to support legitimate trade and travel, and to ensure collection of border revenue and trade statistics. ACBPS is also the lead agency for civil maritime security in detecting, reporting and responding to unlawful activity in Australia's offshore maritime zone.

Role and functions

The department's purpose is to 'enhance Australia's national security, economy and society through effective border protection, targeted temporary and permanent migration, and humanitarian and citizenship programmes'.[3]

The department is a policy, programme and service delivery agency that supports a prosperous and inclusive Australia through well-managed migration, refugee protection, strong borders, and the promotion of Australian citizenship. The department makes a significant contribution to national security, the economy and Australian society.

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1   Following the Administrative Arrangements Order (AAO) of 18 September 2013, the Department of Immigration and Citizenship (DIAC) was renamed the Department of Immigration and Border Protection (DIBP). On 18 November, the Hon Scott Morrison MP was appointed as Minister for Immigration and Border Protection, and Senator the Hon Michaelia Cash as Assistant Minister. Change between the *Portfolio Budget Statements 2013–14* (PBS), p.3, and the *Portfolio Additional Estimates Statements 2013–14* (PAES), p.3.

2   Following the AAO of 18 September 2013, ACBPS became an immigration and border protection portfolio agency. Change between the PBS 2013–14, p.3, and the PAES 2013–14, pp.3–4.

3   This is the department's revised purpose following the AAO of 18 September 2013. The department's purpose 'building Australia's future through the well-managed entry and settlement of people' in the PBS 2013–14, p.11, is no longer applicable post the Machinery of Government changes.

The functions of the department cover a range of government priorities including managing our borders in partnership with other agencies, meeting our obligations to help the world's most vulnerable people, responding to the demand for skilled migrants to develop the Australian economy, and enhancing our global connections, particularly within our region.

The department continues to work in a complex environment and must maintain a forward-looking focus in order to respond to Australia's future needs. Collaboration with other government agencies as well as the private sector and community groups is a priority in a department committed to the continuous improvement of its policies, programmes and services.

Objectives and priorities

In 2013–14 the department's business was to:

- contribute to Australia's future through managed migration

- protect refugees and contribute to humanitarian policy internationally

- contribute to Australia's security through border management and traveller facilitation

- make fair and reasonable decisions for people entering or leaving Australia, ensuring compliance with Australia's immigration laws and integrity in decision-making

- promote Australian citizenship.

The strategic priorities for the department in 2013–14 were to:

- contribute to the protection of Australia's borders and combat people smuggling through the secondment of staff to the Operation Sovereign Borders Joint Agency Task Force (OSB JATF)

- continue to build Australia's capacity to respond to asylum and refugee demands, including the establishment of offshore processing on Nauru and Manus

- continue to enhance bilateral relationships to assist with responding to global migration trends

- contribute to decreasing the costs of excessive regulation

- operate a robust protection status determination system

- continue to design and deliver migration and visa programmes which contribute to Australia's social and economic prosperity

- continue to build the department's organisational capability by focusing on the development of strong leadership, strategic planning and effective and efficient service delivery

- employ the most up-to-date thinking and approaches to deal with increasingly complex issues, including demographic pressures, fiscal constraints and public expectations

- further enhance our stakeholder engagement to ensure internal, external and APS-wide relationships are harnessed to their full potential.

Legislation

The department administers the following Acts, which provide a legislative framework for its functions and services:

- *Aliens Act Repeal Act 1984*
- *Australian Citizenship Act 2007*
- *Australian Citizenship (Transitionals and Consequentials) Act 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 (Sponsorship Fees) Act 2007*
- *Migration (Visa Application) Charge Act 1997*
- *Migration (Visa Evidence) Charge Act 2012.*

Six Bills were introduced to the Australian Parliament during 2013–14. In that period, one Bill passed both Houses of Parliament and became an Act when Royal Assent was given.

Further, 22 amendment regulations were made. The Acts and Regulations are available on the ComLaw website, administered by the Attorney-General's Department, at www.comlaw.gov.au.

The relevant notices of legislative change for the calendar year 2013 can be found on the department's website at www.immi.gov.au/legislation/amendments/2013/.

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Departmental office and post locations

Figure 1:   Departmental office and post locations at 30 June 2014

Embassy

Amman	Dili	Santiago
Ankara	Hanoi	Seoul
Athens	Harare	Tehran
Bangkok	Jakarta	Tel Aviv
Beijing	Kabul	Tokyo
Beirut	Madrid	Vienna
Belgrade	Manila	Vientiane
Berlin	Mexico City	Washington DC
Brasilia	Moscow	Yangon
Buenos Aires	Phnom Penh	
Cairo	Riyadh	

State/territory office

ACT and Regions	Hobart
Adelaide	Melbourne
Brisbane	Parramatta
Cairns	Perth
Dandenong	Sydney
Darwin	Thursday Island

High Commission

Apia	Nuku'alofa
Colombo	Ottawa
Dhaka	Port Louis
Islamabad	Port Moresby
Kuala Lumpur	Pretoria
London	Singapore
Nairobi	Suva
New Delhi	

Consulate

Auckland
Dubai
Guangzhou
Ho Chi Minh City
Hong Kong
Shanghai

Other

Geneva
National Office

Organisational structure

Figure 2: Organisational structure at 30 June 2014

Secretary **Martin Bowles PSM**					
Deputy Secretary Policy and Programme Management Group Dr Wendy Southern PSM					
Migration and Citizenship Policy **Garry Fleming**					
Skilled Migration Policy David Wilden	Temporary Visa Policy Sophie Montgomery	Visa Framework and Family Policy Dr Richard Johnson	Migration Planning and Programme Management Robert Day A/g	Citizenship Frances Finney	Strategic Policy Evaluation and Research Janice Wykes
Compliance and Case Resolution **Matt Cahill**					
Strategic Framework Catherine Seaberg A/g		Compliance Status Resolution David Walsh		Complex Case Policy and Programme Management Paula Williams	Detention and Services Policy Agnieszka Holland
Refugee, Humanitarian and International Policy **Alison Larkins**					
Humanitarian Daniel Boyer	Onshore Protection Lynne Gillam	International Engagement Peter Speldewinde	Irregular Migration and Protection Policy Margaret Hoffman	Geneva Kate O'Malley	Regional Support Office Bangkok Greg Kelly

Deputy Secretary Client Services Group **Peter Vardos PSM**					
Borders, Refugee and Onshore Services **Stephen Allen**					
Global Manager Borders Michael Minns	Chief Medical Officer and Global Manager Health Paul Douglas	Global Manager Citizenship and Territory Director ACTRO Adrian Kelson	Global Manager Character and State Director VIC Amanda Paxton	Border Security Policy Kerryn Vine-Camp	Northern Territory Director and Regional Manager North Robin Gray A/g	State Director SA Louise Smith
Global Manager Refugee and Humanitarian Visas, Global Manager Family Visas and State Director NSW **Kruno Kukoc**					
Visa and Offshore Services **Jim Williams**					
Global Manager Temporary Visas and State Director WA Peta Dunn		Global Manager Skilled Visas and State Director QLD Jill Simpson		Global Network Planning Christine Grimm A/g	
Global Manager Client Services Rocio Trapaga-Saul PSM		Tasmania State Director Sarah Forbes		Global Network Operations Judith O'Neill	
Regional Director Europe Elizabeth Hoffmann		Regional Director South East Asia Annette Keenan		Regional Director East Asia Michael Willard	
Regional Director South Asia Jose Alvarez PSM		Regional Director South Pacific Zdenka Zrno		Regional Director Middle East and Africa John Moorhouse	Regional Director Americas Janette Haughton
Risk, Fraud and Integrity **Gavin McCairns**					
Fraud, Investigations and Prosecutions Hawari Badri	Risk Analysis and Monitoring Paul Farrell	Immigration Intelligence Sally Babbage	Identity Paul Cross	Global Manager Operational Integrity Louise Smith	

Deputy Secretary Portfolio Reform Task Force **Michael Manthorpe PSM**		
National Director **Maree Bridger**		
First Assistant Secretary **Robert Hoitink**		
National Director **Cindy Briscoe**		
Assistant Secretary Brian Schumacher	National Manager Kaylene Zakharoff	Assistant Secretary Luke Mansfield
National Manager Nic Arthur	Assistant Secretary Peter Richards	National Manager Trevor Jones

CEO Office of the Migration Agents Registration Authority **Steve Ingram**	Special Counsel **Ian Deane PSM**

Deputy Secretary Business Services Group Liz Cosson AM CSC

National Communications David Seale A/g	Ministerial, Executive and External Accountability Susan Mathew A/g

Technology Services Matt Yannopoulos Chief Information Officer

ICT Service Management Joe Gunning	Security and IT Service Operations Glenn Peisley	Visa, Citizenship and Settlement Ed Purrer A/g
Corporate Systems Branch Steve Peddle	ICT Plans Branch Daniel McCabe	Border and Case Systems Tim Drury

People Strategy and Services Craig Farrell

People Services and Systems Anne Leo	Work Environment Nick Evans	People Capability and Global Manager Business Services Management Mark Sweeney	Professional Integrity and Assurance Stephen Wood

Financial Strategy and Services Charlotte Tressler A/g Chief Financial Officer

Financial Framework and Operations James Malizani	Procurement and Contracts Sanaz Mirzabegian	Budgeting and Financial Performance Shannon White A/g	Financial Strategy and External Budgets Tom Munyard A/g

Legal Vicki Parker

Litigation Jackie Davis	Legal Advice Bobbi Campbell	Legal Framework Greg Phillipson

Strategic Business Solutions Phil Thurbon

Business Design and Improvement Lisa Harris A/g	Enterprise Programme Management Office Brendan Dalton	Digital Strategy and Solutions, and Global Manager Digital David Chadwick A/g	Innovation Robert Jansen

Deputy Secretary Immigration Status Resolution Group Mark Cormack

Infrastructure and Services John Cahill

Health Services Paul Windsor	Onshore Infrastructure Fatime Shyqyr	Contract and Services Management Mark Painting	Offshore Infrastructure David Nockels

Compliance Operations and Detention Christopher Callanan

Detention Operations Fiona Andrew	Planning and Programming Ross Hawkins	Offshore Processing Operations Joe Feld A/g	Regional Manager West and North Steven Biddle	Regional Manager South Janet Mackin	Regional Manager East Mary-Jane Jones

Community Programmes and Children Kate Pope PSM

Community Support and Children Katrina Lourie A/g	Community Detention Julie Keenan	IMA BVE Programme and Community Engagement Paul McCormack A/g	AHRC Inquiry Taskforce Katie Constantinou	Offshore Resettlement Fiona Lynch-Magor

Detention Services Procurement Taskforce Ken Douglas

Detention Procurement Simon Schiwy

Senior executives

Secretary Martin Bowles PSM

Martin Bowles is Secretary of the Department of Immigration and Border Protection, having joined the department in December 2011. In this role Martin has oversight of the department's operations in each state and territory of Australia and approximately 52 locations around the world. He also provides senior policy advice to the Minister for Immigration and Border Protection and the Assistant Minister for Immigration and Border Protection.

In 2012 Martin was awarded the Public Service Medal for outstanding public service in delivering highly successful energy efficiency policies and remediation programmes for the Home Insulation and Green Loans programmes.

Deputy Secretary Dr Wendy Southern PSM

Wendy Southern is Deputy Secretary of the Policy and Programme Management Group. In this role, Wendy is responsible for developing and delivering policy advice and leading programme management across the department. Wendy re-joined the department in 2011 following a period in the Department of the Prime Minister and Cabinet as the head of the Cabinet Division and as acting Deputy Secretary of the Governance Group.

In 2006, Wendy was awarded a Public Service Medal for her contribution to effective national counter-terrorism arrangements, and in 2010 she was awarded the Institute of Chartered Accountants' inaugural award for outstanding contribution to Australian administration.

Deputy Secretary Peter Vardos PSM

Peter Vardos is Deputy Secretary of the Client Services Group, responsible for delivering the department's immigration and citizenship programmes through a network of client service offices across Australia and overseas. Peter was promoted to this position in April 2011.

Peter joined the Australian Public Service as a graduate in 1978, and joined the department in 1995. Prior to this, Peter worked in a variety of policy, programme and corporate areas in AusAID, and served in Australia's diplomatic missions in the Solomon Islands, Kenya and Zimbabwe. He was also a staff member in two ministers' offices.

Peter was awarded a Public Service Medal in the Australia Day Honours list in January 2002 for his contribution to border security.

Deputy Secretary Elizabeth (Liz) Cosson AM CSC

Liz Cosson is Deputy Secretary of the Business Services Group, responsible for the delivery of corporate services including finance, property, human resources, business planning and reporting, technology, communications, risk, fraud and integrity, parliamentary and ministerial, and governance and legal. Prior to joining the department, Liz spent two years with the Department of Veterans' Affairs and 31 years with the Australian Army.

Liz was the first woman to attain the rank of Major General in the Australian Army, was awarded a Conspicuous Service Cross in the 2001 Australia Day Honours List, and appointed a Member in the Military Division of the Order of Australia in 2011.

Deputy Secretary Mark Cormack

Mark Cormack joined the department in August 2013 as Deputy Secretary of the Immigration Status Resolution Group. The group is responsible for managing and resolving the immigration status of people who do not have authority to be in Australia or who are in breach of their visa conditions. It is also responsible for the onshore detention network, community detention bridging visa programmes, the department's compliance and removals functions, and works with regional processing countries to implement offshore processing.

Prior to joining the department, Mark worked in various capacities as a health professional, senior manager, policy maker, planner and industry advocate, including as the Chief Executive of ACT Health and Chief Executive Officer of Health Workforce Australia (HWA).

Deputy Secretary Michael Manthorpe PSM

Michael Manthorpe joined the department in July 2013. He is Deputy Secretary of the Portfolio Reform Task Force. Reporting to the department's Secretary and the CEO of the Australian Customs and Border Protection Service, the task force is leading the consolidation of both organisations into one agency and the establishment of the new Australian Border Force from 1 July 2015.

Previously, Michael was Deputy Secretary of the Portfolio Coordination and Innovation Group, and prior to joining the department, he worked in the Department of Education, Employment and Workplace Relations and its predecessors for 25 years. Michael was awarded the Public Service Medal in 2010 for his leadership of the government's handling of the insolvency of ABC Learning childcare centres.

Photo: (L–R) Dr Wendy Southern PSM, Mark Cormack, Liz Cosson AM CSC, Martin Bowles PSM, Peter Vardos PSM and Michael Manthorpe PSM.
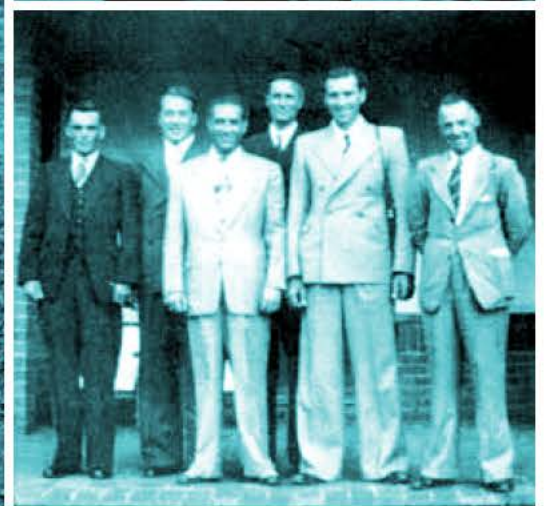
65 years OF AUSTRALIAN CITIZENSHIP

Citizenship is what unites us all

Sixty-five years ago, on 26 January 1949, the *Nationality and Citizenship Act 1948* created the new status of Australian citizen. This important legislation meant that for the first time we could truly call ourselves Australians. Until then, most people living in Australia were known as British subjects.

Since 1949 this legislation has been amended more than 30 times to clarify the term 'Australian citizenship' and in 2007 was replaced with the *Australian Citizenship Act 2007*.

The first Australian citizenship ceremony took place at Albert Hall in Canberra on 3 February 1949. Seven men who had migrated from Greece, Denmark, Yugoslavia, Spain, Czechoslovakia, France and Norway became Australian citizens at that ceremony, one representing each state of Australia and the Australian Capital Territory.

During 1949 almost 2500 people from more than 35 countries took the pledge to become Australian citizens. Most were migrants from Italy, Poland, Greece, Germany and Yugoslavia.

For many migrants, citizenship was a way to express loyalty and gratitude to Australia. For others, it was more about belonging— embracing citizenship in a new homeland that promised security, respect, diversity and the opportunity to make a new life.

Since the first citizenship ceremony 65 years ago, 4.6 million people have chosen to become Australian citizens.

On Australia Day 2014, 17,863 people from 155 countries became Australian citizens at 400 ceremonies across the nation— a significant increase from previous years.

The top 10 countries of origin for our newest citizens were the United Kingdom, India, the Philippines, South Africa, People's Republic of China, New Zealand, Sri Lanka, Ireland, Vietnam and Malaysia.

'As we celebrate the 65th anniversary of Australian citizenship throughout 2014, interest is at an all-time high,' the Assistant Secretary of the Citizenship Branch, Frances Finney, said.

'Australia Day 2014 and the 2013–14 programme year have seen record numbers of new citizens pledge their commitment to our nation. It is such a pleasure to welcome our new Australian citizens into the community.'

Australia is one of the most culturally diverse nations in the world—built by the combined contributions of Indigenous Australians, British settlers and generations of migrants and their descendants.

Today, Australia is enriched by the cultures of people from more than 200 countries.

Becoming an Australian citizen is more than just a ceremony—it represents a commitment to Australia and its people, the values Australians share and their common future. It also symbolises a sense of belonging to the country we were born in or chose to make our home.

Being Australian citizens is what unites us all.

Photos (clockwise from top left): New Australian citizens at the Preston citizenship ceremony in 1971; Que T. Tran at the Footscray citizenship ceremony in 1987; an Italian migrant arrives in Australia in 1955; six of the first seven men naturalised as Australian citizens in 1949; Finnish-born Leena Falkenberg, aged 19 (left), of Greenslopes, and Netherlands-born Vera Nuendorf, aged 20 (right), of Inala, at a Brisbane citizenship ceremony in 1964.

Miguel Maestre

After living in Australia for 10 years, Spanish-born chef Miguel Maestre now proudly calls Australia home after taking the citizenship pledge.

Miguel first came to Australia following his Aussie girlfriend, whom he met in Edinburgh while he was working as a chef and she was a waitress in the same restaurant. Since moving to Australia, Miguel hasn't looked back.

Like many migrants before him, Miguel brought his heritage to Australia.

'Eating together, it makes us closer,' Miguel said. 'I believe in Spanish food, sharing and family. We're bringing a little bit of Spain, and putting it here, and say, "Hey Hola! Here we are".'

Miguel became an Australian citizen to be like his Aussie wife and daughter. 'I wanted us to be an Australian family,' he said.

Miguel remembers the day he became an Australian citizen very well. 'It was something so exciting. I had to hide a little tear…when I was singing the anthem, and I was doing my pledge. And everybody was like "woo-hoo!" It was very special,' Miguel said.

'Australia is an amazing place to bring up a family…it's a beautiful thing to be an Australian.'

Photo: Spanish-born chef Miguel Maestre now proudly calls Australia home.

To watch the video about Miguel's story, scan this code using your smart phone.

Niels-Jorgen Toxvaerd

On the 65th anniversary of Australian citizenship, Sydney man Niels-Jorgen Toxvaerd was celebrating two milestones in his life—his 65th birthday and his Australian citizenship.

At the citizenship ceremony in Canberra on 26 January 2014, Niels-Jorgen received an extra handshake from Prime Minister Tony Abbott to congratulate him on these two milestones and to thank him for helping celebrate Australia Day in this momentous way.

After venturing to Australia from Denmark on a business trip in the 1980s, Niels-Jorgen and his wife Pia decided to move to Australia with their two children in 1995. It did not take him long to decide he wanted to become an Australian citizen—a decision based on his connection to the Australian way of life.

'I fell in love with the friendliness of its people, the fantastic nature and the exquisite food,' Niels-Jorgen said.

'I feel as much Australian as I am a Dane. The best things for me about Australia are the big diversity of culture, nature and food, and the relatively egalitarian society.'

Photo: Niels-Jorgen Toxvaerd, with his wife Pia, celebrates becoming an Australian citizen.

Outcome and programme structure

The Budget framework is presented in outcomes and in programmes which are the intended results of action by the Australian Government which are the primary methods government agencies apply to achieve the intended results of the outcome statements. The 2013–14 Budget framework is described in Figure 3, which provides the outcome statement and related programmes.

Following the Administrative Arrangements Order (AAO) of 18 September 2013, the department manages the entry, stay and departure arrangements for non-citizens, border immigration control, citizenship and ethnic affairs. Settlement and multicultural affairs functions transferred to the Department of Social Services (DSS) and the adult migrant English programme (AMEP) transferred to the Department of Industry (DOI).[4]

Outcome 5 settlement functions were transferred to DSS and can be seen in its PAES 2013–14 under outcome 9 on pp.105–106.

Outcome 5 AMEP functions were transferred to DOI and can be seen in its PAES 2013–14 under programme 5.3 on p.56.

DIBP retained responsibility for the translating and interpreting service (TIS), Refugee Council of Australia (RCOA) resources, and the supervision and settlement of unaccompanied humanitarian minors (UHMs) under outcome 5.

Outcome 6 multicultural affairs functions were transferred to DSS and can be seen in its PAES 2013–14 under outcome 10 on pp.107–108. DIBP retained responsibility for citizenship services.

Figure 3:   Outcome and programme structure

Outcome 1			
Managed migration through visas granted for permanent settlement, work, study, tourism, working holidays or other specialised activities in Australia, regulation, research and migration policy advice and programme design.			
Programmes			
1.1	1.1.1	1.1.2	1.1.3
Visa and migration	Visa and migration—service delivery	Visa and migration—policy advice and programme design	Visa and migration—Office of the Migration Agents Registration Authority

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4   Change between the PBS 2013–14, p.12, and the PAES 2013–14, p.11.

Figure 3: Outcome and programme structure *continued*

Outcome 2		
Protection, resettlement and temporary safe haven for refugees and people in humanitarian need through partnering with international agencies, assessing humanitarian visa applications, and refugee and humanitarian policy advice and programme design.		
Programmes		
2.1	2.1.1	2.1.2
Refugee and humanitarian assistance	Refugee and humanitarian assistance—service delivery	Refugee and humanitarian assistance—policy advice and programme design

Outcome 3		
Lawful entry of people to Australia through border management services involving *bona fide* traveller facilitation, identity management, document verification, intelligence analysis, partnerships with international and domestic agencies, and border policy advice and programme design.		
Programmes		
3.1	3.1.1	3.1.2
Border management	Border management—service delivery	Border management—policy advice and programme design

Outcome 4		
Lawful stay of visa holders and access to citizenship rights for eligible people through promotion of visa compliance responsibilities, status resolution, citizenship acquisition integrity, case management, removal and detention, and policy advice and programme design.		
Programmes		
4.1	4.1.1	4.1.2
Visa compliance and status resolution	Visa compliance and status resolution—service delivery	Visa compliance and status resolution—policy advice and programme design
4.2[5]	4.2.1	4.2.2
Onshore detention network	Onshore detention network—service delivery	Onshore detention network—policy advice and programme design
4.3[6]	4.3.1	4.3.2
Offshore asylum seeker management	Offshore asylum seeker management—service delivery	Offshore asylum seeker management—policy advice and programme design

5   Outcome 4.2 relates to non-illegal maritime arrivals in detention, for example compliance cases.
6   Outcome 4.3 relates to all illegal maritime arrivals, including those onshore and offshore.

Figure 3: Outcome and programme structure *continued*

Outcome 4 *continued*		
4.4 Foreign fishers	**4.4.1** Foreign fishers— service delivery	**4.4.2** Foreign fishers— policy advice and programme design
4.5 Regional cooperation and associated activities	**4.5.1** Regional cooperation and associated activities— service delivery	**4.5.2** Regional cooperation and associated activities— policy advice and programme design
4.6[7] Refugee status determinations for offshore entry persons	**4.6.1** Refugee status determinations for offshore entry persons—service delivery	

Outcome 5[8]		
Equitable economic and social participation of migrants and refugees, supported through settlement services, including English language training, refugee settlement, case coordination, translation services, and settlement policy advice and programme design.		
Programmes		
5.1 Settlement services for migrants and refugees	**5.1.1** Settlement services for migrants and refugees— service delivery	**5.1.2** Settlement services for migrants and refugees— policy advice and programme design

Outcome 6[9]		
A cohesive, multicultural Australian society through promotion of cultural diversity and a unifying citizenship, decisions on citizenship status, and multicultural and citizenship policy advice and programme design.		
Programmes		
6.1 Multicultural and citizenship services	**6.1.1** Multicultural and citizenship services—service delivery	**6.1.2** Multicultural and citizenship services—policy advice and programme design

7   Programme 4.6 transferred to MRT–RRT in 2012–13. No funding is reported in the PBS 2013–14, p.52, and the PAES 2013–14, p.57, therefore, no performance is reported on in this annual report.

8   Following the AAO of 18 September 2013, the majority of outcome 5 was transferred to the DSS, with the AMEP transferring to the DOI. DIBP retained responsibility for TIS, RCOA resources, and UHMs under outcome 5. Change between the PBS 2013–14, p.5, and the PAES 2013–14, p.5.

9   Following the AAO of 18 September 2013, multicultural services were transferred to DSS. DIBP retained responsibility for citizenship services under outcome 6. Change between the PBS 2013–14, p.5, and the PAES 2013–14, p.5.
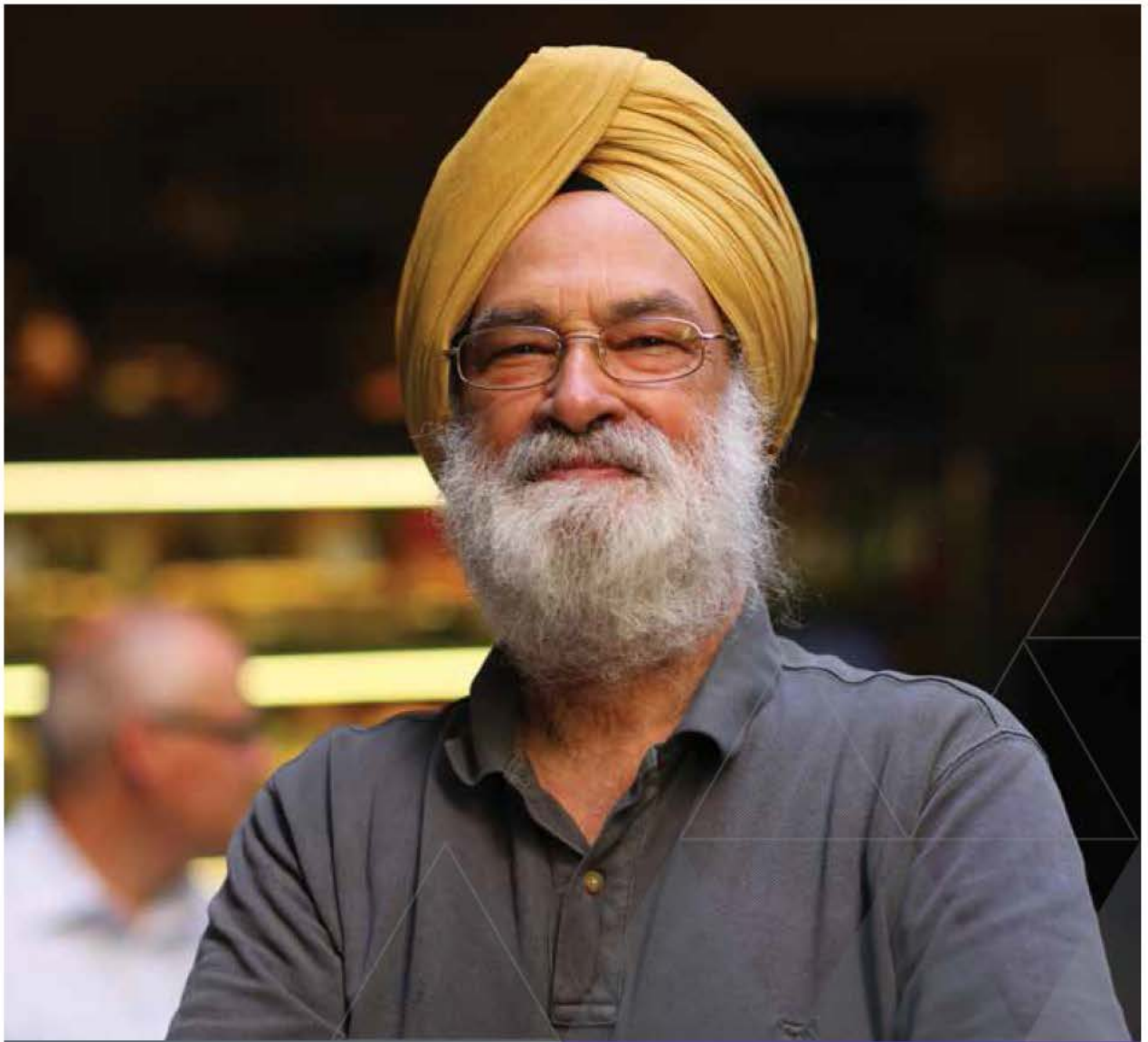
Part 3

Report on performance

Summary of financial performance

Departmental operating result

The Department of Immigration and Border Protection's 2013–14 financial performance was strong despite the challenges posed by increased activity and complex operational demands.

The 2013–14 financial statements report a $98.8 million operating deficit compared with an $87.7 million operating deficit in 2012–13. Since 2010–11 depreciation and amortisation expenses have not been funded by the Australian Government. In 2013–14, the department incurred $120.1 million in depreciation and amortisation expenses. If these items were funded, the 2013–14 result would have been a $14.4 million surplus excluding asset revaluation movements recorded as other comprehensive income. This surplus represents less than 1.4 per cent of the department's annual funding.

The main factors contributing to the department's 2013–14 operating result were:

- whole-of-government recruitment constraints on labour costs
- shifts in organisational activity and delivery patterns
- fluctuations in illegal maritime arrivals (IMA).

Revenue

The department's appropriation revenue is managed through two funding models with the Department of Finance. These models have fixed and variable components, with variable funding adjusted to reflect actual movements in the department's key workload drivers— that is, visa processing decisions, citizenship decisions, border movements and IMA processing.

The department's 2013–14 statement of comprehensive income reports revenue from government of $1482.4 million for earned appropriation and own-source income of $63.1 million—a total of $1545.5 million.

Expenses

The department's total expenses in 2013–14 were $1651.1 million, which was $75.5 million higher than that reported in 2012–13 ($1575.6 million). The 2013–14 expenses included management of a fluctuation in the number of illegal maritime arrivals in immigration detention and the associated financial impact across the financial year. In terms of ensuring ongoing fiscal restraint and budget management, the department has developed and implemented appropriate and responsive strategies to manage the increasing changing workload.

Administered programme performance

The department's 2013–14 administered expenses were $3047.3 million, which was $320.2 million (9.5 per cent) lower than the expense estimate provided at 2013–14 Additional Estimates ($3367.5 million). The variance is mainly attributable to reduced illegal maritime arrivals.

Total assets

As at 30 June 2014 the department held total assets of $868.0 million, which is $41.6 million higher than the department's 30 June 2013 asset position. This increase is predominantly a result of an increase in departmental government receivables. Administered assets held by the department at 30 June 2014, after depreciation of $61.9 million, totalled $1551.2 million. These assets primarily relate to detention land, buildings and infrastructure.

Total liabilities

As at 30 June 2014 the department reported total liabilities of $476.5 million, an increase of $45.7 million compared to the previous financial year. The change in the liability balances mainly relates to:

• an increase of $16.8 million in suppliers, including a $3 million increased accrual of Fringe Benefits Tax for the fourth quarter due to changes in tax legislation

• an increase of $13.1 million in unearned income due to Comcover recoveries due to be returned to consolidated revenue

• an increase of $13.6 million in provision for onerous leases in recognition of surplus lease space.

Net assets

Overall, the department's 2013–14 net asset position of $391.5 million (assets minus liabilities) has decreased in comparison with 2012–13 by $4 million (Figure 4). The department has a strong net asset position whereby liabilities equate to 55 per cent of the total asset base.

Figure 4: Departmental assets, liabilities and net equity trend
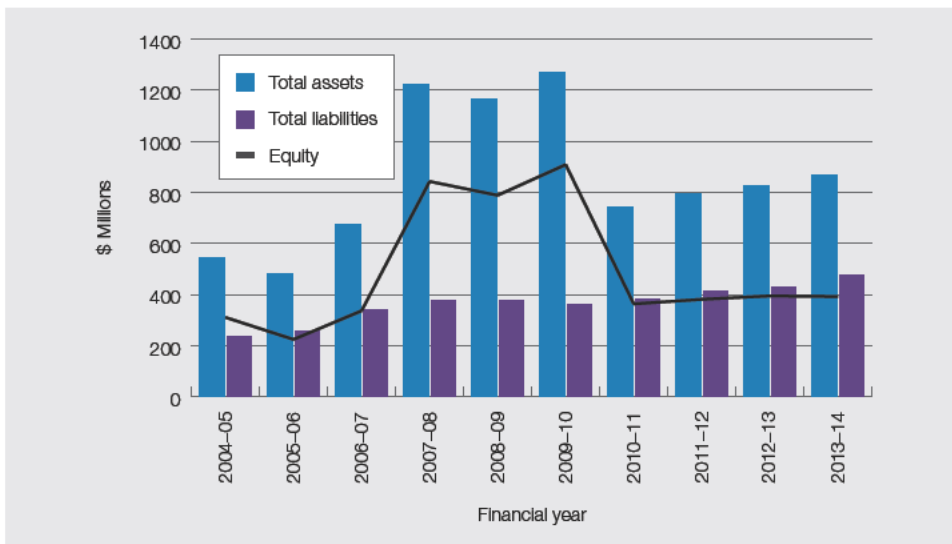
The department's financial performance in 2013–14 continues to reflect a strong focus on financial management while delivering key activities and achieving significant milestones. Tables 2 and 3 provide an overview of the department's resource statements, including available funding outlined in the department's resource statements, available funding outlined in the department's *Portfolio Budget Statements 2013–14* (PBS) and the *Portfolio Additional Estimates Statements 2013–14* (PAES), and a summary of payments made during the financial year.

Table 2: All outcomes financial resources summary 2013–14

	Budget[a] 2013–14 $'000	Actual Expenses 2013–14 $'000
Administered		
Outcome 1: Visa and migration	-	209
Outcome 2: Refugee and humanitarian assistance	39,719	38,685
Outcome 3: Border management	15,922	518
Outcome 4.1: Visa compliance and status resolution	9,448	6,881
Outcome 4.2: Onshore detention network[b]	64,112	85,359
Outcome 4.3: Offshore asylum seeker management	2,609,869	2,707,328
Outcome 4.4: Foreign fishers	9,679	13,544
Outcome 4.5: Regional cooperation and associated activities	80,328	72,378
Outcome 4.6: Refugee status determination for offshore entry persons[c]	-	-
Outcome 5: Settlement services for migrants and refugees	116,928	120,211
Outcome 6: Multicultural and citizenship services	489	2,151
Total administered expenses	2,946,494	3,047,264
Departmental		
Outcome 1: Visa and migration	603,586	586,812
Outcome 2: Refugee and humanitarian assistance	66,243	76,193
Outcome 3: Border management	157,186	154,910
Outcome 4.1: Visa compliance and status resolution	171,741	189,241
Outcome 4.2: Onshore detention network	26,836	33,060
Outcome 4.3: Offshore asylum seeker management	449,857	441,681
Outcome 4.4: Foreign fishers	2,719	1,184
Outcome 4.5: Regional cooperation and associated activities	18,100	21,298
Outcome 4.6: Refugee status determination for offshore entry persons[c]	-	-
Outcome 5: Settlement services for migrants and refugees	75,392	69,899
Outcome 6: Multicultural and citizenship services	79,083	76,845
Total departmental expenses	1,650,743	1,651,124
Total departmental and administered expenses	4,597,237	4,698,388

a   The 2013–14 budget represents the estimated actual budget published in the PBS 2014–15.

b   Outcome 4.3 administered expenses include asset impairments and writedowns of $86.4 million.

c   Programme 4.6 transferred to MRT–RRT in 2012–13. No funding is reported in the PBS 2013–14, p.52, and the PAES 2013–14, p.57, therefore, no preformance is reported on in this annual report.

Table 3: Financial resource statement 2013–14

		Actual available appropriation for 2013–14 $'000	Payments made 2013–14 $'000	Balance remaining 2013–14 $'000
Ordinary annual services				
Appropriation receivable		291,251	288,950	2,301
Departmental appropriation		1,551,228	1,255,843	295,385
s. 31 of the FMA Act— relevant agency receipts		100,519	100,519	-
Total		1,942,998	1,645,312	297,686
Administered expenses				
Outcome 1		-	-	
Outcome 2		49,129	39,570	
Outcome 3		15,922	416	
Outcome 4		3,187,014	2,615,664	
Outcome 5		279,514	135,606	
Outcome 6		2,284	2,284	
Total		3,533,863	2,793,541	
Total ordinary annual services	A	5,476,861	4,438,853	
Other services				
Administered expenses specific payments to states, ACT, NT and local government		-	-	
Total		-	-	
New administered expenses		-	-	
Total		-	-	
Departmental non-operating				
Equity injections		26,056	15,569	10,487
Total		26,056	15,569	10,487

Table 3:   Financial resource statement 2013–14 *continued*

		Actual available appropriation for 2013–14 $'000	Payments made 2013–14 $'000	Balance remaining 2013–14 $'000
Administered non-operating				
Administered assets and liabilities		505,200	376,419	128,781
Payments to *Commonwealth Authorities and Companies Act 1997* (CAC Act) bodies– non-operating		-	-	-
Total		505,200	376,419	128,781
Total other services	B	531,256	391,988	139,268
Total available annual appropriations and payments		6,008,117	4,830,841	
Special appropriations				
Special appropriations limited by criteria/entitlement				
Migration Act s. 332B			-	
Special appropriation *Financial Management and Accountability Act 1997*			66,127	
Special appropriations limited				
By amount			-	
Total special appropriations	C		66,127	-

Table 3: Financial resource statement 2013–14 *continued*

		Actual available appropriation for 2013–14 $'000	Payments made 2013–14 $'000	Balance remaining 2013–14 $'000
Special accounts				
Opening balance		187	-	
Appropriation receipts		-	-	
Appropriation receipts—other agencies		-	-	
Non-appropriation receipts to special accounts		-	-	
Payments made		-	133	
Total special account	D	187	133	54
Total resourcing and payments A+B+C+D		6,008,304	4,897,101	
Less appropriations drawn from annual or special appropriations above and credited to special accounts and/or CAC Act bodies through annual appropriations		-	-	
Total net resourcing and payments for the department		-	-	

The department operates on an activity-based funding model and revenue adjustments are recorded in the financial statements in the financial year in which the activity occurs.

However, the corresponding appropriation adjustment occurs in the following financial year. Therefore, the appropriations in this table are as originally passed by the Australian Parliament. Due to variants in activity, there will be a lapsing of appropriation items in 2014–15, relating to the items appropriated for the 2013–14 financial year.

Outcome

1

Managed migration through visas granted for permanent settlement, work, study, tourism, working holidays or other specialised activities in Australia, regulation, research and migration policy advice and programme design.

Programme 1.1 Visa and migration

During 2013–14 programme 1.1 was managed by the Migration and Citizenship Policy Division.

This programme includes the Office of the Migration Agents Registration Authority— a discrete office attached to the Department of Immigration and Border Protection which regulates the activities of the migration advice profession in Australia.

This section reports on the deliverables and key performance indicators for programme 1.1 published in the department's *Portfolio Budget Statements 2013–14* (PBS) and *Portfolio Additional Estimates Statements 2013–14* (PAES).

Strategy

Outcome 1 contributes to Australia's economic and social prosperity through the provision of visa services and policy and programme development in relation to permanent migration and temporary entry, including:

- developing policy in line with the Australian Government's expectations to implement migration and visa reform agendas, including labour market initiatives, long term migration planning, reforms to temporary entry programmes and visa simplification and deregulation
- robust policy and sound research and evaluation to support efficient programme delivery and to enhance the integrity of the programme
- delivery of effective client services through designated channels which meet reasonable client expectations
- promotion of client service delivery excellence.

The department's progress is measured on the development and implementation of the government's reform agenda, including the:

- labour market policy framework
- long-term migration planning framework
- skills targeting (permanent and temporary)
- review of student programmes
- working holiday visitor and specialist entry programmes
- visa simplification and deregulation agenda
- implementation of a fairer approach to migration for people with a disability.

The department's performance will be measured by:

- the delivery of the 2013–14 Migration Programme within the parameters set by the government
- the Continuous Survey of Australia's Migrants to monitor the integration of recent migrants, and rolling annual programme for surveying the main groups of temporary migrants

- the department's responsiveness to government initiatives and reforms related to migration, the temporary entry programme and sustainable population policies
- progress in the development of the long-term migration planning framework
- the integration of research and evaluation programmes which support evidence-based policy formation and decision-making, including relevant stakeholder input and expert opinions.

Overview

In 2013–14 the department delivered 190,000 places for the annual Migration Programme. As with the previous year, around two-thirds of the programme consisted of outcomes in the Skill stream.

The department continued to:

- develop and implement strategies to strengthen the Australian economy
- develop and administer visa arrangements that further enhanced Australia's social, cultural and international relations
- support growth and integrity in the Australian international education industry
- support the continued growth of the Australian tourism industry.

The Significant Investor visa (SIV) exceeded departmental expectations, with $1430 million being injected into Australia's economy since it commenced in November 2012.

Recent research found that Family stream migrants enhance social cohesion by strengthening migrants' ability to integrate and providing support to relatives and friends. Many partner migrants who arrived on Skill stream and Family stream visas have post-secondary qualifications, good English skills and were working before migrating. Statistics show that 85 per cent of male and 60 per cent of female partner migrants were employed during their first five years in Australia.[1]

Major achievements

Delivering the annual 2013–14 Migration Programme

The 2013–14 Migration Programme delivered 190,000 places, on target with its planning level of 190,000 places. The Skill stream outcome of 128,550 places accounted for 67.7 per cent of the total programme. The Family stream had an outcome of 61,112 places, 32.2 per cent of the total programme. The balance of 338 places, or 0.2 per cent of the total programme, was delivered under the special eligibility stream. (Note: due to the rounding of percentages, the total equals 100.1 per cent.)

The department delivered the programme on target within the size and composition set by the government to meet Australia's economic and social objectives. In delivering the programme on target, the department has shown the strength of its capacity for programme management and service delivery.

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1   Australian National University's Australian Demographic and Social Research Institute research paper *Contribution of family migration to Australia,* www.immi.gov.au/pub-res/Documents/research/family-migration-contribution-january-2014.pdf accessed 2 September 2014.

Visa simplification and deregulation

The department made a significant contribution to the government's deregulation agenda during 2013–14 by simplifying the visa framework. Seven visa subclasses were repealed on Parliamentary Repeal Day, 26 March 2014, along with 300 references or provisions in the Migration Regulations 1994 (the Regulations) that were redundant or outdated. A further eight visa subclasses in the non-contributory parent and other family visa categories were repealed on 2 June 2014.

Repeal of the non-contributory parent and other family visas

The government announced its intention to close the non-contributory parent and other family visas in the Budget papers on 13 May 2014. Repeal of non-contributory parent visas (subclasses 103 and 804) and other family visas, including Aged Dependent Relative visas (subclasses 114 and 838), Remaining Relative visas (subclasses 115 and 835) and Carer visas (subclasses 116 and 836), took effect on 2 June 2014.

Applications for these subclasses had long outstripped available places, creating decades-long queues for some of the applicants. For example, the waiting time for a non-contributory parent visa is up to 30 years, six years for a Carer visa and 25 years for an Aged Dependent Relative visa or a Remaining Relative visa. Based on current planning levels, someone who applied for a parent visa in May 2014 may have to wait until 2044 for their application to be finalised and ready to be granted. Current applications will continue to be processed under existing regulations and policy. With more than 36,000 parent and 7600 other family visa applications awaiting finalisation, it will take many years to work through the existing applications for these visas.

There remain other avenues for parents to seek to migrate to or visit Australia. Parents can still apply to migrate permanently to Australia through the contributory parent stream. They can also apply for a flexible visitor visa to visit family in Australia for up to 12 months at a time. Anyone wishing to visit Australia to provide short-term care for family members can also apply for a visitor visa.

Reforms to the subclass 457 visa programme

The Temporary Work (Skilled) visa (subclass 457) programme is designed to enable employers to fill genuine short- to medium-term skill shortages by recruiting qualified overseas workers when they cannot find appropriately skilled Australians.

The subclass 457 visa programme has been growing at a record rate. To continue to maintain programme integrity, the subclass 457 visa programme was subject to a number of reforms implemented on 1 July 2013. For details on reforms, see the temporary residents (economic) section in outcome 1 in this report.

Significant Investor visa

In November 2012 the government introduced the Significant Investor visa (SIV) as a stream within the business innovation and investment programme.

Since November 2012, 286 SIVs have been granted to primary applicants, resulting in $1430 million being injected into the Australian economy. The People's Republic of China continues to be the key source country under the SIV programme, making up 90.5 per cent of the programme to date.

Review of the student visa assessment level framework

On 29 October 2013 the government released the findings of the student visa assessment level (AL) framework review and announced a number of changes to the student visa programme. In total the review made eight recommendations to simplify the AL framework and provide benefits to all international education providers. All eight recommendations were implemented on or before 22 March 2014.

More nations eligible for electronic lodgement of visa applications

The department continued to implement changes to support the progressive expansion of online lodgement of visitor visa applications to all countries. Online lodgement of the Visitor visa (subclass 600) was made available to additional countries from 1 July 2013, including all countries previously eligible for the online Tourist visa (subclass 676). There are currently 124 countries with access to online lodgement, including 51 countries provided with access on 9 May 2014.

Additionally, the citizens of 58 countries now benefit from the ability to lodge online applications for the Temporary Work (Short Stay Activity) visa (subclass 400).

Challenges

The 2013–14 Migration Programme

Delivering a Migration Programme of 190,000 places across a network of six onshore offices and more than 40 overseas posts, covering more than 60 visa subclasses and more than a quarter of a million annual applications, was a considerable challenge for the department. Meeting end-of-year planning levels requires careful programme management and close collaboration. In 2013–14 the department was successful in delivering visa grants more evenly across the course of the year, avoiding the need for a last-minute surge in processing activity.

Work and Holiday visa programme

In 2013–14 the department expanded the Work and Holiday visa (subclass 462) programme to include new partner countries by signing reciprocal visa arrangements with Poland and Greece.

Work and Holiday visa arrangement negotiations usually take an extended period of time to conclude successfully. In particular, negotiations for full reciprocity and amendment of each country's legislative and administrative architecture can involve lengthy timeframes, varying in accordance with the complexity of issues presented by each potential partner country.

Table 4: Outcome 1 financial resource summary 2013–14

Outcome 1: Managed migration through visas granted for permanent settlement, work, study, tourism, working holidays or other specialised activities in Australia, regulation, research and migration policy advice and programme design.

	Budget[a] 2013–14 $'000	Actual Expense 2013–14 $'000	Variations 2013–14 $'000	Budget Estimate 2014–15 $'000
Programme 1.1: Visa and migration				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	-	209	209	-
Departmental expenses:				
Departmental appropriation (Appropriation Acts 1 and 3) and Revenue from independent sources (s. 31 FMA Act)	537,142	519,228	(17,914)	546,976
Expenses not requiring appropriation in the budget year[b]	66,444	67,584	1,140	55,458
Total expenses for outcome 1	603,586	587,021	(16,565)	602,434
Average staffing level (number)	3,924	3,884	-40	3,936

a   The 2013–14 budget represents the estimated actual expenses published in the *Portfolio Budget Statements 2014–15*.

b   Expenses not requiring appropriation in the budget year are expenses relating to depreciation, amortisation and writedown/impairment of assets.

Programme 1.1 Visa and migration

Programme 1.1 consisted of eight departmental items:

- Economic migration
- Family migration
- Resident Return visas, Former Resident visas, Australian Declaratory visas and certificates of evidence of resident status
- Students
- Temporary residents (economic)
- Temporary residents (non-economic)
- Visitors and working holiday makers
- Visitors and working holiday makers—electronic travel authorities (ETAs).[2]

There were no administered items under programme 1.1.[3]

Programme 1.1 also includes the Office of the Migration Agents Registration Authority (the authority).

Objectives

Permanent migration and temporary entry is a key contributor to Australia's economic, demographic, cultural and social needs. A targeted Migration Programme which facilitates the lawful and orderly entry and stay of people in Australia and that responds to Australia's changing economic, cultural and social needs will be achieved by:

- the delivery of the annual Migration Programme within the parameters set by government to respond to Australia's labour and demographic needs whilst maintaining programme integrity
- the implementation of strategies to strengthen the economic, budgetary, cultural and social benefits from both permanent migration and temporary entry
- the strengthening of the government's ability to develop evidence-based policy addressing population and migration issues
- the ongoing review and improvement of Australia's temporary entry arrangements to better meet the needs of business, education and tourism
- the delivery of the permanent skilled migration programme in a way that supports the Australian economy, business, and the education and training of Australians
- a robust family migration programme which brings benefits to individual families and the wider Australian community

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2   Visitors and working holiday makers—electronic travel authorities (ETAs) performance outcomes is reported under visitors and working holiday makers in this report, under outcome 1.
3   Change between the PBS 2013–14, p.24, and the PAES 2013–14, p.32. Administrative item removed.

- protecting the public and the public health system from undue health risks and costs arising from migration
- supporting the Ministerial Advisory Council on Skilled Migration's capacity to provide advice to the government.

Deliverables

The following reports against the programme 1.1 deliverables as published in the PBS 2013–14 and the PAES 2013–14.[4]

Visa and migration—deliverables
Deliverable: Continue to develop and implement permanent migration and temporary entry strategies which support government priorities including social, economic, budgetary and international imperatives.
Result: The 2013–14 Migration Programme of 190,000 places maintained the overall programme size of the previous year and its composition was designed to deliver the government's economic and social policy priorities.
The Skill stream, which aimed to contribute to economic growth and support businesses by addressing skill shortages, comprised 67.7 per cent of the programme and totalled 128,550 places. The general skilled migration programme is the largest component of the skilled migration programme and accounted for 58.1 per cent of the total, followed by the employer sponsored programme, which comprised 36.9 per cent of the programme.
The Family stream, which facilitates the reunion of close family members, comprised 32.2 per cent of the programme, which is designed to help reunite Australians with their close family members. The partner category delivered 47,752 places, taking its proportion of the family migration programme to 78.1 per cent. The parent category delivered 8925 places, 74.8 per cent of which were under the contributory parent programme.
The special eligibility stream comprised 0.2 per cent of the programme. Most outcomes were for ministerial intervention grants under the Former Resident visa (subclass 151).
Deliverable: Deliver the Migration Programme within government targets whilst maintaining programme integrity.
Result: In 2013–14, 190,000 permanent visas were granted against a total planning level of the same number. The on-target result demonstrated strong programme management and delivery with integrity.
An additional 1163 places were allocated to family members of IMAs. This outcome was in addition to Family stream places in 2013–14, but not counted in the total annual Migration Programme.

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4   Change between the PBS 2013–14, p.25, and the PAES 2013–14, p.33. Deliverables removed and last deliverable added.

Deliverable: Process visa applications within service standards and according to applicable priority processing directions.

Result: For permanent visa applications processed in 2013–14, 67.7 per cent were finalised within service standards. Of these, 84.0 per cent of skilled migration visa applications and 52.0 per cent of family migration visa applications were finalised within service standards. For temporary entrants, 87.5 per cent of primary visa applications were decided within service standards.

Deliverable: Ensure temporary entry and permanent migration do not increase health risks or costs to the Australian community.

Result: The department continues to implement robust health policies which effectively:

- protect Australia from public health risks
- minimise public health expenditure on health and community care services arising from migration
- protect the access of Australian citizens and permanent residents to health services in short supply.

The incidence of tuberculosis (TB) in Australia remains low at 5.6 per 100,000 (2013) despite a substantial increase in migration. This demonstrates the low incidence of TB compared with the size of the population and in comparison with other developed countries.

Deliverable: Undertake high quality evidence-based analysis of the relationship between migration, the economy, the labour market and the wider community to support evidence-based migration policy development and programme delivery.

Result: The 2013–14 Migration Programme was informed by extensive consultations with a wide range of stakeholders, including state and territory governments, employers, business, peak bodies and community groups.

Public consultations were held in all capital cities and Townsville, as well as with population experts and academics, to seek views about migration and its broader impact in the prevailing economic climate. Public consultations were well attended and gave the department an opportunity to engage with a wide range of stakeholders on migration planning and policy settings.

To support evidence-based policy development and decision-making on family migration, the department, through the strategic policy evaluation and research unit, received the final research report on the economic and social benefits of family migration to Australia. The results of this research provide an evidence base to shape future family migration policy.

The department continued to develop a long-term migration framework to consider the broader implications of the programme and policy settings over a 5–10 year horizon, drawing on a variety of demographic, economic and social data metrics and modelling approaches. The framework will help the permanent and temporary migration programmes to achieve the best outcomes for productivity and social cohesion.

Points-tested skilled migration continues to be successfully managed through SkillSelect, Australia's online skilled migration selection mechanism, introduced on 1 July 2012. SkillSelect was established to ensure that only the best and brightest skilled migrants are selected in the numbers the economy requires.

Deliverable: **Work closely with key stakeholders to increase the level of awareness of key issues and concerns with the operation of visa programmes and gain support for necessary changes.**

Result: The department continues to meet and engage with key stakeholders through the Skilled Migration Official Group to discuss skilled migration policy.

The Education Visa Consultative Committee (EVCC) met three times in 2013–14 and continues to provide a valued forum for the government to engage with key international education sector stakeholders.

The department also continued to engage education providers directly. In March and April 2014 a series of workshops was held to provide information about upcoming changes, challenges and the future direction of the student visa programme. To support streamlined visa processing arrangements, the department has maintained a close relationship with providers. This facilitates the sharing of information and the early detection and resolution of issues.

The Tourist Visa Advisory Group (TVAG) is a forum for the department and key tourism industry stakeholders to share information about visa initiatives, including the working holiday maker (WHM) visa programme, seek feedback and input on performance and policy developments and changes, and discuss key issues and concerns. The group met quarterly in 2013–14.

As part of measures to increase competition in English-language testing for visa purposes, the department consulted providers of the Test of English Language as a Foreign Language internet-based test (TOEFL iBT), the Cambridge English: Advanced (also known as the Certificate in Advanced English [CAE]) test, and the Pearson Test of English Academic to ensure the tests were acceptable for the temporary graduate, skilled, work and holiday, and former resident visa programmes.

Deliverable: **Provide secretariat support for the Ministerial Advisory Council on Skilled Migration to support them to advise the government on skilled migration policy.**

Result: On 19 March 2014 the Assistant Minister for Immigration and Border Protection, Senator the Hon Michaelia Cash, announced that in light of the current inquiries into the subclass 457 visa and SIV programmes, the government believed that the Ministerial Advisory Council on Skilled Migration (MACSM) should be reconstituted with new terms of reference after the review reports were received. The term for MACSM members expired on 30 June 2014 and was not renewed before that date.

Visa and migration—deliverables *continued*

Deliverable: Consolidate the new SkillSelect migrant selection model within the skilled migration programme delivery framework.

Result: On 1 July 2012 the department implemented SkillSelect—one of the most significant reforms to skilled migration in a generation. SkillSelect is the department's online system for managing the skilled migration programme. It allows the best and brightest skilled migrants to be invited to apply for skilled visas at levels which match the dynamic needs of the Australian economy.

SkillSelect is a two-stage process, whereby intending migrants first lodge an expression of interest in SkillSelect and are allocated points based on a number of criteria including:

- nominated occupation
- work experience
- study and education
- level of English skills
- a skills assessment related to the nominated occupation
- business and investment experience.

Those who best meet Australia's skills needs are then invited to lodge visa applications.

In 2013–14, 59,075 expressions of interest were submitted through SkillSelect and 44,911 of these were invited to apply for a skilled visa. The department granted 56,732 visas for primary and secondary applicants invited to apply, representing 75.9 per cent of visa grants in the general skilled segment of the skilled migration programme.

Deliverable: Continue to provide a more efficient and sustainable visa processing system.

Result: During 2013–14 the department continued to improve its systems and processes to increase the efficiency and sustainability of visa services. These improvements allow more clients from a larger number of countries to lodge visa applications online. In particular, online lodgement for Visitor visa (subclass 600) was expanded as part of a phased global rollout, with passport holders from 124 countries or regions now eligible to apply for this visa online. Partner visa applications can now also be lodged online from anywhere in the world. The rollout of the department's online services will continue to be carefully planned so it provides a fully functioning, efficient and mature service that supports continuing growth.

The department also further developed its digital strategy, setting forward key pillars and initiatives to embed digital as the default form of service delivery. Further self-service and automation measures will provide productive ways of managing the department's increasingly complex caseloads. Increasing digital service delivery is necessary both for client satisfaction and efficiency, and will ensure the continued sustainability of visa processing services and systems.

Key performance indicators

The following reports against the programme 1.1 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.[5]

Visa and migration—key performance indicators

Indicator: Temporary and permanent migration programmes actively contribute towards the government's social, economic, budgetary and international imperatives.

Result: The size and composition of the Migration Programme, set by government, aims to meet the economic and social needs of the nation while taking into account both fiscal and budgetary implications.

The Skill stream outcome constituted 67.6 per cent of the total programme. It contributes to the Australian economy by addressing skills shortages and contributes to higher levels of productivity, labour force participation and labour force growth.

Family migration constituted 32.2 per cent of the programme result. The Family stream provides social benefits by reuniting Australians with close family members. The special eligibility category made up the balance of 0.2 per cent of the programme.

The 2013–14 programme also helped to lessen the impact of Australia's ageing population and provided skills that will be vital in filling labour skill shortages in the medium term.

The department's Continuous Survey of Australia's Migrants (CSAM) provides evidence of the benefits of skilled migration. The survey shows that skilled migrants make positive economic contributions because they are highly employable and have high participation rates. The survey also shows that family migrants, particularly partners, also make positive economic contributions to Australia by easing labour market pressures in both skilled and semi-skilled occupations. The department conducted a new CSAM in November 2013 with a different sample design and intends to conduct it annually. The results from the first year of the new CSAM will be available in the latter half of 2014.

The student visa programme aims to contribute to Australia's society and economy by facilitating the lawful entry and temporary stay of international students. In 2013–14 the programme grew for the third year in a row, with a total of 292,060 student visas granted—an increase of 12.6 per cent compared with 2012–13.

The visitor visa programme continues to support the Australian community by facilitating the entry of a wide range of international visitors. The entry of foreign tourists supports the hospitality and tourism industries, while family visitors support the Australian community. The programme also helps Australians maintain people-to-people links that foster good relations and cultural understanding between Australia and other countries.

In 2013–14 almost 4.0 million Tourist, Family Visitor and Medical Treatment visas were granted, an increase of 6.4 per cent on the previous year. There was also significant growth in the number of Chinese visitors choosing to visit Australia, up by 16.1 per cent in 2013–14.

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5   Change between the PBS 2013–14, p.25 and the PAES 2013–14, p.34. Last KPI changed.

Visa and migration—key performance indicators *continued*

The department continued to implement changes to support the progressive expansion of online lodgement of visitor visa applications to many countries and expansion of online lodgement will continue in 2014–15. Online lodgement of Visitor visa (subclass 600) was made available to additional countries from 1 July 2013, including all countries previously eligible for the online Tourist visa (subclass 676). In all, 124 countries now have access to online lodgement, including 51 that were provided with access on 9 May 2014.

The department continued to expand its network of Australian Visa Application Centres, managed by service delivery partners overseas, to provide better access and more service options to offshore clients.

The working holiday maker (WHM) visa programme allows young adults from partner countries to have an extended holiday in Australia, enabling them to share valuable cultural experiences and engage in short-term work and study. In 2013–14, 239,592 WHM visas were granted making Australia's programme the largest of its kind in the world.

Australia has 28 WHM visa arrangements in effect with partner countries, with further expansion of the programme underway. In early 2014 new Work and Holiday visa arrangements were signed with Poland and Greece. These arrangements are expected to come into effect in 2014–15. Formal negotiations with potential new partner countries are continuing.

The second Working Holiday visa (subclass 417) initiative grew by a further 18.2 per cent in 2013–14 providing continuing support to the agriculture, mining and construction sectors. In addition, the WHM programme also provided substantial short-term seasonal labour support to the tourism and hospitality sectors.

Indicator: The permanent migration programme including skilled migration, family migration and special eligibility components is delivered within government targets.

Result: All components of the permanent migration programme were delivered on target. The skilled migration stream delivered 128,550 places, the family migration stream delivered 61,112 and the special eligibility category delivered 338 places.

Indicator: Visa applications are finalised within service standards and according to applicable priority processing directions.

Result: For permanent visa applications processed in 2013–14, 67.7 per cent were finalised within service standards. Of these, 84.0 per cent of skilled migration visa applications and 52.0 per cent of family migration visa applications were finalised within service standards. For temporary entrants 87.5 per cent of visa applications were finalised within service standards.

Visa and migration—key performance indicators *continued*

Indicator: Data and analysis is regularly provided on the performance of visa programmes in order to support evidence-based policy development and implementation.

Result: A number of reports covering temporary and permanent visa activity, Migration Programme outcomes and other statistics are produced each month to inform policy and programme development.

The department forecasts net overseas migration to 2017–18 on a quarterly basis. The forecasts indicate how current policy settings will affect changes in population over time. The department also began producing regional net overseas migration estimates in 2013–14, including regional forecasts. These reports are updated annually.

The Ministers and executive receive quarterly reports on key statistical changes and caseload issues on Family stream visas. The department publishes comprehensive quarterly reports on the student and visitor visa programmes on its website.

Indicator: Temporary entry and permanent migration does not increase the incidence of health risks or costs to the Australian community.

Result: The department continues to implement robust health policies which effectively:

- protect Australia from public health risks
- minimise public expenditure on health and community care services arising from migration
- protect the access of Australian citizens and permanent residents to health services that are in short supply.

The latest data from the Australian Government Department of Health's National Notifiable Diseases Surveillance System indicates that the incidence of TB in Australia is 5.6 per 100,000 people (2013). This low rate has remained relatively steady for more than 20 years despite significant increases in the number of people arriving from countries with high rates of TB.

Indicator: Policy development and reform to visa programmes are implemented effectively and in a timely and cost-effective manner while maintaining programme integrity.

Result: A number of regulatory reforms were implemented in the 2013–14 financial year. On 1 July 2013 the Migration Regulations 1994 were amended under the subclass 457 visa programme. Further information regarding these reforms is provided within the temporary residents (economic) section of this report.

The business innovation and investment (BII) programme has also been subject to review, with the government announcing, on 7 March 2014, a review to identify ways to further improve the SIV. On 26 March 2014 the Joint Standing Committee on Migration announced an inquiry into the BII programme.

On 22 March 2014 the student visa assessment level (AL) framework was simplified, and streamlined visa processing arrangements were extended to eligible low-immigration-risk non-university higher education providers, in line with recommendations made by the 2013 review of the student visa AL framework.

Parliamentary Repeal Day on 26 March 2014 involved the repeal of seven visas and the removal of 300 references or provisions in the Regulations that were redundant or outdated. A further eight visa subclasses in the non-contributory parent and other family visa categories were repealed on 2 June 2014.

The department successfully expanded the WHM visa programme by continuing negotiations for reciprocal work and holiday visa arrangements with priority countries.

Indicator: **High quality and timely support provided to key stakeholders through the provision of Migration Programme policy advice via helpdesks, secretariats, briefings, speeches and presentations, and replies to correspondence.**

Result: In 2013–14 the migration and visa policy helpdesk responded to 5170 queries, helping decision-makers to deliver permanent and temporary visa programmes in accordance with service standards for processing visa applications.

The department responded to requests for advice and information about visa programmes from stakeholders, clients and individuals in the community within service standards and to a consistently high standard.

In addition to the EVCC, support for international education stakeholders included online fact sheets, the publication of programme statistics, replies to correspondence and presentations both in Australia and overseas.

As well as supporting stakeholders through TVAG, during 2013–14 the department continued to regularly publish statistics on the visitor and working holiday maker programmes.

All requests from stakeholders for temporary statistical reports and advice were actioned within required timeframes and were of a consistently high standard.

Indicator: **Provide effective support to the Ministerial Advisory Council on skilled migration with appropriate secretariat services.**

Result: On 19 March 2014 the Assistant Minister announced that, in light of the current inquiries into the subclass 457 visa programme and the SIV programme, the government believed that the MACSM should be reconstituted with new terms of reference after the review reports had been received. The term for MACSM members expired on 30 June 2014 and was not renewed before this date.

Indicator: **SkillSelect moves to become the main pathway for entry of independent skilled migrants.**

Result: Since its introduction on 1 July 2012, SkillSelect has been the sole pathway to apply for a general skilled migration visa, including skilled independent and state or territory government nominated visas. To apply for a points-tested visa, a prospective migrant must first submit an expression of interest (EOI) through SkillSelect and receive an invitation to apply for a visa. In the 2013–14 programme year approximately 75.9 per cent of the general skilled migration programme outcome was delivered through SkillSelect.

Indicator: Provide a more efficient and sustainable visa processing regime.

Result: The department made a range of enhancements to the visa processing regime with a focus on increasing efficiency and improving services to clients. During 2013–14 the department:

- launched its redesigned website
- implemented ImmiAccount and associated enhancements to the visa application lodgement functionality
- enabled online lodgement for partner visa applications
- extended the number of eligible nationalities that can lodge Visitor visa (subclass 600) applications online.

The introduction of ImmiAccount was a particularly notable improvement. ImmiAccount provides a single point of entry into the department's online visa services and allows clients to manage their applications in one place. ImmiAccount provides the foundation to continue to expand digital capability and engagement with clients.

Table 5: Visa and migration—key performance indicators

Key performance indicators	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
The permanent Migration Programme is delivered within government targets.	184,998	190,000	190,000	190,000
Visa applications are finalised within service standards and according to applicable priority processing directions.	73.8%	70.3%	75.0%	67.7%
Temporary and permanent migration does not increase the incidence of health risks or costs to the Australian community.	The incidence of TB in Australia was 6.2 per 100,000 people in 2011[a]	The incidence of TB in Australia was 5.8 per 100,000 people in 2012[a]	Contribute to maintaining TB rates in Australia at <6 cases per 100,000 people	The incidence of TB in Australia was 5.6 per 100,000 people in 2013[a]
SkillSelect moves to becoming the main source of independent skilled migrants.	SkillSelect was not active during this period	No data available	Register 100% of applications under all categories	74% of the general skilled migration programme[b]

a TB incidence figures by calendar year from the Australian Government Department of Health 'National Notifiable Diseases Surveillance System', www9.health.gov.au/cda/source/rpt_3.cfm, accessed 2 September 2014.

b 74 per cent of the general skilled migration programme outcome has been delivered from prospective migrants invited to apply through SkillSelect. The remaining 26 per cent are from residual visa applications prior to the intoduction of SkillSelect visas.

Economic migration

Objective

Economic migration delivers strong economic and budgetary benefits to the Australian economy and helps employers meet their skills needs.

Performance

SkillSelect

SkillSelect is an online resource that enables skilled workers and business people who are interested in working in Australia to register their details and submit an expression of interest for a skilled visa.

SkillSelect allows the government to control the number of applications for points-based skilled migration. It also allows state and territory governments to select the most suitable business and skilled migrants to meet their requirements. SkillSelect delivers significant economic benefits to Australia by improving programme targeting and ensuring that the limited number of skilled migration places available go to suitably skilled migrants across a broad range of occupations that are deemed to be in demand in the medium- to long-term.

SkillSelect streamlines visa application processes and improves the employment prospects of skilled migrants by better managing eligibility requirements.

Points-tested skilled migration

Points-tested skilled migration consists of three broad categories which were formerly referred to as the general skilled migration programme:

- skilled independent
- skilled state/territory sponsored
- skilled regional.

Skilled independent migrants are able to migrate independently of sponsorship or nomination requirements, whereas skilled state/territory sponsored applicants must be nominated by a state or territory government. The skilled regional category includes the former skilled Australian family category.

All categories involve a test in which applicants are allotted points on the basis of particular attributes. These attributes recognise a broad range of human capital skills focusing on:

- English-language levels
- more extensive skilled employment in Australia and overseas
- higher-level qualifications obtained in Australia and overseas
- better-targeted age ranges that match potential lifetime earnings.

The applicable points test pass mark is 60 for applications lodged from 1 July 2013.

The department granted 74,740 visas in the 2013–14 points-tested skilled migration stream.

Visa grants in the skilled independent category comprised 60.2 per cent of the points-tested skilled migration programme. The skilled state/territory category made up a further 33.0 per cent, with the remainder from the points-tested skilled regional category.

In 2013–14 the five major source countries for points-tested skilled migration were India, China, United Kingdom (UK), Pakistan and the Philippines. Table 6 shows the growth in the points-tested skilled migration programme since 1998–99 and Table 7 shows a breakdown by nationality of the points-tested skilled migration programme.

Table 6:   Points-tested outcomes from 1998–99 to 2013–14

Programme year	Outcome
1998–99	22,710
1999–00	23,492
2000–01	29,605
2001–02	36,371
2002–03	49,376
2003–04	54,936
2004–05	59,843
2005–06	76,944
2006–07	75,274
2007–08	78,000
2008–09	69,153
2009–10	59,892
2010–11	61,459
2011–12	71,819
2012–13	74,020
2013–14	74,740

Table 7:   Points-tested skilled migration: Outcomes of top 10 nationalities over last three years and percentage change from 2012–13 to 2013–14

	Citizenship	2011–12 outcome	2012–13 outcome	2013–14 outcome	Percentage change from 2012–13 to 2013–14
1	India	17,030	24,810	24,570	-1.0%
2	China, People's Republic of	7,900	8,030	8,340	3.8%
3	United Kingdom	9,820	6,670	6,650	-0.3%
4	Pakistan	2,810	2,060	4,260	106.8%
5	Philippines	2,470	2,070	2,990	44.4%
6	Nepal	1,270	2,470	2,950	19.4%
7	Sri Lanka	3,900	3,230	2,530	-21.7%
8	Malaysia	3,620	3,160	2,340	-26.0%
9	South Africa, Republic of	3,020	2,120	1,930	-8.8%
10	Ireland, Republic of	1,680	1,560	1,890	20.8%

Permanent employer-sponsored visa programmes

The permanent employer-sponsored category enables employers operating in Australia to sponsor overseas skilled workers for permanent residence to fill skilled vacancies.

The category comprises the employer nomination scheme (ENS) and the regional sponsored migration scheme (RSMS).

The ENS is available to employers located anywhere in Australia, while the RSMS enables Australian employers in regional areas to sponsor workers for permanent residence to fill skilled vacancies in their businesses. The RSMS encourages migration to areas outside the major metropolitan centres of Brisbane, the Gold Coast, Sydney, Newcastle, Wollongong and Melbourne. The RSMS is designed to improve Australia's ability to compete globally by overcoming genuine skill shortages in regional labour markets.

The permanent employer-sponsored category accounted for 47,450 places or 36.9 per cent of the total skilled migration programme outcome of 128,550 places in 2013–14. Of these 30,903 places were granted under ENS, 16,538 under RSMS, and nine were permanent places under the labour agreement programme.

Of the total 47,450 permanent employer-sponsored outcome in 2013–14, 21,453 places were granted to primary skilled applicants and the remaining 25,997 to secondary (dependent) applicants.

Subclass 457 visa holders accounted for most of the outcome in this category. During the year, the department granted 77.1 per cent of ENS outcome and 37.7 per cent of RSMS outcome to people holding a subclass 457 visa at the time the visa was granted.

Case study

Living the life—
Gladys Rivera

For Chilean-born civil engineer Gladys Rivera, being given the opportunity to live and work in Australia was a dream come true.

Born into a mining family and raised in Calama—a quintessential mining town close to Chuquicamata, one of the largest open pit copper mines in the world—a career in mining was an easy choice for Gladys, as was applying to work in Australia.

Gladys grew up knowing that Australia was one of the top natural resources centres in the world. After qualifying as an engineer, she went looking for adventure and moved to Australia.

Since living in Australia, Gladys has been working on one of the world's largest national resources projects off the coast of Western Australia—the Gorgon Project.

'It's a very interesting and challenging experience,' Gladys said. 'Every day we have to face different issues and we have to deal with different circumstances with different people to solve the issues that we face. So the key is to develop good communications and good relationships with your colleagues. It's a learning curve every day.'

Adjusting to the Australian way of life and learning the culture and language was difficult at first, but this soon changed.

'It's easy to live here because Australians give you the opportunity to learn and to improve, regardless of whether you are or not Australian, so that's a fantastic thing from a career point of view and from a personal point of view,' Gladys said.

'It's something that is very rewarding because you don't feel like you don't belong. You are part of the society and you have the same opportunities that everybody has. I'm very proud and I feel very honoured to be part of this society and somehow contribute, to do something for this society. It makes me feel very good.'

When Gladys started thinking about coming to Australia, she searched the department's SkillSelect website. 'The website's very friendly, all the instructions are very simple,' Gladys said.

There's no doubt in Gladys' mind that Australia is where she wants to be and citizenship is high on her priority list.

'You can do it if you want to, if you really want to,' Gladys said. 'You won't regret it; this is a great experience where you can learn, not only from a professional point of view, but also as a personal experience. It's a great life experience.

'If you can do it, go for it. Living in Australia is a really amazing experience.'

Photo: Chilean-born civil engineer Gladys Rivera, who now lives and works in Australia.

To watch the video about Gladys' story, scan this code using your smart phone.

Business innovation and investment programme

The business innovation and investment (BII) programme is part of Australia's overall skilled migration programme and allows migrants to establish new businesses or invest in Australia. It started on 1 July 2012 after a comprehensive review of the existing business skills programme which had operated in various forms since the mid-1990s.

The BII programme is intended to support the push for innovation by allowing overseas business migrants to create new small-to-medium businesses and by increasing foreign capital investment in Australia.

The programme involves a two-stage visa process. Eligible migrants who wish to establish a business or invest in Australia are first granted a provisional BII visa (subclass 188) for a four-year period. Eligibility criteria include a points test with elements focused on age, English-language ability, personal wealth, business and investment activity, and innovation metrics. Provisional visa holders are then required to meet prescribed business and investment thresholds in Australia, such as business assets and employment creation, before becoming eligible to be granted a permanent residence BII visa (subclass 888).

Direct permanent entry is also available through the Business Talent visa (subclass 132) for people with significant business history or who have sourced venture capital funding to establish a business in Australia. Table 8 provides an overview of the grant rate under this programme since 2012.

In November 2012, the government introduced the Significant Investor visa (SIV) as a stream within the BII programme to boost the Australian economy and to compete effectively for high net worth individuals seeking investment immigration. Since November 2012, 286 visas have been granted (primary applicants only) resulting in $1430 million being injected into the Australian economy. China continues to be the key source country under the SIV programme, making up 90.5 per cent of the programme to date.

On 7 March 2014 the government announced a review to identify measures to further improve the SIV. The department will conduct the review, with input from the financial services industry, Australian Government, relevant state and territory governments, and other key stakeholders. The review's findings will be implemented throughout the 2014–15 programme year.

On 26 March 2014 the Joint Standing Committee on Migration announced an inquiry into the BII programme. The inquiry's terms of reference are to:

- assess whether the programme is meeting its intended objectives and if any adjustments are necessary
- consider the conditions involved in the decline in rates of applications for the BII programme, in light of rates of application for the previous business skills programme
- evaluate current eligibility criteria, with particular regard to the operation of the programme's points test and its effectiveness in selecting suitable migrants
- weigh the size of the programme against the emphasis placed on other elements of the skilled stream of the Migration Programme in generating economic growth.

The department made a submission to the inquiry and appeared before a public hearing on 14 May 2014.

In total, 6150 places were granted in the BII programme in 2013–14.

Distinguished talent programme

The Distinguished Talent visas (subclasses 124 [offshore] and 858 [onshore]) are intended for individuals seeking permanent migration to Australia on the basis of an internationally recognised record of exceptional and outstanding achievement in a profession, sport, the arts, academia or research.

The distinguished talent programme is a small sub-stream of the Migration Programme's Skill stream, with an allocation of 200 visa places in the 2013–14 programme year, all of which were granted.

Internationally recognised sports people comprise the major share of visas granted, followed by people with exceptional talent in the arts. A relatively small proportion of visas are granted to people from a profession or academia.

Table 8:   Permanent Skilled visa performance against the service standards

Category	Onshore		Offshore	
	Low-risk	High-risk	Low-risk	High-risk
Regional skilled migration scheme (subclass 187)				
Target for subclass 187	75% finalised in 6 months	75% finalised in 6 months	75% finalised in 6 months	75% finalised in 6 months
Result	78.9%	72.8%	79.1%	74.3%
Employer nomination scheme (subclass 186)				
Target for subclass 186	75% finalised in 6 months	75% finalised in 6 months	75% finalised in 6 months	75% finalised in 6 months
Result	89.9%	84.1%	88.4%	76.4%
SkillSelect independent and family sponsored (subclasses 189, 190 and 489)				
Target for subclass 189 (skilled independent)	75% finalised in 12 months	75% finalised in 12 months	75% finalised in 12 months	75% finalised in 12 months
Result	99.0%	97.9%	98.0%	95.5%
Target for subclass 489 (skilled regional family sponsored)	75% finalised in 12 months	75% finalised in 12 months	75% finalised in 12 months	75% finalised in 12 months
Result	96.7%	96.0%	100.0%	93.2%
Target for subclasses 190 and 489 (state and territory sponsored)	75% finalised in 12 months	75% finalised in 12 months	75% finalised in 12 months	75% finalised in 12 months
Result	95.3%	95.3%	90.2%	87.0%

Category	Onshore		Offshore	
	Low-risk	High-risk	Low-risk	High-risk
Business innovation and investment—business skills (subclasses 132, 890, 891, 892, 893)				
Target for subclass 132	75% finalised in 11 months	75% finalised in 22 months	75% finalised in 9 months	75% finalised in 28 months
Result	100.0%	100.0%	100.0%	98.9%
Target for subclasses 890, 891, 892, 893	75% finalised in 11 months	75% finalised in 22 months	75% finalised in 9 months	75% finalised in 28 months
Result	95.2%	99.9%	N/A%	N/A%
Business innovation and investment—provisional (subclass 188)				
Target for subclass 188	75% finalised in 11 months	75% finalised in 22 months	75% finalised in 9 months	75% finalised in 28 months
Result	77.3%	100.0%	76.4%	100.0%
Business innovation and investment—permanent (subclass 888)				
Target for subclass 888	75% finalised in 11 months	75% finalised in 22 months	75% finalised in 9 months	75% finalised in 28 months
Result	N/A	100.0%	N/A	100.0%

Family migration

Objective

The Family stream of the Migration Programme provides for the permanent migration of certain family members to Australia, in recognition of the social benefits associated with family unity. Australian citizens, Australian permanent residents and eligible New Zealand citizens are able to sponsor their family members through the Family stream, where priority is given to partners (including fiancés) and dependent children.

On 2 June 2014 the non-contributory parent visas (subclasses 804 and 103) and other family visas including Carer (subclasses 836 and 116), Remaining Relative (subclasses 835 and 115) and Aged Dependent Relative (subclasses 838 and 114) visas, were repealed. Due to the high number of applications in comparison to the limited places available, these visas had extensive waiting periods and were ultimately unsustainable. The waiting times for the ongoing processing of applications received before the repeal is up to 30 years for a non-contributory parent visa, six years for Carer visas, and 25 years for Aged Dependent Relative and Remaining Relative visas.

The changes are in line with the government's commitment to a Migration Programme that meets the needs of a modern Australia, balancing the important economic and social contribution of migrants with the desire for family reunion. A person applying for a permanent skilled visa can include their partner, dependent children and dependent parent in the same application. Where a parent is not dependent they can subsequently be sponsored under the contributory parent visa category.

The partner, child and contributory parent visa categories remain unchanged:

- Partner visa category includes partner visas for married and de facto partners who are inside or outside Australia and Prospective Marriage visas (subclass 300) for fiancés who are outside Australia. Partner visas are usually granted in a two-stage process, with a provisional visa being granted initially and the permanent visa being considered two years after the initial application. In 2013–14 about 78 per cent of the Family stream was comprised of partner category visas.

- Child visa category includes Child visas, Dependent Child visas for children of Provisional Partner visa holders, Orphan Relative visas and Adoption visas. In 2013–14 about 6.34 per cent of the Family stream was comprised of child category visas.

- Contributory parent visa category applicants make a substantially higher financial contribution towards their future health, welfare and other costs in Australia and visas can be granted within 12 to 24 months. In 2013–14 about 11 per cent of the Family stream was comprised of contributory parent category visas.

- About 1 per cent of the Family stream was allocated to Carer, Remaining Relative and Aged Dependent Relative visas.

Performance

Demand for Family stream visas continued to grow in 2013–14. In recognition of this demand, the planning level for the Family stream was set at 60,885 visas for 2013–14.

Permanent family visa performance against the service standards is shown in Table 9.

Table 9:   Permanent Family visa performance against the service standards

Category	Onshore		Offshore	
	Low-risk	High-risk	Low-risk	High-risk
Prospective Marriage (subclass 300)				
Target	Not applicable	Not applicable	75% finalised in 5 months	75% finalised in 12 months
Result	-	-	21.1%	85.2%
Partner (Temporary) (subclasses 309, 820)				
Target	75% finalised in 6 months	75% finalised in 8 months	75% finalised in 5 months	75% finalised in 12 months
Result	26.6%	46%	18.0%	85.7%
New Zealand Citizen Family Relationship (Temporary) (subclass 461)				
Target	75% finalised in 2 months	75% finalised in 3 months	75% finalised in 2 months	75% finalised in 3 months
Result	22.5%	34.6%	51.2%	37.0%
Partner (Permanent) (subclasses 100, 801)				
Target	75% finalised in 6 months	75% finalised in 8 months	75% finalised in 6 months	75% finalised in 8 months
Result	76.9%	81.2%	25.8%	54.8%

Table 9: Permanent Family visa performance against the service standards *continued*

Category	Onshore		Offshore	
	Low-risk	High-risk	Low-risk	High-risk
Child (subclasses 101, 102, 117, 445, 802, 837)				
Target	75% finalised in 7months	75% finalised in 8 months	75% finalised in 3 months	75% finalised in 14 months
Result	65.8%	74.7%	10.0%	76.6%

A major change in 2013–14 was the removal of the additional 4000 Family stream places allocated to IMAs seeking family reunion under the regular Migration Programme. These were allocated to the Family stream in 2012–13 as a result of a recommendation of the Expert Panel on Asylum Seekers.

In 2012–13, 1066 places were granted to IMA-sponsored family members and the remaining 2934 places were filled by applications from the Migration Programme partner category pipeline. Before the removal of the 4000 places in December 2013, 1159 visas were granted to IMA-sponsored family members in 2013–14.

Direction 62

On 19 December 2013 the Minister used his powers under section 499 of the *Migration Act 1958* (Migration Act) to introduce priority processing Direction 62. This direction gives lowest priority to Family stream visa applications sponsored by permanent residents who arrived as IMAs. It forms part of the government's overall efforts to combat people smuggling and will help to sustain public confidence in the fairness of family migration. Under this direction, someone who enters Australia illegally by boat cannot gain an unfair advantage over those who arrive lawfully. The direction applies to applicants up until such time as the sponsor acquires Australian citizenship.

Table 10 shows the family migration outcome for 2013–14 compared to 2012–13. The result for 2013–14 was an increase of 1.5 per cent compared to the 2012–13 outcome.

Table 10: Family migration planning levels and outcomes

Type of visa	2012–13 planned	2012–13 outcome	2013–14 planned[a]	2013–14 outcome	Percentage change in outcome from 2012–13 to 2013–14
Partner	46,325	46,325	47,752	47,752	3.08%
Child	3,850	3,850	3,850	3,850	0%
Parent (contributory)	6,575	6,575	6,675	6,675	0%
Parent (non-contributory)	2,150	2,150	2,250	2,250	4.65%
Other family	1,285	1,285	585	585	-54.47%
Total family migration visas	60,185	60,185	61,112	61,112	1.54%

a   Throughout the programme year, planning levels may change as a result of changes in demand and other factors.

The department uses a number of measures to ensure the integrity of the Family stream, including risk matrices for decision-makers, document verification processes, interviews with applicants and/or their sponsors, home visits, liaison with other government agencies, and monitoring of emerging trends and risks.

Forced marriages in partner visas

Forced marriage comes under the umbrella of 'human trafficking', which includes people trafficking, slavery and slavery-like practices such as servitude, forced labour and forced marriage.

The government takes allegations and suspected instances of forced marriage very seriously. Where departmental officers suspect they are dealing with a case of forced marriage, people trafficking or sex slavery, they refer it to their regional people trafficking contact officer, who will determine whether to refer the case to the Australian Federal Police (AFP) for assessment. Suspected victims who are unlawful and satisfy eligibility criteria may be granted a visa under the people trafficking visa framework.

In 2013–14 there were four referrals related to allegations of forced marriage. Accepting referrals for investigation is a matter for the AFP.

A marriage that does not have the consent of both parties is not valid under the *Australian Marriage Act 1961* and therefore is not accepted for migration purposes.

Family violence provisions

Australia's migration law enables certain visa applicants to remain in Australia if their partner relationship breaks down and they, or a member of their family unit, have suffered family violence. The purpose of these provisions is to avoid a situation where someone stays in a violent relationship to remain in Australia.

The department has provisions in place to ensure partner visa applicants who can substantiate a claim of family violence do not jeopardise their immigration status by removing themselves from situations that risk violence. A partner visa applicant can make a claim of family violence to the department by submitting either judicial evidence or non-judicial evidence. Judicial evidence includes injunctions, court orders or convictions for assault and is always accepted by the department.

Non-judicial evidence includes evidence the applicant gives themselves, along with evidence from specified professionals. There are rigorous processes in place to assess non-judicial claims and where a case officer is not satisfied with the evidence, the case is referred to an independent expert for assessment (a psychologist with LSC Psychology).

The type of evidence allowed in making a non-judicial claim includes evidence from doctors, schools, hospitals, police, crisis centres, social workers or psychologists the applicant may have already been in contact with.

Table 11 shows the number of claims made under the family violence provisions in 2013–14 and the outcome of the cases referred to the independent expert by departmental officers.

Table 11:   Family violence cases referred to independent expert

Family violence cases referred to independent expert by departmental officers	2011–12	2012–13	2013–14
Family violence claims made to the department	1,076	867	746
Total cases referred to independent expert:	140	117	193
– meet provisions	33	58	87
– do not meet provisions	34	32	73
– not yet decided, or withdrawn	73	47	33
Percentage of claims referred	13.0%	13.49%	25.9%

National Plan to Reduce Violence against Women and their Children

An obligation under the First Action Plan of the National Plan to Reduce Violence against Women and their Children 2010–22 was to provide information for newly arrived migrants and refugees about the protection available to women who experience violence in Australia. The department produced the *Family Violence and Your Visa* fact sheet after consultation with more than 60 key stakeholders.

It was translated into 30 languages and made available on the department's website and to community groups and stakeholders.

Resident return visas, former resident visas, Australian declaratory visas and certificates of evidence of resident status

Objective

The department:

- develops and administers visa arrangements that facilitate the re-entry of Australian permanent residents and ensure only those with a genuine commitment to reside in Australia or who are contributing to Australia's wellbeing retain the right to return to and remain permanently in Australia

- develops and administers visa arrangements to allow former Australian permanent residents to re-enter Australia

- administers the Australian Declaratory visa to facilitate the entry to Australia of Australian citizens travelling on foreign passports

- provides certificates of evidence of resident status to Australian permanent residents who require evidence of their status

- provides certificates of status for New Zealand citizens in Australia to certain New Zealand citizens.

Performance

The number of visas granted in 2013–14 was 109,162. A total of 3565 certificates were also finalised this programme year.

Tables 12 and 13 show the number of visas granted and certificates finalised in 2013–14, compared with the previous two years.

Table 12:   Number of resident return visas, former resident visas and Australian declaratory visas granted

Visa	2011–12	2012–13	2013–14
Resident return visas	78,681	91,796	107,683
Former resident visas	658	849	635
Australian declaratory visas	657	684	844
Total	79,996	93,329	109,162

Table 13:   Number of certificates finalised

Certificate	2011–12	2012–13	2013–14
Certificates of evidence of resident status	9,376	5,874	3,013
Certificates of status for New Zealand citizens in Australia	655	695	552
Total	10,031	6,569	3,565

Students

Objective

The government's student visa programme delivers both economic and social benefits to the nation. The programme is an integral part of the international education sector, which is one of Australia's largest export industries and generates substantial benefits. The enduring links formed between Australia and students also support ties with key partner countries.

The broad objectives of the student visa programme are to:

- offer an opportunity for people who are not Australian citizens or permanent residents to study internationally recognised courses in a progressive, secure and culturally diverse learning environment
- strengthen Australia's education industry through economic contributions, building relationships with overseas institutions and industry, producing intellectual property and providing diversity of practices and thinking
- promote goodwill and an international understanding of Australia, which are crucial assets for Australia's future trade and security
- develop bilateral relations through contributions to the social and economic development of countries, particularly those in the Asia-Pacific region (this is achieved through the sponsored programme administered by the Department of Foreign Affairs and Trade [DFAT] and other scholarships)
- enrich the social and cultural fabric of Australian and source communities.

Performance

The student visa programme consists of a range of visa categories that broadly reflect the different education sectors. The visa categories are:

- English language intensive courses for overseas students (ELICOS)
- schools
- vocational education and training (VET)
- higher education
- postgraduate research
- non-award.

There is a separate visa for DFAT and Defence-sponsored students. Two visas in the programme are not directly related to studying in Australia—the Student Guardian visa (subclass 580) allows an individual to accompany and care for a student under 18 years of age, while the Temporary Graduate visa (subclass 485) allows international students to live and work temporarily in Australia after they have finished their studies.

There is no cap on the number of student visas granted. All applicants who meet the legislative criteria can be granted a student visa. These criteria include the requirement that applicants must be a genuine student and a genuine temporary entrant.

The student visa programme is experiencing strong growth in all sectors. Total student visa grants increased by 12.6 per cent in 2013–14 (292,060 grants) compared with the 2012–13 financial year, when 259,278 visas were granted. The increase in grants was primarily driven by an increase in grants of the Higher Education Sector visa (subclass 573). Grants for this visa subclass increased by 19.7 per cent in 2013–14 compared with the previous financial year.

The People's Republic of China remained the largest source country for student visa grants, followed by India, the Republic of Korea, Vietnam and Brazil. Of all student visas granted, 45.2 per cent were granted to citizens of these five countries. Students from China made up 20.7 per cent of student visa grants in 2013–14.

After the Higher Education Sector visa, the Vocational Education and Training Sector visa (subclass 572) was the second most popular student visa category in 2013–14, accounting for 20.8 per cent of total student visas granted.

Offshore student visa grants increased for the third year in a row. There was growth in offshore grants to citizens of all five top source countries, with grants to Indian nationals increasing by 128.6 per cent compared with 2012–13.

Table 14 shows total student visa grants from 2011–12 to 2013–14 by location. Table 15 shows the top 10 source countries for student visa grants from 2011–12 to 2013–14. Table 16 shows total student visa grants by subclass from 2011–12 to 2013–14.

Table 14:   Student grants by location

Location	2011–12	2012–13	2013–14	Percentage change from 2012–13 to 2013–14
Offshore	125,119	141,810	179,147	26.3%
Onshore	127,927	117,468	112,913	-3.9%
Total	253,046	259,278	292,060	12.6%

Table 15:   Top 10 source countries for student visa grants from 2011–12 to 2013–14

Citizenship country	2011–12	2012–13	2013–14	Percentage change from 2012–13 to 2013–14
China, People's Republic of	49,592	54,015	60,315	11.7%
India	33,764	24,808	34,130	37.6%
Korea, Republic of	12,407	12,942	12,883	-0.5%
Vietnam	8,161	10,725	12,495	16.5%
Brazil	9,695	10,682	12,115	13.4%
Thailand	8,760	9,274	11,245	21.3%
Nepal	6,840	7,112	10,651	49.8%
Malaysia	9,316	9,143	9,592	4.9%
Indonesia	8,211	8,060	8,862	10.0%
Saudi Arabia	8,517	8,084	8,164	1.0%
Total student visa grants for the top ten countries	155,263	154,845	180,452	16.5%
Total global student visa grants	253,046	259,278	292,060	12.6%

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Table 16:   Total student visas granted by subclass in 2011–12 to 2013–14

Category	2011–12	2012–13	2013–14	Percentage change from 2012–13 to 2013–14
ELICOS	27,798	29,607	30,964	4.6%
Schools	9,519	9,189	9,959	8.4%
Vocational education and training	69,944	58,563	60,648	3.6%
Higher education	113,160	127,269	152,344	19.7%
Postgraduate research	10,605	10,715	11,321	5.7%
Non-award	16,160	17,079	19,933	16.7%
AusAID/Defence	5,860	6,856	6,891	0.5%
Total	253,046	259,278	292,060	12.6%

Table 17 shows that on 30 June 2014 there were 339,763 student visa holders in Australia compared with 304,251 student visa holders in Australia on 30 June 2013. This represents an 11.7 per cent increase. The top 10 source countries accounted for 66.2 per cent of student visa holders in Australia.

Table 17:   Number of student visa holders in Australia on 30 June 2012, 2013 and 2014 by citizenship

Citizenship country	30 June 2012	30 June 2013	30 June 2014
China, People's Republic of	71,227	71,196	76,152
India	38,029	30,403	40,595
Vietnam	15,504	17,156	20,054
Korea, Republic of	16,864	16,089	16,030
Nepal	12,284	11,129	14,043
Malaysia	14,301	14,080	13,666
Thailand	10,897	11,154	13,615
Indonesia	11,671	11,674	11,838
Pakistan	7,400	8,748	10,303
Brazil	6,154	6,522	8,624
Other	102,719	106,100	114,843
Total	307,050	304,251	339,763

The department publishes quarterly and annual key statistics on the student visa programme. These reports include data on student visa grants and lodgements by sector and nationality for each programme year. The publications are available online at www.immi.gov.au/media/statistics/study.

Temporary Graduate visa

The Temporary Graduate visa (subclass 485) allows eligible international students to live and work temporarily in Australia after they have finished their studies. The visa has two streams:

- The graduate work stream is for eligible international students who graduate with skills and qualifications that relate to an occupation on the skilled occupations list (SOL).

- The post-study work stream was introduced on 23 March 2013 for certain international students who graduate with a higher education degree from an Australian education provider, regardless of their field of study. This stream is only available to students who applied for and were granted their first student visa to Australia on or after 5 November 2011.

In 2013–14 there were 22,867 Temporary Graduate visas granted, 35.1 per cent less than the previous year. Of these, 15,661 were granted in the graduate work stream and 1140 in the post-study work stream.[6]

Table 18 shows total Temporary Graduate visas (subclass 485) granted over the last three programme years (2011–12 to 2013–14).

Table 18: Total Temporary Graduate visas (subclass 485) granted in 2011–12 to 2013–14

2011–12	2012–13	2013–14
40,062	35,223	22,867

China, India and Nepal were the top three source countries for Temporary Graduate visas in 2013–14, accounting for 57.5 per cent of visa grants. Table 19 shows the top 10 countries for Temporary Graduate visa grants from 2011–12 to 2013–14.

On 30 June 2014 there were 25,198 Temporary Graduate visa holders in Australia compared with 36,224 on 30 June 2013.

Table 19: Top 10 source countries for Temporary Graduate visa grants, 2011–12 to 2013–14

Citizenship country	2011–12	2012–13	2013–14	Percentage change from 2012–13 to 2013–14
China, People's Republic of	5,919	7,682	7,006	-8.8%
India	17,092	10,445	3,772	-63.9%
Nepal	2,976	2,602	2,373	-8.8%
Pakistan	952	1,123	1,075	-4.3%
Malaysia	1,206	1,466	1,002	-31.7%
Vietnam	585	979	793	-19.0%
Philippines	506	601	717	19.3%
Korea, Republic of	1,119	966	656	-32.1%
Indonesia	979	1,096	638	-41.8%
Sri Lanka	1,374	1,296	588	-54.6%
Total Temporary Graduate visa grants for the top 10 countries	32,708	28,256	18,620	-34.1%
Total global Temporary Graduate visa grants	40,062	35,223	22,867	-35.1%

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6   An additional 6066 Tempory Graduate visa (subclass 485) were granted in 2013–14 to applicants who had applied under previous arrangements.

Strategic review of the student visa programme

At 30 June 2014, 39 of the 41 recommendations from the Strategic Review of the Student Visa Programme (2011), conducted by Mr Michael Knight AO, were addressed or implemented. The remaining two are ongoing projects.

The review of the student visa assessment level (AL) framework (recommendation 32 of the Knight Review) was released on 29 October 2013 and made eight recommendations to simplify the student visa programme. These recommendations related to the methodology and process used to assign ALs to countries and manage risk in the student visa programme, as well as extending streamlined visa processing to low-immigration-risk non-university higher education providers, removing AL4 and AL5 and reducing the financial requirements for AL3 applicants. All the review's recommendations were implemented on or before 22 March 2014.

Ongoing liaison with education providers

The department actively monitors the streamlined visa processing arrangements and works closely with education providers to ensure that any immigration risk issues that arise are actively addressed. After two years of streamlined visa processing, the arrangements are generally working well.

Online lodgements for student visas

During 2013–14, 48.9 per cent of offshore student visa applications were lodged online compared to 72.8 per cent of onshore applications in the same period.

Currently, only applicants applying for a subsequent student visa in Australia, low-risk applicants or residents of India, Indonesia, Thailand and China who apply through an authorised agent are eligible to lodge their student visa application online.

Temporary residents (economic)

Objective

Temporary skilled migration

Skilled temporary residents make a significant contribution to the Australian workforce, bringing new ideas, international contacts and access to cutting-edge technologies and business practices. These temporary residents come to Australia in a variety of roles— for example, as doctors, engineers, academics, researchers, entertainers and media personnel for overseas networks. Their temporary entry furthers Australia's economic relations within an increasingly global workforce and helps businesses to internationalise Australia's workforce and society.

By meeting specific skill needs in Australian businesses, particularly in regional areas, skilled temporary residents help Australia to remain a strong competitor in the international market. Visa holders are required to have the skills, qualifications, experience and employment background needed to work in their nominated position, and may also be required to demonstrate English language proficiency. They cannot be employed unless they are provided with terms and conditions that are no less favourable than those applying to an Australian worker performing equivalent work in the same location. This helps to ensure a balance of benefits to Australia by protecting the employment and training opportunities of Australian workers.

Many temporary skilled workers also help businesses to train their Australian staff, and their employment opens up additional opportunities for Australian workers. Temporary economic visas, some offered under reciprocal arrangements and bilateral agreements with other countries, also allow skilled workers from overseas to come to Australia and broaden their work experience and skills.

Independent review of the subclass 457 programme

On 25 February 2014 the Assistant Minister announced the Independent Review of the Integrity of the subclass 457 programme. This review was led by Mr John Azarias, supported by panel members Ms Jenny Lambert, Ms Katie Malyon and Professor Peter McDonald.

In March 2014 the panel began extensive consultations with key stakeholders, including industry groups, unions, peak bodies, academics, 457 programme sponsors, the Australian Government and state and territory governments. Stakeholders were invited to provide written submissions.

The terms of reference for the review were broad and looked at:

- the level of non-compliance in the 457 programme
- the current framework, to better understand whether existing requirements balanced the needs of business with the integrity of the programme
- a strategy to deregulate the programme while maintaining its integrity
- the appropriateness of the current compliance regime and sanctions.

In addition to the original terms of reference, the panel was also asked to make recommendations on the future of the MACSM and help with the department's deregulation agenda.

The review's findings and recommendations were provided to government on 30 June 2014. The government will consider these recommendations and the department is likely to implement those accepted by the government during the 2014–15 programme year.

Performance

Temporary skilled migration

The Temporary Work (Skilled) visa (subclass 457) programme is designed to address labour shortages by allowing genuinely skilled overseas workers to enter Australia temporarily when employers are unable to find an appropriately qualified Australian to fill a position. Workers can only be employed to fill positions in certain eligible skilled occupations which are noted on the consolidated sponsored occupation list (CSOL). A subclass 457 visa may be granted with a validity period of between one day and four years. The programme is uncapped and demand-driven, and is designed to be responsive to immediate skills needs.

On 1 July 2013 the Migration Regulations were amended and changes included:

- requiring sponsors to continue to meet the programme's training benchmarks on the training of Australians for a three-year period (six years if the sponsor is accredited)
- introducing a genuineness criterion in assessing subclass 457 visa nominations
- introducing a further assessment around the number of 457 workers that a business can sponsor
- removing occupation-based exemptions to the English-language requirement

- strengthening market rate assessment provisions

- increasing the market salary assessment exemption level from $180,000 to $250,000

- clarifying the condition that unintended employment relationships (including on-hire and sham contracting arrangements) are not permitted under the subclass 457 programme

- strengthening the obligation not to recover certain costs by requiring sponsors to be solely responsible for those costs

- limiting the sponsorship term for start-up businesses to 12 months.

In addition to these regulatory changes, a number of other changes took place in 2013. These included:

- the temporary skilled migration income threshold (TSMIT) and the English language salary exemption threshold (ELSET) was indexed by 4.8 per cent to $53,900 and $96,400 respectively

- new pricing arrangements for a number of visas led to fees for the 457 visa increasing

- the labour market testing (LMT) requirement was introduced, which created a legal obligation for certain employers to provide evidence of attempts to recruit locally before nominating overseas workers under the subclass 457 programme unless exempted.

The announcement of these changes prompted large numbers of applications to be made in May and June of 2013 that might otherwise have been made in 2013–14. Since 1 July 2013 the subclass 457 application rate has fallen significantly. Due to the spike in applications and because many applications required further information because of the change in visa conditions, processing times for the subclass 457 programme increased significantly in 2013–14 and have remained above levels recorded in previous years. The median processing time over 2013–14 for a subclass 457 primary visa was 34 calendar days, a 112.5 per cent increase from 2012–13 (16 calendar days). Nearly 77.3 per cent of applications were finalised within the two- to three-month service standard, compared with 91.8 per cent in 2012–13.

In line with its demand-driven nature, the softening labour market and reforms made to the programme in 2013, the growth in the 457 programme appears to have slowed when compared with growth seen in recent years. Three indicators outlined in Table 20 reflect this decline:

- The number of nominations lodged by sponsors in 2013–14 (65,173) was 31.9 per cent lower than 2012–13.

- The number of primary applications lodged in 2013–14 fell by 39.7 per cent (49,145) compared with 2012–13.

- Subclass 457 visas granted to primary applicants in 2013–14 fell by 24.2 per cent (51,939) compared with 2012–13.

By industry, the subclass 457 programme recorded significant declines in application rates in 2013–14, in particular retail trade (down 53.9 per cent to 2148); agriculture, forestry and fishing (down 52.8 per cent to 853); and electricity, gas, water and waste services (down 51.1 per cent to 792), compared with 2012–13. The large declines in applications in certain industries have seen a change in the industry usage patterns in 2013–14. The main users of the subclass 457 programme in 2013–14, detailed in Table 21, were other services,[7] followed by accommodation and food services, information media and telecommunications, and health care and social assistance.

7   Includes personal services, religious, civic, professional and other interest group services; selected maintenance repair activities; and private households employing staff.

In 2013–14 the 457 primary visa grants for Western Australia (down 41.3 per cent to 8605) and Queensland (down 31 per cent to 7547) both fell. This is in line with the slowing-down of the mining industry. Although the 457 primary visa grants for New South Wales (down 18.5 per cent to 19,693) and Victoria (down 14.8 per cent to 12,261) also fell, these two states continued to account for more than half of all primary visas granted.

The top three source countries for the 457 visa in 2013–14 were India with 23.3 per cent of primary visas granted, followed by the UK (18.3 per cent) and the Republic of Ireland (7.2 per cent). These were the same top three source countries in 2012–13.

Table 20:   Overview of the subclass 457 programme for the past three programme years

Measure	2011–12	2012–13	2013–14
Visa grants to primary applicants	68,310	68,480	51,939
Nominations lodged by sponsors	85,141	95,637	65,173
Primary applications lodged	71,839	81,547	49,145
Active sponsors[a]	22,450	30,090	35,285
Average nominated base salary	$85,400	$82,100	$86,200

a   Active sponsors mean any current or former approved sponsor who employed a subclass 457 visa holder at 30 June for that programme year.

Table 21:   Number of primary applications granted for the past three programme years by top six sponsored industries in 2013–14

Sponsor industry	2011–12	2012–13	2013–14
Other services	7,900	8,440	7,209
Accommodation and food services	3,660	6,790	6,269
Information media and telecommunications	7,520	6,700	5,817
Health care and social assistance	7,870	7,430	5,145
Professional, scientific and technical	4,890	5,580	5,074
Construction	9,160	7,870	4,735

At 30 June 2014 there were a total of 195,071 subclass 457 visa holders in Australia, of whom 55.8 per cent were primary visa holders and 44.2 per cent were secondary visa holders. This represents less than a 1 per cent increase in primary visa holders from the same date in the preceding year. Notwithstanding the impact of any changes that are made to the programme in 2014–15, given the slowing of growth in 2013–14 the department expects this number to fall in the coming year.

Agreements

Labour agreements allow approved businesses to sponsor overseas workers when there is a demonstrated need that cannot be met in the Australian labour market. Employers can seek access to a labour agreement when standard temporary or permanent migration arrangements are not appropriate.

The labour agreement programme plays an important role in economic growth by helping industry to overcome constraints that result from a shortage of workers in a particular location or industry sector. Because a labour agreement provides a variation to standard migration programmes, additional terms and conditions may apply. Labour agreements are developed between the Australian Government, represented by the department, and employers. They are generally effective for three years.

To improve the transparency of the labour agreement process, employers are required to consult, or make genuine efforts to consult, industry stakeholders, including relevant trade unions and peak industry bodies, during the development of their agreement. From 15 May 2009 these agreements became the only migration pathway for semi-skilled labour, in line with other integrity measures introduced in 2009.

Labour agreements take considerable time to develop due to the rigorous assessment of large amounts of information. The median time taken to develop a labour agreement is currently eight months.

At 30 June 2014, 190 labour agreements were in place and a further 47 agreements were yet to be finalised.

Standardised or template labour agreements can be developed for specific industries. Employers are able to access a labour agreement more quickly under a template arrangement, as the terms and conditions of the agreement have already been established.

At 30 June 2014 template agreements had been developed for the meat industry, the on-hire industry, the fishing industry, the snow sports industry and the fast-food industry. The department is developing new template labour agreements for the tourism and hospitality sector and the pork industry.

Table 22 shows the number of template agreements in effect at 30 June 2014, and the number still subject to further development.

Table 22:   Type of template agreements finalised and currently under negotiation by industry type at 30 June 2014

Industry	Finalised	Under negotiation
On-hire	69	19
Meat	15	11
Fishing	11	3
Fast-food	18	1
Snow sports	7	0

The government has also extended the range of labour agreements to include enterprise migration agreements and designated area migration agreements. Both include the development of an overarching agreement, improving access for employers.

Enterprise migration agreements were announced in the 2011–12 Budget to help mega-resource projects to plan their workforce needs.

The resources sector is critical to Australia's economic future. The first priority for resources projects is to employ Australian workers, with overseas labour only used where there is genuine need. Where resource projects are unable to find sufficient Australian workers, a project company may enter into an enterprise migration agreement to allow contracting companies to 'top up' with overseas labour.

There are currently no finalised enterprise migration agreements, as previous critical shortages in the resources sector have eased as projects have moved from the construction phase to the less labour-intensive operational phase. The government is further considering policy guidelines for enterprise migration agreements after recent consultation by the department.

The government is also responding to critical localised shortages by developing designated area migration agreements. These will provide flexibility for states, territories and regions to respond to their unique economic and labour market conditions by entering into an overarching agreement with the Australian Government. Through this agreement, local employers will be able to recruit overseas workers to skilled and semi-skilled positions that they are unable to fill with Australians. Policy guidelines will be finalised in 2014–15 after consultations by the department.

Designated area migration agreements recognise that skills and labour shortages are not solely limited to regional areas. They replace the regional migration agreement programme which was announced in the 2011–12 Budget as a means of targeting semi-skilled migration to regions experiencing high growth and where local labour is in short supply.

Monitoring sponsors

The sponsorship framework under the Migration Act aims to enhance the integrity of temporary economic visa programmes, including the subclass 457 visa programme. It seeks to ensure that overseas workers are not exploited and that the working conditions of sponsored visa holders meet Australian standards.

The department monitors sponsors and has the power to sanction those who are found not to be complying with their sponsorship obligations. In addition to administrative sanctions to bar a sponsor or cancel a person's approval as a sponsor, the department may also apply to a court for a civil penalty order or alternatively serve an infringement notice where a sponsor has contravened a civil penalty provision.

At 30 June 2014 there were 40 inspectors across Australia who have the power to:

- enter premises or a place without force
- require a person to produce a record or documents
- inspect and make copies of any number of documents
- interview people while at premises or a place.

Legislative changes made by the *Migration Amendment (Temporary Sponsored Visas) Act 2013,* amended the *Migration Act 1958* which strengthened the obligations of sponsors and the department's capacity to monitor sponsors, including by enabling inspectors appointed by the Fair Work Ombudsman (FWO) to monitor compliance with sponsor obligations. At 30 June 2014 more than 300 FWO inspectors were appointed under this framework.

In the 2013–14 programme year the department monitored 2223 sponsors. This resulted in 717 sponsors being found to be in breach of their sponsorship obligations, 365 of which were sanctioned by the department (see Table 23).

Table 23: Subclass 457 monitoring performance

Measure	2011–12	2012–13	2013–14
Active sponsors (sponsors with a primary visa holder in Australia at the end of the financial year)	22,450	30,090	35,285
Sponsors monitored	1,754	1,857	2,223
Sponsor sites visited	856	1,238	1,278
Sponsors formally sanctioned	125	217	365
Sponsors formally warned	449	302	350
Referrals to other agencies	18	12	11
Sponsors issued with an infringement notice	49	68	28
Sponsors subject to pecuniary penalty by the Federal Magistrates Court	1	0	0

Temporary Work (Short Stay Activity) visa (subclass 400)

The highly specialised work stream of the Temporary Work (Short Stay Activity) visa (subclass 400) is well-suited to meeting short-term business requirements for highly-specialised skills or knowledge. The visa has a streamlined single-stage application process with no requirement for sponsorship or nomination and may be granted for up to three months with a single or multiple entry facility. Around 40,894 visas were granted in 2013–14, with 32,984 of these being in the highly specialised work stream, supporting a wide range of industries including those in the mining, manufacturing, construction, and education and training sectors.

Seasonal worker programme

The seasonal worker programme is demand-driven, with 12,000 visa places available over four years: 10,450 for the horticulture programme (2012–16) and 1550 for a three-year trial in the accommodation, aquaculture, cane and cotton sectors (2012–15). Seasonal workers from Kiribati, Nauru, Papua New Guinea, Samoa, Solomon Islands, Timor-Leste, Tonga, Tuvalu and Vanuatu can participate in the programme.

The Department of Employment is the lead agency for this programme, with DIBP supporting the programme by managing the visa application process, monitoring visa compliance and providing assistance with training in participating countries.

Other visas

Several other visas allow a range of skilled or specialised entrants to work or undertake activities in Australia on a temporary basis. The Temporary Work (Entertainment) visa (subclass 420) facilitates the temporary entry of people to work in Australia's entertainment industry, including performers (and their support staff) for film, television or live productions, as well as people working as directors, producers and production crew. Visa grants remained stable for 2013–14, facilitating entry for large events such as Soundwave, Bluesfest, Moto GP and Disney on Ice, as well as other community and cultural events. Small numbers of workers also come to Australia under the exchange and domestic worker (executive) streams of the Temporary Work (Long Stay Activity) visa (subclass 401), with grants remaining fairly steady between 2012–13 and 2013–14.

Table 24 shows the number of other temporary resident (economic) visa grants for 2011–12 to 2013–14.

Table 24: Other temporary resident (economic) visa grants

Visas	2011–12	2012–13	2013–14
Highly specialised work stream of the Temporary Work (Short Stay Activity) visa (subclass 400)[a]	0	4,587	32,984
Exchange and domestic worker (executive) streams of the Temporary Work (Long Stay Activity) visa (subclass 401)[b]	0	58	197
Domestic worker (diplomatic or consular) stream of the Temporary Work (International Relations) visa (subclass 403)[c]	0	44	96
Exchange visa (subclass 411)[f]	308	153	0
The seasonal worker programme stream of the Special Program visa (subclass 416)[d]	1,070	1,492	2,014
Temporary Work (Entertainment) visa (subclass 420)	16,847	18,025	19,270
Medical Practitioner visa (subclass 422)[e]	8	10	0
Media and Film Staff visa (subclass 423)[f]	74	31	<5
Domestic worker—Executive visa (subclass 427)[f]	12	7	0
Total	18,319	24,407	54,562

a Visa commenced 23 March 2013.

b Visa commenced on 24 November 2012 and provided a pathway for the repealed subclasses 411 and 427 visas. (Domestic Worker—executive stream commenced on 23 March 2013.)

c The subclass 403 visa commenced on 24 November 2012.

d 2012–13 figures include the 1473 visas granted under the seasonal worker programme and 19 visas granted under the Pacific seasonal worker pilot scheme (applications lodged before the seasonal worker programme began on 1 July 2012).

e Visa repealed on 1 July 2010.

f Visas repealed on 23 November 2012.

Case study

Medical treatment visas no child's play

Each year the department grants about 3000 medical treatment visas for people to travel to Australia to receive medical care. Some are for infants who need urgent, lifesaving surgery and whose lives depend on whether departmental staff can expedite their visa in time.

Rotary Oceania Medical Aid for Children (ROMAC) provides assistance to bring children to Australia and New Zealand for life-saving or dignity-restoring surgery that cannot be performed back home—usually locations such as the Pacific islands or Timor-Leste where advanced medical treatment isn't readily available.

In one extraordinary case, Australian immigration officers in Dili beat the clock to help ROMAC airlift a 10-month-old baby boy to Sydney for critical open-heart surgery. Siaan Ansori, principal migration officer in Dili, said this was just one example of the great work the department does offshore. Erneo's case was particularly sensitive and it appeared that all the odds were stacked against him—he is from a single-parent family and his mother juggles work and parenting on less than US $1 a day.

'That visa and operation literally saved little Erneo's life,' Siaan said. 'How wonderful that the department could facilitate this for Erneo and his family.

'At very short notice, our officers in Dili pulled out all stops to get him to Australia.'

Erneo was accompanied to Australia by his grandmother, whose visa was also processed by departmental staff in Dili under a tight deadline. Erneo has since returned to Dili after his surgery and is doing well.

Rotary Timor-Leste liaison officer Daryl Mills praised the efforts of departmental staff in Dili.

'DIBP staff always go the step further to ensure that the patients and their carers get the appropriate visa to access the treatment they need,' he said.

'There are often last-minute complications, such as changed travel plans or deterioration in the client's condition. Our staff work closely and flexibly with ROMAC Australia to ensure these children get the critical treatment they need.'

Rotary Australia operations director Barry Wilson said his organisation was well-served by and grateful for the support given by the department and its health policy section.

'During 2013–14 ROMAC needed visas for 46 cases, 31 of these to Australia,' Barry said. 'Patients requiring visas to Australia included three from Fiji, three from Indonesia, three from Nauru, 12 from Timor-Leste, eight from Vanuatu, and one each from Tonga and Vietnam.'

Photo: Team work: Dili principal migration officer Siaan Ansori (left) with visa processing officer Maria Da Silva outside the Australian Embassy in Timor-Leste.

Temporary residents (non-economic)

Objective

Temporary visas (non-economic) support Australia's international relations interests and facilitate entry to Australia for cultural, training and research purposes. Broadly, these visas:

- allow non-citizens and residents to undertake occupational training, observe or participate in an Australian research project or participate in professional development activities in Australia
- enhance international relations and cultural exchange by allowing people to share cultural and social experiences and activities in the Australian community through participation in approved programmes and events
- support Australia's international relations by helping to facilitate relationships with foreign government agencies and meeting its obligations under international conventions
- allow for those undertaking specialist activities, such as religious workers or sports people, to participate in events and work in Australia on a temporary basis.

Performance

In 2013–14 the invited participant stream of the Temporary Work (Short Stay Activity) visa (subclass 400) provided a visa pathway allowing for international participation in major events including the Australian Open tennis tournament and the Ashes cricket series.

The Training and Research visa (subclass 402) allows people to enter Australia on a temporary basis to participate in training, research or professional development opportunities. This visa was introduced in November 2012 and since that time grants have increased, with 6897 visas granted in 2013–14.

In 2013–14, 1917 Special Programme visas (subclass 416) were granted in the special programme stream.[8] This represents an increase of 4.1 per cent when compared with the previous financial year.

The religious worker stream of the Temporary Work (Long Stay Activity) visa (subclass 401) allows appropriately skilled religious workers from outside Australia to undertake full-time religious work on a temporary basis for religious institutions in Australia. The sport stream facilitates the entry of international sports people to participate in a wide range of sporting activities in Australia. Around 2640 visa grants were made under these two streams in 2013–14.

Table 25 shows the number of temporary resident (non-economic) visa grants for 2011–12 to 2013–14.

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8   The Special Programme visa (subclass 416) has two streams: the special programme stream and the Pacific seasonal worker stream.

Table 25: Temporary resident (non-economic) visa grants

Visas	2011–12	2012–13	2013–14
Invited participant stream of the Temporary Work (Short Stay Activity) visa (subclass 400)[a]	0	1,627	7,858
Religious worker and sport streams of the Temporary Work (Long Stay Activity) visa (subclass 401)[b]	0	912	2,640
Training and Research visa (subclass 402)[c]	0	3,079	6,897
Foreign government agency, government agreement and privileges and immunities streams of the Temporary Work (International Relations) visa (subclass 403)[d]	0	534	993
Investor Retirement visa (subclass 405)	136	60	100
Government Agreement visa (subclass 406)[e]	484	384	5
Retirement visa (subclass 410)	1,327	645	110
Foreign Government Agency visa (subclass 415)[e]	260	149	0
Special programme stream of the Special Programme visa (subclass 416)	1,894	1,842	1,917
Visiting Academic visa (subclass 419)[e]	2,219	1,309	0
Sport visa (subclass 421)[e]	470	386	<5
Domestic Worker—Diplomatic or Consular visa (subclass 426)[e]	148	61	<5
Religious Worker visa (subclass 428)[e]	1,989	1,248	25
Occupational Trainee visa (subclass 442)[e]	3,831	2,018	13
New Zealand Citizen Family Relationship (Temporary) visa (subclass 461)	2,371	2,517	2,443
Professional Development visa (subclass 470)[e]	437	154	0
Diplomatic visa (subclass 995)	2,777	2,949	2,908
Total	18,343	19,874	25,912

a   Visa commenced on 23 March 2013.

b   Visa commenced on 24 November 2012 and provides a pathway for the repealed subclasses 421 and 428.

c   Visa commenced on 24 November 2012 and provides a pathway for the repealed subclasses 419, 442 and 470.

d   Visa commenced on 24 November 2012 and provides a pathway for the repealed subclasses 406, 415 and 426.

e   Visas repealed on 23 November 2012.

Visitors and working holiday makers

Objective

The visitor and working holiday maker programmes facilitate the entry of genuine tourists, business visitors, family visitors and working holiday makers, while minimising non-return rates and the contravention of visa conditions. Through these programmes the department supports the continued growth of the Australian tourism industry, international trade and commerce, and the needs of the Australian community.

People who wish to visit Australia can apply for a range of visas including, but not limited to, the:

- Electronic Travel Authority (ETA) visa (subclass 601) which enables passport holders from 34 countries and regions to make short-term tourism and business visits

- eVisitor visa (subclass 651) available through a free online service, which allows eligible European tourists and business visitors to stay for up to three months

- Visitor visa (subclass 600) which contains four streams:

  – the tourist stream for people intending to visit Australia for tourism or other recreational activities such as holidays, sightseeing or visiting relatives or friends

  – the business visitor stream which allows business people to make short business visits for activities such as general business or employment enquiries, and attending a conference, trade fair or seminar unless there is payment for participation. No work is permitted on this visa

  – the sponsored family stream for people intending to visit for tourism or other recreational activities such as holidays, sightseeing or visiting relatives or friends. To be eligible for this stream, applicants must be sponsored

  – the approved destination status (ADS) stream which facilitates the travel of organised tour groups from China by approved travel agents. Visitors under the ADS scheme do not require a visa label.

The Working Holiday visa (subclass 417) and Work and Holiday visa (subclass 462) provide opportunities for people aged 18 to 30 to holiday in Australia and to supplement their travel funds through short-term employment. The working holiday and work and holiday programmes encourage cultural exchange and closer ties between arrangement countries by allowing young people to have an extended holiday supplemented by short-term employment.

Performance

During 2013–14 the department's facilitation of genuine visitors to Australia supported the tourism industry, international trade and commerce, and the needs of the Australian community through:

- finalising about 93.4 per cent of high-risk offshore tourist stream visa applications within service standards (Table 26)

- conducting ongoing integrity checks to minimise the risk of non-*bona fide* visitors being granted visitor visas

- promoting tourism to Australia through targeted schemes such as the ADS scheme for Chinese tourists

- expanding access to online lodgement of visitor visa applications to 124 countries

- granting longer visitor visas for parents of Australian citizens and permanent residents

- providing assistance to international event organisers and participants in key events such as the International Indigenous Peoples and Local Communities Land and Sea Managers Conference and the Mining for Development Conference

- publishing regular statistical reports on the visitor and working holiday maker programmes on the department's website at www.immi.gov.au/media/statistics/visitor.htm.

The use of electronic visitor visa options by eligible passport holders increased slightly to 69 per cent in 2013–14, compared with 68.8 per cent in 2012–13. This was due to an increase in lodgements for the eVisitor visa (subclass 651) and the electronic version of the Visitor visa (subclass 600).

The department also used a range of tools to minimise the potential for non-genuine visitors to enter or remain in Australia or to contravene their visa conditions. These included the 'no further stay' condition, security bonds, sponsor sanctions and Safeguards profiles. Safeguards is an evidence-based integrity treatment tool that is used to help decision-makers to assess applications by ensuring that appropriate integrity checks are undertaken. It enables decision-makers to consider information, including local intelligence, before an application is decided.

Table 26 shows visitor visa performance against the service standards.

Table 26: Visitor visa performance against the service standards

Category	Lodged in Australia		Lodged outside Australia	
	Low-risk	High-risk	Low-risk	High-risk
Tourist stream (subclass 600 including ADS)				
Target	75% finalised in 1 working day	75% finalised in 1 week	75% finalised in 1 working day	75% finalised in 1 month
Result	55.7%	65.3%	42.1%	93.4%
Business visitor stream (subclass 600)				
Target	N/A	N/A	75% finalised in 1 working day	75% finalised in 1 month
Result	N/A	N/A	68.8%	97.0%
Sponsored family stream (subclass 600)				
Target	N/A	75% finalised in 1.5 months	N/A	N/A
Result	N/A	87.8%	N/A	N/A
Medical Treatment (subclass 602)				
Target	75% finalised in 1 week	75% finalised in 1 month	75% finalised in 1 week	75% finalised in 1.5 months
Result	36.6%	51.5%	96.4%	90.7%
eVisitor (subclass 651)				
Target	N/A	N/A	75% finalised in 1 working day	75% finalised in 1 month
Result	N/A	N/A	91.4%	90.7%

Visitor visa grants

In 2013–14 there were almost 4.0 million visitor visas granted to people outside Australia, an increase of 6.4 per cent from the 3.7 million visas granted in 2012–13 (Table 27). China became the country with the highest number of visitor visa grants outside Australia. The total number of visitor visa grants to citizens of China increased by 16.1 per cent from 2012–13 (Table 27). This reflects the increasing demand for travel by the emerging Chinese middle class and Chinese business people. The UK was the second-largest source country (13.8 per cent of visitor visas in 2013–14, compared with 14.6 per cent in 2012–13).

Table 27: Main source countries for visitor visa grants outside Australia

Country	2011–12	2012–13	2013–14	Percentage change from 2012–13 to 2013–14
China, People's Republic of	393,988	473,206	549,458	16.1%
United Kingdom	524,880	543,495	546,911	0.6%
United States of America	371,995	380,086	389,086	2.4%
Japan	306,097	300,899	288,191	-4.2%
Malaysia	191,909	214,817	266,434	24.0%
Singapore	139,625	169,812	194,170	14.3%
Korea, Republic of	166,918	161,317	164,610	2.0%
India	117,187	130,497	148,276	13.6%
Germany	135,859	139,386	145,121	4.1%
France	121,384	113,317	120,855	6.7%
Total offshore visitor visa grants for the top ten countries	2,469,842	2,626,832	2,813,112	7.1%
Total global offshore visitor visa grants	3,537,651	3,728,879	3,969,215	6.4%

Other countries in the Asian region, including Malaysia, also experienced growth. More than 587,593 eVisitor visas (subclass 651), available to certain European passport holders, were granted in 2013–14 (Table 28).

The ETA remains the most popular visa for those wishing to visit Australia for tourism purposes, with more than 2.1 million grants in 2013–14.

Table 28 shows the number of visitor visa grants by subclass where the applicant was offshore.

Table 28: Visitor visa grants by subclass

Categories	2012–13	2013–14	Percentage Variation
Electronic Travel Authority (ETA) visa (subclasses 601, 956, 976, 977)[a]	2,079,642	2,135,851	2.7%
eVisitor visa (subclass 651)	484,616	587,593	21.2%
Superyacht Crew visa (subclass 488)	342	275	-19.6%
Tourist (non-ETA) visas (subclasses 600, 676)	907,286	1,011,744	11.5%
Business visitor (non-ETA, non-eVisitor) visas (subclasses 456, 459, 600)[a]	237,149	211,323	-10.9%
Sponsored family visitor visas (subclasses 600, 679)	17,732	20,277	14.4%
Medical treatment visas (subclasses 602, 675, 685)[b]	2,112	2,152	1.9%
Total visitor visas	3,728,879	3,969,215	6.4%

a   From March 2013 permission to work moved from visa subclasses 456, 459, 651, 956 and 977 to the newly created Temporary Work (Short Stay Activity) visa (subclass 400), which is reported under the temporary residents (economic) section of this report. This figure includes ETAs granted for both tourism and business purposes.

b   The Medical Treatment visa (subclass 602) was introduced on 23 March 2013. It replaced the Medical Treatment (Long Stay) visa (subclass 685) and the Medical Treatment (Short Stay) visa (subclass 675) which were closed to new applications on 22 March 2013.

The overall visitor visa approval rate for applicants outside of Australia in 2013–14 was 97.5 per cent, which was consistent with 2012–13 (97.6 per cent) and 2011–12 (97.3 per cent) (Table 29).

Table 29: Trends in visitor visa approval rates

Visa category	Approval rate 2011–12	Approval rate 2012–13	Approval rate 2013–14
All offshore visitor visas	97.3%	97.6%	97.5%
ETA visas (subclasses 601, 956, 976, 977)	100.0%	100.0%	100.0%
eVisitor visa (subclass 651)	99.2%	99.1%	98.8%
All other offshore visitor visa applications (subclasses 456, 459, 488, 600, 602, 676, 675, 685, 679)	91.6%	93.1%	92.8%

Approved destination status scheme

Established in 1999 between the governments of Australia and China, the approved destination status (ADS) scheme is a bilateral tourism arrangement which continues to provide streamlined travel opportunities for Chinese tourists to undertake group leisure travel to Australia. ADS scheme travellers are required to stay with their tour group and are not permitted to study, work or extend their stay.

Before 23 March 2013, ADS scheme tourists were granted a Tourist visa (subclass 676). Since that date they have been granted a Visitor visa (subclass 600)—a dedicated ADS stream of visitor visas. Figure 5 shows the number of visas granted in the ADS scheme over the last five programme years.

While independent travellers have outnumbered ADS scheme group travellers as the largest source of Chinese tourists to Australia since 2008–09, the scheme remains popular for people travelling to Australia for the first time. In 2013–14, 167,497 visas were granted under the ADS, compared with 163,894 in 2012–13.

Figure 5:   Trends in Tourist visa (subclass 676) and Visitor visa (subclass 600) granted under the approved destination status scheme
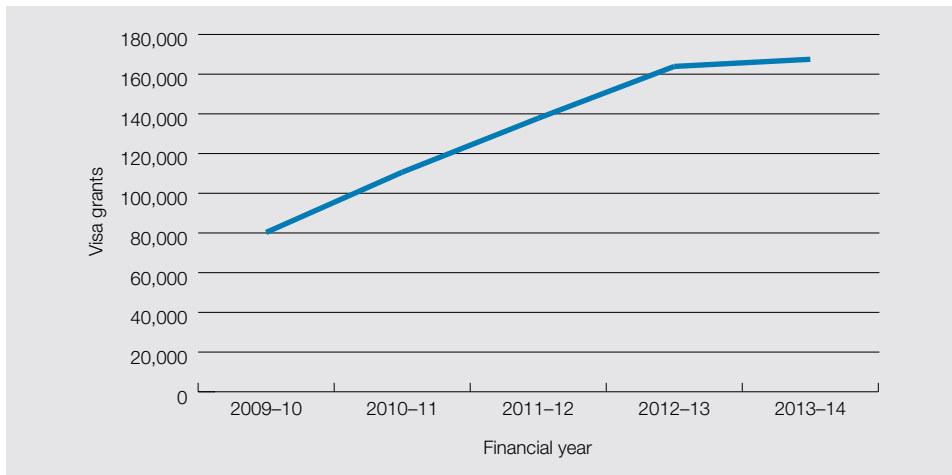
Visa initiatives to support the tourism industry and the Australian community

The TVAG met quarterly in 2013–14 to facilitate consultation between the department and key tourism industry stakeholders, including representatives from Tourism Australia, the Australian Tourism Export Council, Business Events Council of Australia, National Tourism Alliance, Youth Hostels Association, Tourism and Transport Forum, Qantas, Virgin Australia, the Board of Airline Representatives Australia, the Australian Hotels Association, state and territory tourism authorities, and other government agencies.

On 24 November 2012 the department introduced more generous arrangements for parents of Australian citizens and permanent residents. Parents who meet the criteria for a Visitor visa (subclass 600) can now be granted a visitor visa valid for up to five years if they are in the parent visa queue. This initiative has remained popular, particularly with Chinese and Indian nationals, with 50,472 visas granted in 2013–14.

The department continued implementing changes to extend online lodgement of visitor visa applications to all countries. Visitors from Papua New Guinea (PNG) were the first to be provided with online access to the Visitor visa (subclass 600) on 24 June 2013 and 124 countries are now eligible to lodge online visitor visa applications.

Online lodgement offers benefits such as electronic payment of the visa application charge and quicker decision-making. It also removes the need for applicants to post their passport to an Australian visa office to have a printed visa label placed in it.

Business visitors

Business visitor visas support Australian businesses by allowing business people to make general business and employment enquiries, attend conferences, negotiate and review business contracts and make official government-to-government visits.

On 7 February 2014 the department introduced a three-year, multiple-entry visa for Chinese business visitors. This provides greater flexibility and ease of travel, and supports growth in the Chinese visitor caseload. These changes mean that Chinese business visitors engaged in bilateral trade and investment activities that are of significant benefit to Australia will not have to apply for a new visa every 12 months.

In all, 434,024 business visitor visas were granted in 2013–14, a decrease of 6.4 per cent when compared with the 2012–13 financial year (Table 30). The major source countries for business visitors for the year were China (75,399 visas granted) and the United States of America (USA) (60,211 visas granted).

Table 30 shows the number of business visitor visas granted in 2012–13 and 2013–14.

Table 30: Breakdown of business visitor visas granted in 2012–13 and 2013–14

Visa category	Visa grants 2012–13	Visa grants 2013–14	Percentage of total business visitor (short stay) visas granted in 2013–14
ETA business visitor visas (subclasses 601, 956 and 977)	180,427	171,900	39.6%
eVisitor visa (subclass 651) (business stream)	45,983	50,801	11.7%
Non-electronic business visitor visas (subclasses 456, 459 and 600)	237,149	211,323	48.7%
Total	463,559	434,024	100%

Working holiday and work and holiday programmes

Total working holiday maker visa (first Working Holiday visa [subclass 417], second Working Holiday visa [subclass 417] and Work and Holiday visa [subclass 462]) grants declined by 7.2 per cent in 2013–14 (239,592 grants), compared with 2012–13 (Tables 31 and 32). This was due to a decrease in the number of first Working Holiday visas (subclass 417) granted in 2013–14 compared with 2012–13. However, second Working Holiday visa (subclass 417) and Work and Holiday visa (subclass 462) grants both increased compared with the same period in 2012–13, with increases of 18.2 per cent and 13.3 per cent respectively.

The top five countries for the first Working Holiday visa (subclass 417) grants were the UK, with a decrease of 5.2 per cent when compared with 2012–13, Germany (increased 2.1 per cent), France (increased 1.9 per cent), the Republic of Korea (decreased 28.7 per cent) and Taiwan (decreased 36.8 per cent). Notable reductions in visa grants occurred for the Republic of Ireland (decreased by 42.8 per cent), Taiwan (decreased by 36.8 per cent) and the Republic of Korea (decreased by 28.7 per cent) (Table 31).

The top five countries for second Working Holiday visa (subclass 417) grants were Taiwan, with an increase of 57.7 per cent when compared with 2012–13, the UK (increased by 14.7 per cent), Republic of Korea (increased 3.2 per cent), Republic of Ireland (decreased by 28.3 per cent) and Italy (increased 77.5 per cent) (Table 31).

Table 31 shows the number of first and second Working Holiday visa (subclass 417) grants from 2011–12 to 2013–14.

Table 31:   First and second Working Holiday visa (subclass 417) grants from 2011–12 to 2013–14

Country	2011–12	2012–13	2013–14	Percentage change between 2012–13 and 2013–14
United Kingdom	41,712	46,131	45,208	-2.0%
Taiwan	22,393	35,761	29,366	-17.9%
Korea, Republic of	32,591	35,220	26,893	-23.6%
Germany	22,499	26,184	26,819	2.4%
France	20,086	24,788	25,734	3.8%
Italy	9,600	15,973	16,045	0.5%
Ireland, Republic of	25,827	19,117	11,996	-37.2%
Hong Kong (SAR PRC)[a]	7,512	11,454	11,667	1.9%
Japan	9,162	9,957	10,579	6.2%
Canada	7,929	7,489	7,174	-4.2%
Sweden	4,772	5,364	5,464	1.9%
Netherlands	3,879	4,306	4,293	-0.3%
Estonia	1,813	2,185	2,206	1.0%
Belgium	1,456	1,785	2,012	12.7%
Denmark	1,484	1,516	1,672	10.3%
Finland	1,181	1,278	1,510	18.2%
Norway	617	504	530	5.2%
Cyprus	32	128	110	-14.1%
Malta	99	89	98	10.1%
Not specified[b]	0	<5	<5	0.0%
Total	214,644	249,231	229,378	-8.0%

a   Hong Kong (SAR PRC) means Hong Kong Special Administrative Region of the People's Republic of China.

b   Dual nationality.

The top five countries for Work and Holiday (subclass 462) visa grants were the USA, with an increase of 9 per cent when compared with 2012–13, Chile (increased 24.3 per cent), Argentina (increased 19.9 per cent), Thailand (increased 1.5 per cent), and Indonesia (increased 148.3 per cent) (Table 32).

Table 32 shows the number of Work and Holiday visa (subclass 462) grants from 2011–12 to 2013–14.

Table 32:   Work and Holiday visa (subclass 462) grants from 2011–12 to 2013–14

Country	2011–12	2012–13	2013–14	Percentage change from 2012–13 to 2013–14
United States of America	6,831	6,878	7,499	9.0%
Chile	639	808	1,004	24.3%
Argentina	261	417	500	19.9%
Thailand	346	464	471	1.5%
Indonesia	99	176	437	148.3%
Turkey	21	102	100	-2.0%
Malaysia	100	100	100	0.0%
Bangladesh	49	62	63	1.6%
Uruguay	N/A[a]	9	40	344.4%
Iran[b]	<5	N/A	N/A	N/A
Not specified[c]	0	<5	0	-100.0%
Total	8,348	9,017	10,214	13.3%

a   The Work and Holiday visa arrangement with Uruguay was not yet in place during 2011–12.

b   The Work and Holiday visa arrangement with Iran is no longer in place.

c   Dual nationality.

Recent developments

New Work and Holiday visa arrangements were signed with Poland in March 2014 and with Greece in May 2014. Both arrangements are expected to come into effect during 2014–15. The department also continues to explore options to expand the programme to other countries.

Migration health requirement

Applicants for visas to visit or migrate to Australia must meet certain health requirements. These help ensure that risks to public health in Australia are minimised, that public health expenditure on health and community services resulting from migration is contained, and the access that Australian citizens and permanent residents have to a full range of health care and other community services in short supply is protected.

Table 33 demonstrates Australia's low rate of incidence of TB (number of new cases of active TB disease) compared with other major developed countries. This indicates the value of Australia's health screening procedures for prospective migrants.

Table 33:   Incidence of TB in the Australian population compared with other major developed countries

Country	UN human development index rank[a]	Population (million) 2013[b]	TB cases notified[c]	TB rate (cases per 100,000)[d]
Australia	2	23.0	1,274	5.6
United States of America	3	316.4	9,945	3.6
New Zealand	6	4.5	297	7.6
Sweden	7	9.6	632	7.2
Japan	10	127.3	21,283	19.0
Canada	11	35.1	1,686	4.6
Hong Kong (SAR PRC)[e]	13	7.2	4,969	77.0
Singapore	18	5.4	2,364	50.0
France	20	63.7	4,978	8.2
United Kingdom	26	64.1	8,751	15.0

a   United Nations Human Development Index rankings (2012) online at www.data.undp.org/dataset/Table-1-Human-Development-Index-and-its-components/wxub-qc5k, accessed 2 September 2014.

b   Population figures are for 2013, except for Hong Kong which the most recent figures are for 2012. Figures taken from Department of Foreign Affairs and Trade, *Country and region fact sheets* at www.dfat.gov.au/geo/fs/, accessed 2 September 2014.

c   TB notification data: For Australia, the Australian Department of Health 'National Notifiable Diseases Surveillance System' (figures for 2013 calendar year, as reported on 12 June 2014) at www9.health.gov.au/cda/source/rpt_3.cfm International figures (for calendar year 2012) from WHO Global TB database available at www.who.int/tb/country/data/profiles/en/index.html, accessed 2 September 2014.

d   TB incidence data: For Australia, the Australian Department of Health 'National Notifiable Diseases Surveillance System' (figures for 2013 calendar year, as reported on 12 June 2014) at www9.health.gov.au/cda/source/rpt_3.cfm International figures (for calendar year 2012) from WHO Global TB database available at www.who.int/tb/country/data/profiles/en/index.html, accessed 2 September 2014.

e   Hong Kong (SAR PRC) means Hong Kong Special Administrative Region of the People's Republic of China.

Office of the Migration Agents Registration Authority

Overview

The Office of the Migration Agents Registration Authority (the authority), a discrete office attached to the Department of Immigration and Border Protection, regulates the activities of the Australian migration advice profession in order to provide consumers of migration advice services with appropriate protection and assurance. The authority is supported by an advisory board comprising a diverse range of stakeholders.

At 30 June 2014 there were 5212 registered migration agents who were authorised to provide immigration assistance as defined in section 276 of the *Migration Act 1958*.

The authority produces its own annual report which is available online at www.mara.gov.au.

Objectives

The authority works collaboratively with its stakeholders to achieve the following objectives:

- Consumers understand their rights and agents understand their obligations under the regulatory framework.
- Only suitable persons are registered as migration agents and unsuitable persons are refused registration or re-registration.
- Registered migration agents maintain appropriate knowledge and skills to enable them to provide accurate and timely advice to consumers.
- Registered migration agents are monitored to ensure the integrity of their conduct and quality of the immigration assistance provided to consumers.
- Consumers of the services of registered, or formerly registered, migration agents are provided with an efficient and effective complaints handling service.

Deliverables

The following reports against the programme 1.1 deliverables as published in the PBS 2013–14 and the PAES 2013–14.

Authority—deliverables
Deliverable: Pursue improvements to communications that increase consumers' understanding of their rights and agents' understanding of their obligations under the regulatory framework.
Result: The authority has continued its programme of broad stakeholder engagement throughout 2013–14 with greater emphasis placed on consumers and community groups. Staff met a range of community groups, registered migration agents, professional associations and industry bodies as well as a number of businesses and Australian Government agencies. Stakeholder feedback is used to focus regulatory activities on areas of greatest need to promote consumer protection. Staff attended a Chinese community business forum and delivered a presentation in Mandarin, which was well received. This presentation enhanced consumer awareness and expectations about using a registered migration agent to help with business skilled visas and the agents' obligations under the code of conduct. Senior staff also attended various stakeholder consultation workshops and visited regional areas including Townsville, Cairns and the Gold Coast to meet local registered migration agents and settlement services providers. The visits have led to a greater understanding of issues affecting agents and consumers in regional areas. The authority has also contributed to small business forums conducted by the Department of Fair Trading to disseminate relevant information to registered migration agents and consumers seeking their services.
Deliverable: Consider all applications for registration appropriately to ensure that only suitable persons are registered as migration agents and unsuitable persons are refused registration or re-registration.
Result: In 2013–14 the authority continued to ensure that only suitable persons were approved to be registered migration agents, in accordance with the legislative and procedural requirements. Of the applications decided, 13 were refused and 32 agents withdrew their applications before a decision was made. The authority refused applications for initial registration where applicants did not meet the English-language requirements for registration as a migration agent, and where applicants were found not to be fit and proper persons to provide immigration assistance. Two applicants who were refused sought review by the Administrative Appeals Tribunal (AAT). In each case, refusal was due to the person not meeting the English-language requirement for initial registration. The AAT finalised one case with dismissal by consent. The other application remained before the AAT at 30 June 2014. In addition, the AAT finalised a case resulting from a refusal decision made in the previous financial year where the applicant was not considered a fit and proper person to provide immigration assistance. This decision was affirmed by the AAT. The applicant has sought judicial review.

Authority—deliverables *continued*

On 5 December 2013 the Assistant Minister for Immigration and Border Protection, Senator the Hon Michaelia Cash, removed the English-language proficiency requirement for re-registering migration agents. The provision was to come into effect on 1 January 2014 and has resulted in considerable savings for many registered migration agents. The requirements for initial registration have not changed and all initial applicants need to demonstrate their English-language proficiency.

In 2013–14 the authority received 12 complete applications from people seeking to be registered under the *Trans-Tasman Mutual Recognition Act 1997* (TTMR Act). This is a small but complex caseload.

At 30 June 2014 there were 18 agents registered under the TTMR Act.

Deliverable: Pursue improvements to entry level qualifications and continuing professional development.

Result: Registered migration agents must complete 10 continuing professional development (CPD) points each year to renew their registration. In 2013–14 the authority enhanced CPD by offering greater flexibility and choice for agents. The number of approved activities available for completion increased during the year from 358 to 411 and seven new providers were approved.

The market for delivering the practice ready programme (PRP) was reopened with the release of an expression of interest, with a view to providing more options, flexibility, availability and competitiveness. The programme aims to equip registered migration agents in their first year of registration with relevant skills and knowledge to practise successfully. The PRP will also benefit agents in their second or subsequent years of registration if they elect to undertake specific PRP modules to build upon existing knowledge or develop new practice skills.

In its commitment to ensure that entry-knowledge requirements address relevant competencies, the authority has improved the moderation process for the prescribed examination. The measures improve clarity, consistency and accountability without imposing an additional burden on universities offering the Graduate Certificate in Australian Migration Law and Practice.

Deliverable: Ensure the interests of persons using the services of registered migration agents are effectively protected.

Result: The authority continued to have a strong focus on engaging with agents to provide guidance and support to improve standards of professional practice in compliance with the code of conduct. This was achieved by:

- initiating a monitoring programme to ensure that registered migration agents are complying with their obligations under the code of conduct

- using the authority's informal (or early) resolution framework aimed at protecting consumer interests by achieving educative and remedial outcomes

- providing advice to agents on meeting standards of professional conduct. This service was bolstered by the introduction of the new website which provides agents with a further avenue to contact the authority and seek advice and guidance.

Deliverable: Ensure all complaints about the services of registered, or formerly registered, migration agents are appropriately addressed in line with transparent complaint handling criteria including referral to other relevant agencies.

Result: In addressing complaints about the services of registered or formerly registered migration agents, the authority processes less complex complaints using an informal action process and more complex complaints through formal investigation. In 2013–14 the authority developed and implemented a case classification matrix which guides officers in determining the appropriate outcomes available and therefore the appropriate process for handling a complaint.

When investigating complaints alleging serious professional misconduct, the authority makes findings of fact and provides detailed reasons for its decisions. In managing complaints raising minor breaches of the code of conduct, the authority, in accordance with the report recommendations of the complaints handling review, has implemented more streamlined procedures to ensure more timely outcomes with a focus on education and guidance to improve professional standards.

Complaints which are not within the authority's power to investigate are referred to the relevant agency. Complaints relating to the provision of immigration legal assistance by registered lawyer agents are referred to the legal regulators. Complaints raising allegations of fraud and unregistered practice by an individual are referred to the Department of Immigration and Border Protection for investigation, as these matters fall within the department's jurisdiction. For example, in April 2014 a former registered migration agent was sentenced to a minimum of five months' imprisonment for fraudulently altering departmental letters.

Key performance indicators

The following reports against the programme 1.1 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.

Indicator: New registration or re-registration applications finalised within service standards.

Result: The introduction of the authority's new information technology platform had a significant impact on the finalisation of applications within service standards. While the statistics for the year show that the finalisations of repeat registration applications are below service standards, by 30 June 2014 the authority was again tracking within service standards on a monthly basis.

The service standards are as follows:

- Finalisation of 95 per cent of complete initial registration applications within four weeks of the 30-day objection period elapsing. The standard achieved decreased from 97.4 per cent in 2012–13 to 93.0 per cent in 2013–14.

- Finalisation of 95 per cent of complete repeat registration applications within four weeks of receipt. The standard achieved decreased from 97.9 per cent in 2012–13 to 85.6 per cent in 2013–14.

Authority—key performance indicators *continued*

Indicator: Maintain a quality assurance framework for continuing professional development activities offered to registered migration agents.

Result: During the year the authority evaluated 147 CPD activities to ensure they were delivering the targeted learning outcomes.

Quality assurance processes were supplemented by incorporating feedback received from participants who had attended CPD activities through different modes and with a range of providers. The information provides insight as to whether the current CPD offerings meet the needs of the profession.

Indicator: Efficient resolution of complaints about registered or formerly registered migration agents.

Result: In 2013–14, 433 complaints were received or re-opened and 398 complaints were finalised. Of the complaints finalised, 77.8 per cent were finalised in less than six months and 94.3 per cent were finalised in less than 12 months, meeting service standards.

The number of complaints on hand at 30 June 2014 was 212.

Indicator: Information about the authority and the use of registered migration agents is widely available to migrants and humanitarian entrants.

Result: In 2013–14 the authority increased the number of languages in its key information publications that are available for download, by four. This brings the total number of languages available to 35. Analysis of electronic downloads of these publications shows they are popular communication products.

The introduction of a new website for the authority has improved search functionality and enables prospective migrants to search more easily for a migration agent. A map search is now available and all web pages have been rewritten in plain English to improve readability and accessibility.

After the new website was launched, messages were sent (one-off) using the department's Facebook and Twitter accounts, and the use of social media to reach a wider client-base by contributing articles to the department's migration blog was also explored. The authority does not have its own Facebook and Twitter accounts. A new video was also released on YouTube.

Table 34: Visa and migration—key performance indicators

Key performance indicators	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
Percentage of complete registration applicants finalised within service standards.	98.9%	97.4%	95.0%	89.3%
Percentage of registered migration agents who participated in continuing professional development activities and found them useful.	>82%	>65%	>65.0%	>65.0%
Percentage of complete complaints finalised within service standards.[a]	70.0%	75.8%	90.0%	90.2%
Percentage of migration agents monitored.[b]	0%	0%	5.0%	8.0%

a   Service standards available at www.mara.gov.au, accessed 2 September 2014.

b   New indicator introduced in 2013–14.

Outcome

2

Protection, resettlement and
temporary safe haven for refugees
and people in humanitarian need
through partnering with international
agencies, assessing humanitarian
visa applications, and refugee and
humanitarian policy advice and
programme design.

Programme 2.1 Refugee and humanitarian assistance

During 2013–14 programme 2.1 was managed by the Refugee, Humanitarian and International Policy Division.

This section reports on the deliverables and key performance indicators for programme 2.1 as published in the Department of Immigration and Border Protection's *Portfolio Budget Statements 2013–14* (PBS) and *Portfolio Additional Estimates Statements 2013–14* (PAES).

Strategy

Outcome 2 will be achieved through the following strategies and initiatives:

- Deliver programmes consistent with Australia's international protection obligations and contribute to the resettlement of refugees and those in humanitarian need through the delivery of the Humanitarian Programme, to a high level of integrity.

- Through the offshore Humanitarian Programme, provide resettlement for refugees, focusing on those in protracted situations, in urban environments and others in critical need.

- Continue to develop policy, programme design and procedures to improve the efficiency, accountability and integrity of the Humanitarian Programme.[9]

Overview

In 2013–14 a key focus for the Australian Government was to increase the places available under the global special humanitarian programme (SHP) in line with previous levels, which provided more opportunities for families to reunite.

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9 Change between the PBS 2013–14, p.29, and the PAES 2013–14, p.37. Strategy three was removed in the PAES.

Major achievements

3

Offshore Humanitarian Programme

The 2013–14 Humanitarian Programme was fully delivered, with 13,768 visa grants. This included 11,016 visas granted under the offshore component and 2752 visas granted under the onshore component.

Of the total offshore visas, 6501 were granted to refugees and 4515 were granted under the SHP. This was the largest SHP intake since 2007–08.

Refugees and people granted SHP visas in 2013–14 came from three priority regions: the Middle East, Asia and Africa. People from Afghanistan represented the largest nationality group granted visas under the offshore component of the programme, with 2754 grants, followed by Iraq (2364 grants) and Burma (1819 grants).

During Refugee Week 2014 (15–21 June) the Minister for Immigration and Border Protection, the Hon Scott Morrison MP, and the Assistant Minister, Senator the Hon Michaelia Cash, led celebrations recognising 25 years of the Woman at Risk visa. Australia was one of the first countries to establish a dedicated visa programme to assist vulnerable women and their families in humanitarian need and, since its introduction in 1989, almost 14,500 refugee women and their families have been resettled in Australia under this category. Australia is one of the few countries that has a visa programme of this kind.

In 2013–14, 1052 Woman at Risk visas were granted, representing 16.2 per cent of all refugee visa grants. The government had committed to granting at least 1000 woman at risk places in 2013–14.

The collection of biometrics from offshore humanitarian entrants was extended to more overseas posts in 2013–14, enhancing the integrity in the caseload. Service delivery partners collect biometrics for the department in 25 locations in 19 countries.

Further integrity and identity improvements were made through the production and issuing of 18,514 ImmiCards in 2013–14. These cards help undocumented arrivals to prove their visa or immigration status and to access services associated with their visa entitlements.

Australia worked closely with the United Nations High Commissioner for Refugees (UNHCR) and other partner organisations at a number of overseas locations to resettle refugees.

Resettlement of refugees under the Humanitarian Programme in 2013–14 continued to reflect the UNHCR's global priorities, with a focus on protracted and priority conflicts including Syria, Afghanistan and Iraq.

The Humanitarian Programme is flexible and responds to emerging humanitarian situations. In response to the UNHCR's request for increased resettlement for Syrian refugees, the government increased the number of Syrians resettled in Australia. More than 1000 humanitarian visa places were allocated to Syrians in 2013–14, with priority given to those with close family links to Australia. In all, 1007 visas were granted to Syrians.

During 2013–14 Australia resettled the 5000th Bhutanese refugee. This met the government's 2008 commitment to accept up to 5000 Bhutanese from Nepal as part of a UNHCR-led international resettlement effort. Many have resettled successfully in Australia, become Australian citizens, and are continuing to make strong contributions to the community. Resettling Bhutanese will continue in future years, primarily through the SHP.

Australia also granted visas to at-risk locally engaged Afghans who were employed with various agencies in support of Australia's mission in Afghanistan. More than 500 Afghan nationals have been resettled under this initiative, reflecting Australia's fulfilment of its obligation to help those who provided invaluable support for Australia in Afghanistan.

The community proposal pilot continued in 2013–14 and provided a means for communities in Australia to identify and support people who are fleeing persecution or substantial discrimination to enter Australia. Under the pilot, 245 visas were granted under the offshore component of the Humanitarian Programme. The pilot has been extended for a further 12 months.

As one of the top three resettlement countries, Australia remained an active and influential participant in international resettlement forums, including the Annual Tripartite Consultations on Resettlement which includes UNHCR, resettlement countries and non-government organisation (NGO) partners.

Australia also took an active role in UNHCR-led contact and core groups that have been established to promote collaboration and ensure greater predictability and sustainability in resettlement efforts. These groups encourage increased dialogue with host countries, focusing on strengthened protection mechanisms and support strategies for refugees who remain in host countries. Australia chairs the Pakistan Contact Group for Afghan refugees and the Bhutanese Core Group.

Onshore programme

Under the onshore programme there were a total of 2752 finally determined grants in 2013–14. Of these, 2207 permanent protection visas were granted to persons who arrived as non-IMAs and 545 to persons who arrived as IMAs. This is the lowest allocation to IMAs since 2008–09 and reflects the government's commitment not to grant permanent visas to people who arrive unlawfully.

Following the disallowance of Temporary Protection visas in the Senate, the government has continued to put in place measures to give effect to its commitment to grant only temporary visas to people who arrive unlawfully and engage Australia's international obligations. In 2013–14 the department granted 253 Temporary Humanitarian Stay visas and 112 Temporary Humanitarian Concern visas.[10]

Challenges

Offshore programme

In line with its election commitment, in late September the government reduced the size of the Humanitarian Programme from 20,000 to 13,750 places. Priority was given to people overseas entering under a planned process. In 2013–14, 11,000 places were allocated for the programme's offshore component and 2750 for the onshore component. Under the offshore component, 6500 places were allocated for refugee visas and 4500 places for the SHP, mostly for people to reunite with their family in Australia.

Consequently, one of the most significant challenges in delivering the 2013–14 offshore Humanitarian Programme was to rapidly rebuild the SHP component, which had fallen to historically low levels. The SHP planning level was increased from the 503 SHP visas granted in 2012–13 and 714 in 2011–12 to 4500 in 2013–14. The refugee stream in 2013–14 was reduced from 12,000 to 6500 places.

10 These figures do not include Temporary Humanitarian Stay visas granted for the purposes of release from immigration detention. These figures are included in outcome 5 of this report.

Overseas posts and offshore humanitarian processing centres (OHPCs) developed a number of strategies to deliver higher SHP grants quickly. OHPCs and departmental ethnic liaison officers also worked directly with communities in Australia to encourage members to lodge SHP applications for close family members overseas who were in humanitarian need. As a result, the department met the government's commitment to grant at least 4500 SHP visas in 2013–14 (4515 visas were granted).

During 2013–14, as part of the government's border protection strategy, the department further changed the priorities for processing SHP applications to ensure that priority would be given to applicants proposed by relatives who had themselves waited overseas and had been resettled in Australia as part of an orderly process. Lowest priority is now given to applicants proposed by family members who hold onshore Protection visas, regardless of the degree of relationship. These changes complemented those made to processing Family stream applicants, where lowest priority is now given to applicants sponsored by family members who arrived in Australia as IMAs and who have not yet been granted Australian citizenship.

Due to the uncertain security situation in a number of places, particularly in the Middle East, the department continues to explore innovative ways to interview applicants. Long-standing arrangements under which Iraqi visa applicants in Syria are interviewed by videoconference at the UNHCR's office in Damascus continued to be critical in delivering this part of the offshore programme. During the year the department further trialled videoconferencing for applicants in refugee camps in Africa. This has allowed more regular contact with many applicants who are located in difficult-to-access locations. The department also continues to explore opportunities to extend videoconferencing arrangements in locations such as Pakistan.

Table 35: Outcome 2 financial resource summary 2013–14

Outcome 2: Protection, resettlement and temporary safe haven for refugees and people in humanitarian need through partnering with international agencies, assessing humanitarian visa applications, and refugee and humanitarian policy advice and programme design.

	Budget[a] 2013–14 $'000	Actual expense 2013–14 $'000	Variations 2013–14 $'000	Budget estimate 2014–15 $'000
Programme 2.1: Refugee and humanitarian assistance				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	39,719	38,685	(1,034)	50,209
Departmental expenses:				
(Appropriation Acts 1 and 3) and revenue from independent sources (s. 31 FMA Act)	62,251	71,746	9,495	63,023
Expenses not requiring appropriation in the budget year[b]	3,992	4,446	454	3,539
Total expenses for outcome 2	105,962	114,877	8,915	116,771
Average staffing level (number)	444	428	-16	516

a   The 2013–14 budget represents the estimated actual expenses published in the PBS 2014–15.

b   Expenses not requiring appropriation in the budget year are expenses relating to depreciation, amortisation and writedown/impairment of assets.

Case study

Bhutanese call Australia home

After having lived in refugee camps without a country to call home for more than two decades, 5000 Bhutanese people can now call Australia home.

For about 20 years 107,000 Bhutanese refugees lived in camps in Nepal after fleeing Bhutan in the early 1990s. It was one of the most protracted refugee situations in Asia. In 2008 the department and other Australian Government agencies joined an international effort to resettle 5000 Bhutanese refugees in Australia through the Humanitarian Programme. In January 2014 the 5000th refugee visa for a Bhutanese refugee was granted.

Many have now become Australian citizens and have successfully resettled in the community.

Bhanu Prasad Adhikari was the first Bhutanese refugee to be granted a visa under the programme. He resettled in Adelaide and helped establish the large and active Bhutanese community there today. In June 2013, more than 180 Bhutanese refugees living in Adelaide became Australian citizens after living there for four years.

'I was the first person to choose Australia,' Bhanu said. 'I left Bhutan with my three children and wife, and finally landed in a refugee camp in Nepal which was run by the United Nations High Commissioner for Refugees. For 18 years we were in the camp and life there was really difficult. Then a programme called country resettlement gave us new hope of living again—we were so happy.'

Ratan Gazmere is another Bhutanese success story. Ratan also resettled in Adelaide and has been very active in the community.

'We can't express in words how happy we are,' Ratan said. 'Our life has been transformed, our despair and all our struggles have been completed and we're very happy, we're living as a very good community here. Because we have been living in a refugee camp for 20 long years without a country, without citizenship, it was very important for us to belong to a country. We are very grateful that the government of Australia decided to invite us to this country.'

The 5000th refugee visa was granted to a Bhutanese mother and daughter who resettled with their family in Launceston in March this year. Like many other displaced Bhutanese refugees, they had to leave Bhutan or risk being killed—they fled to Nepal overnight.

It is still early days for many of the Bhutanese refugees who have resettled in Australia, but with the help of the community, family and volunteer support, they are creating new lives for themselves and their families.

Photo: Ratan Gazmere and his wife Gauri.
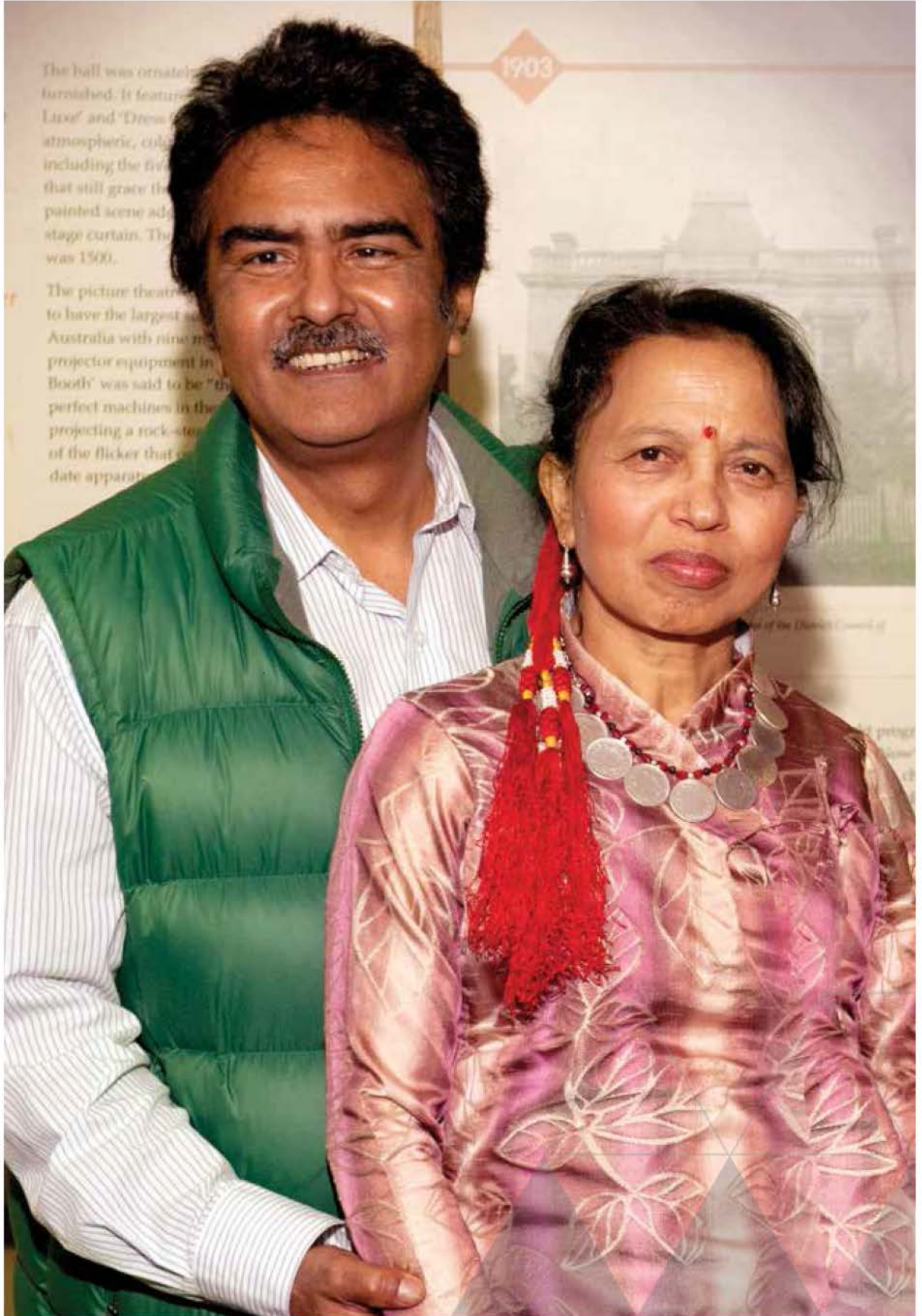
Programme 2.1 Refugee and humanitarian assistance

Programme 2.1 consisted of three departmental items:

- Offshore Humanitarian Programme
- Protection visas (onshore)
- Litigation.[11]

There were seven administered items under programme 2.1:

- Allowances for persons granted temporary visas in the Humanitarian Programme.
- Application assistance—onshore protection.
- Initiatives to address the situation of displaced persons and promote sustainable returns.
- International Organization for Migration—contribution.
- Payments for the asylum seeker assistance scheme.
- Refugee and humanitarian passage, associated costs and related services.
- Secretariat for the Intergovernmental Consultations on migration, asylum and refugees—membership contribution.

Objectives

The objectives of programme 2.1 are to:

- deliver programmes consistent with Australia's international protection obligations in relation to people claiming protection within Australia's jurisdiction
- contribute to the resettlement of refugees and those in humanitarian need through the delivery of the Humanitarian Programme set by the government
- advance Australia's interests in relation to migration and refugee issues internationally.[12]

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11 Change between the PBS 2013–14, p.32, and the PAES 2013–14, p.40. Litigation departmental item not in the PAES.
12 Change between the PBS 2013–14, p.31, and the PAES 2013–14, p.39. Objectives one and two changed.

Deliverables

The following reports against the programme 2.1 deliverables as published in the PBS 2013–14 and the PAES 2013–14.[13]

Refugee and humanitarian assistance—deliverables
Deliverable: Deliver a Humanitarian Programme of 13,750 places (inclusive of onshore places).
Result: In 2013–14, 13,768 visas were granted under the programme.
Deliverable: Deliver at least 1000 visas through the Woman at Risk subclass.
Result: In 2013–14, 1052 Woman at Risk visas were granted under the programme, representing 16.2 per cent of offshore refugee visa grants.

Key performance indicators

The following reports against the programme 2.1 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.

Refugee and humanitarian assistance—key performance indicators
Indicator: Australia's international protection obligations are reflected in policies and procedures relating to the assessment of protection claims.
Result: As a signatory to the 1951 Convention Relating to the Status of Refugees and its 1967 Protocol (Refugee Convention), Australia provides protection to refugees consistent with the obligations set out in the Refugee Convention and other relevant international treaties to which Australia is a party.   People who are eligible to apply for protection in Australia have their claims assessed on an individual basis against the Refugee Convention and complementary protection obligations (derived from other relevant international treaties and incorporated into section 36(2)aa of the *Migration Act 1958)*, with reference to up-to-date information on conditions in the applicant's home country.   Policy and procedural guidance reflect these protection obligations. Applicants for protection must also satisfy health, identity, character and security checks.
Indicator: Australia continues to be a leading resettlement country in terms of numbers of people resettled.
Result: In 2013–14 Australia maintained its position as a leading resettlement country, ranking among the top three countries that resettle refugees.

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13 Change between the PBS 2013–14, p.33, and the PAES 2013–14, p.41. Both deliverables changed.

Refugee and humanitarian assistance—key performance indicators *continued*

Indicator: Targeted consultations with clients and stakeholders are held to:

- provide feedback on effectiveness of humanitarian programme delivery and pre-departure services
- inform policy development and programme innovation and design.

Result: The Minister for Immigration and Border Protection met representatives of peak refugee and humanitarian organisations in January 2014 as part of community consultation on the size and composition of Australia's Humanitarian Programme. During the consultation process the department also considered some 25 submissions from community organisations, individuals and other government agencies with an interest in the programme.

The DIBP-NGO Dialogue on Humanitarian Issues was held in March 2014. The dialogue was attended by senior departmental officials, peak refugee and humanitarian NGOs, and other stakeholders dealing in refugee and asylum issues. The forum was an opportunity for departmental officers to provide briefings and policy updates and for NGOs to provide feedback on policies, programmes, services and refugee-related issues.

The department commissioned the Refugee Council of Australia (RCOA) to conduct public consultations on the 2014–15 Humanitarian Programme. RCOA undertook 47 consultations with service providers and refugee community representatives across all states and territories. More than 845 individuals and representatives from 195 organisations participated in the public consultation process.

Formal consultations and briefings about the community proposal pilot were also held with community groups and organisations in Sydney and Melbourne.

Indicator: Productive working relations are maintained with international partner agencies with regard to Australia's contribution to strengthening the international protection framework in countries other than Australia.

Result: Together with the Australian Agency for International Development (AusAID), the department agreed to an Australia–UNHCR Multi Year Partnership Framework (2012–16) which supports the UNHCR in its protection and humanitarian mandate by providing reliable and flexible funding.

Examples of the department's working relations with international partner agencies in 2013–14 included the provision of funding to the UNHCR in Kuala Lumpur and the International Organization for Migration (IOM) at headquarters in Geneva to support the placement of junior professional officers to enhance the capacities of these offices.

Indicator: Australia's bilateral and multilateral activity in relation to migration and refugee issues has a positive effect on managed migration and refugee issues internationally, as evidenced by internal evaluation and review outcomes.

Result: Australia continued to engage in a range of multilateral forums to support Australia's interests and to exert a positive influence on global managed migration and refugee issues:

- As a member of the UNHCR executive committee, Australia participated in the organisation's governance and continued to support the international protection system through the Humanitarian Programme, financial support and contributions to the policy settings of strategic responses to particular refugee scenarios.

- As a member state of the IOM, Australia participated in the organisation's governance mechanisms, actively contributing to policy discussions supporting cooperation on managed migration processes.

- Australia's participation in the Intergovernmental Consultations on migration, asylum and refugees (IGC) provided opportunities to debate policy, exchange information, and benchmark Australian policies on a range of migration, asylum and refugee issues.

- As a member of the Global Forum on Migration and Development (GFMD), Australia engaged in the governing arrangements and policy discussions of the largest international platform for dialogue and cooperation in international migration and development.

- Deputy Secretary Wendy Southern led the Australian delegation at the 2013 United Nations High Level Dialogue (HLD) on International Migration and Development, held in October 2013 during the UN General Assembly in New York. The 2nd HLD focused on ways to optimise the benefits of migration for migrants and societies alike. Senior-level government representation at the HLD and associated processes enabled Australia to influence multilateral discussions on migration and development issues and ensure that its interests were represented.

- As one of the top three resettlement countries, Australia continued to be an active and influential participant in international forums on resettlement, including the Annual Tripartite Consultations on Resettlement with the UNHCR, resettlement countries and NGO partners. Australia also took an active role in UNHCR-led contact and core groups that have been established to promote collaboration and ensure greater predictability and sustainability in resettlement efforts. These groups encourage increased dialogue with host countries and focus on strengthened protection mechanisms and support strategies to benefit refugees who remain in host countries. Australia chairs the Pakistan Contact Group for Afghan refugees and the Bhutanese Core Group.

- As an active member of the Five Country Conference (FCC) resettlement network, Australia has taken part in discussions about cooperation on global resettlement matters, including communicating key messages to the UNHCR in relation to enhanced biometric capabilities and fraud mitigation strategies.

Table 36: Refugee and humanitarian assistance—key performance indicators

Key performance indicators	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
Percentage of onshore protection applications decided within 90 days in accordance with legislation.[a]	65%	51%	100%	7%
Australia's ranking as a resettlement country.[b]	Within top 3	Within top 3	Within top 3	Within top 3

a   The 90-day figures are discussed under processing times under the Protection visa (ohshore) heading in programme 2.1 in this report.

b   As per UNHCR Projected Global Resettlement Needs 2015, *UNHCR Resettlement Departures 2009-2013*, p.263. Results are based on calendar year period.

Administered items

Administered item: Allowances for persons granted temporary visas in the Humanitarian Programme

Objective: This provides for a one-off cash payment to cover the living expenses of holders of humanitarian visas after their release from detention or their arrival in Australia until their first Centrelink income support payment is made.

Deliverable: All payments are made in accordance with eligibility criteria.

Result: No payments were made.

Administered item: Application assistance—onshore protection[14]

Objective: To provide funding to assist a subset of onshore asylum seekers with professionally qualified application assistance.

Deliverable: Funding provided for the provision of:

- application assistance
- general immigration advice.

Result: The government's pre-election commitment to withdraw taxpayer-funded immigration assistance under the immigration advice and application assistance scheme (IAAAS) to those who arrive illegally by boat, or illegally by any other method, allowing them to prepare asylum claims and make appeals, was implemented on 31 March 2014. From 31 March 2014 regular referral of illegal maritime arrivals (IMAs) or unauthorised air arrivals (UAAs) to IAAAS providers ceased. IAAAS will still be available for eligible authorised arrivals but only during primary processing, not at the review stage. The service that IAAAS provided to IMAs was replaced with the departmental provision of *Protection Application Information and Guides* (PAIG) materials, which offer information about making a protection application. This information is provided in a range of languages and on several platforms including the department's website. The government is considering ways of providing a small amount of additional support to a subset of IMAs and UAAs, including unaccompanied minors, who are seeking protection and are considered vulnerable.

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14 Change between the PBS 2013–14, p.34, and the PAES 2013–14, p.42. Administered item changed.

Administered item: Initiatives to address the situation of displaced persons and promote sustainable returns

Objectives:

- The department concentrates its efforts on assisting displaced populations in protracted situations and on responding to the humanitarian needs of those displaced by conflict.
- Support is provided to the United Nations High Commissioner for Refugees (UNHCR), the International Organization for Migration (IOM) and other international organisations and non-government organisations with protection expertise overseas.

Deliverable: Australia's contributions are made throughout the financial year and support the development and implementation of durable solutions for displaced populations as well as urgent humanitarian relief.

Result: As part of a broader package of savings measures, the displaced persons programme was discontinued in 2013–14.

Administered item: Payments for the asylum seeker assistance scheme[15]

Objective: Consistent with Australia's international obligations under the 1951 Refugee Convention, provide subsistence support for asylum seekers who are in financial hardship and who meet the criteria for support. The asylum seeker assistance scheme provides income support to cover food, shelter and basic health care. Income support is a proportion of the Centrelink Special Benefit payable to an equivalent Australian family.

Deliverable: All payments are made in accordance with eligibility criteria.

Result: During 2013–14 assistance was provided to 4150 people at a cost of $27.9 million. The number of people assisted was about 18 per cent above the 3505 assisted in 2012–13. The increase in the number of people assisted under this scheme is due to an increase in Protection visa applications and longer periods requiring support in this programme.

Note: funding under this item does not provide services for IMAs. For services to IMAs see outcome 4.3.

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15 Change between the PBS 2013–14, p.35, and the PAES 2013–14, p.43. Administered item changed.

Administered item: International Organization for Migration—contribution

Objective: Australia contributes towards the administrative costs of the IOM, an international organisation based in Geneva that is committed to the principle that humane and orderly migration benefits migrants and society. As an inter-governmental body, the 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 wellbeing of migrants.

Deliverable: Australia's annual funding contribution is provided on time.

Australia's contribution to the administrative costs of the IOM enables the department to participate in the governance of the IOM and ensure that the IOM's work continues to reflect Australia's interests, in particular a state-driven approach to managing migration.

Result: In 2013–14 Australia maintained its status as a member state of the IOM and remained one of its more significant financial partners. These contributions ensured that the department was able to pursue government interests in migration issues in the global context. The contributions also gave further support to the IOM's operations. The IOM remains well-positioned to provide governments with expert policy advice and research to help them develop managed migration policies.

Australia participated as a member state in various meetings on the overall governance and structure of the IOM, including the Working Group on Budget Reform, the strategic direction of IOM and its relationship with the UN, and the 104th IOM (Special) Session of the Council on 19 June 2014, when the deputy director-general was re-elected for a five-year term.

Australia's contribution to the administrative costs of the IOM are specified in the deliverable on p.107.

Administered item: Refugee and humanitarian passage, associated costs and related services

Objective: Provision under contract through IOM of health screening for all eligible applicants under the offshore Humanitarian Programme, and provision of assisted passage and associated costs to people approved for entry to Australia under the refugee categories of the offshore Humanitarian Programme. The assistance provided under this agreement covers the full cost of medical examinations, airfares and related expenses for all eligible applicants.

Deliverable: Number of refugee and humanitarian visa applicants medically screened for entry to Australia: 15,000.[16]

Result: A total of 28,721 refugee and humanitarian applicants were medically screened for entry to Australia, with 16,438 undertaking the health assessment (HA) and 12,283 undertaking the departure health check (DHC), at a total cost of $6.0 million.

Overall expenditure on travel, medical screening and related services was $7.9 million. This includes assisted passage costs provided for 2200 additional clients compared with the 2012–13 programme year.

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16 Change between the PBS 2013–14, p.36, and the PAES 2013–14, p.44. Item deliverable changed.

Administered item: Secretariat for Intergovernmental Consultations on migration, asylum and refugees—membership contribution

Objective: Australia contributes towards the administrative costs of the IGC, which is an informal, non-decision-making forum for information exchange and policy debate on issues relevant to the management of international 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 is one of the few multilateral consultation mechanisms through which Australia can engage regularly and directly with like-minded states on migration, asylum and border control issues from both a national and international perspective.

Deliverable: Australia's annual funding contribution is provided on time.

Australia's contribution to the IGC enables the department to have relatively low cost and effective access to a secure forum comprising 17 participating countries, the UNHCR, the IOM and the European Commission. The IGC provides an opportunity for Australia to share best practice and to influence international standards and policies on a range of migration, asylum and refugee issues.

Result: In 2013–14 Australia made financial contributions to, and maintained membership of, the IGC. The IGC continued to provide participating states with an informal framework to share information and develop policy perspectives on migration and asylum issues, while taking into account their particular interests. IGC membership gave the department access at the working level to European governments and those of the United States of America (USA), Canada and New Zealand, and provided cross-consultation between senior officials from relevant immigration and border agencies. Member states discussed best practice approaches to skilled migration, asylum and returns trending, and the risks and benefits associated with the assisted voluntary returns and reintegration programme.

In June 2014 Australia assumed the chair of the ICG for 2014–15.

Offshore Humanitarian Programme

Objective

Australia's Humanitarian Programme comprises two components: resettlement for people overseas who have been determined to be refugees or in humanitarian need, and onshore protection for people already in Australia who claim Australia's protection and are found to be refugees. This section relates to the offshore component.

The objectives of the offshore component are achieved through:

- effective planning and delivery of the resettlement programme to a high level of integrity and in line with government priorities

- support for Australia's role in sharing international responsibility for refugee protection through engagement with international partners such as the UNHCR, the IOM and other resettlement countries and NGOs

- the provision of pre-departure services and orientation programmes to enhance settlement outcomes

- conducting and commissioning research to inform policy development and continuous improvement

- enhancing community involvement and support for the programme through engagement with stakeholders, and developing and distributing public information on the programme.

Performance

In 2013–14 the Humanitarian Programme was set at 13,750 places, and 13,768 visas were granted during the programme year. This comprised 11,016 under the offshore (humanitarian) component (80 per cent) and 2752 under the onshore (protection) component (approximately 20 per cent).

Under the offshore component, 6501 were refugee visas (approximately 59 per cent) and 4515 were special humanitarian programme visas (approximately 41 per cent) (Table 37).

Table 37: Humanitarian Programme visa grants by component and subclass

Number of persons granted visas, by subclass 2013–14	
Subclass	Number
Refugee	
Subclass 200 (Refugee)	4,730
Subclass 201 (In-country Special Humanitarian)	717
Subclass 203 (Emergency Rescue)	2
Subclass 204 (Woman at Risk)	1,052
Total refugee	6,501
SHP	
Subclass 202 (Global Special Humanitarian)	4,515
Total SHP	4,515
Total	11,016

Figure 6 shows that under the offshore component, the highest number of visas granted in 2013–14 was to applicants born in Asia (50 per cent), followed by those from the Middle East (35 per cent) and Africa (15 per cent).

Figure 6:   Offshore Humanitarian Programme—regional source trends
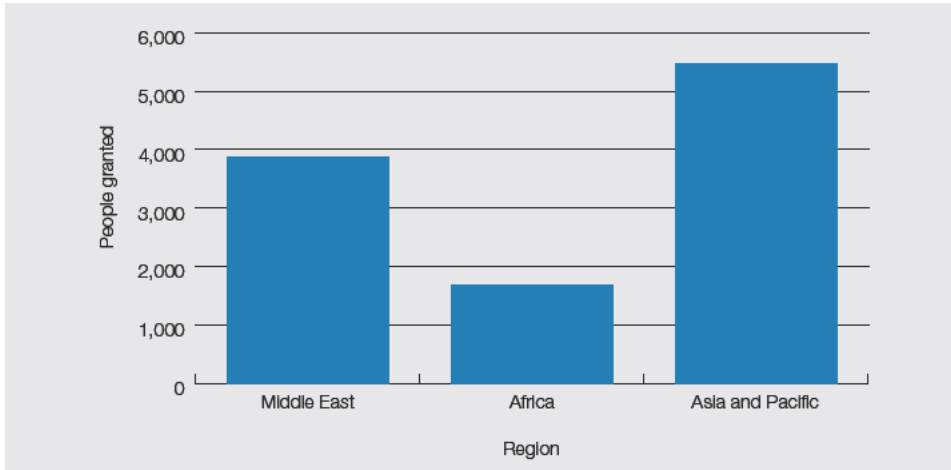
During the year 72,162 people lodged applications under the offshore programme, compared with 52,425 in 2012–13. This was an increase of 37.6 per cent.

Woman at Risk visas

The target for Woman at Risk visas in 2013–14 was 1000 visas granted under the programme's offshore component. The target was met, with 1052 visas granted to Woman at Risk applicants, or 16.2 per cent of refugee category visa grants. The top five countries of birth for Woman at Risk grants in 2013–14 were Afghanistan, Iraq, Burma, the Democratic Republic of the Congo and Eritrea.

Figure 7 provides the number of Humanitarian Programme Woman at Risk visas granted each year from 1989–90 to 2013–14.

Figure 7:   Humanitarian Programme Woman at Risk visa grants since inception
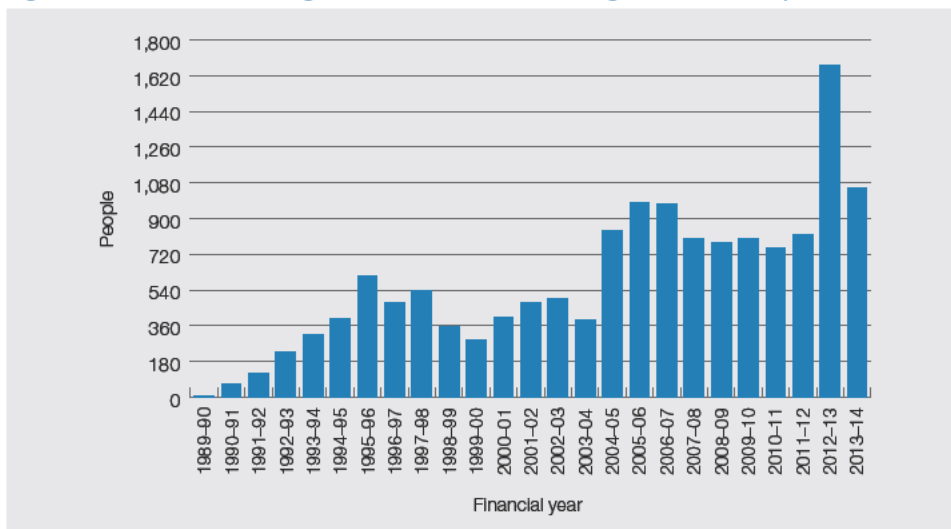
Programme formulation

The department undertakes a consultation process each year to help determine the government's decisions about the size and composition of the Humanitarian Programme.

In 2013–14 this included:

• development and publication of a discussion paper

• consultations with states, territories and other government agencies

• consultation with peak refugee and humanitarian bodies

• consideration of UNHCR advice on global resettlement needs and priorities

• consideration of the views of the Australian community.

A submission from RCOA was funded by the department and was also considered during the consultation process.

Protection visas (onshore)

Objective

Under the Protection visas (onshore) programme, the department:

• determines if the claims of asylum seekers satisfy the refugee definition under the 1951 Convention relating to the Status of Refugees and the 1967 Protocol relating to the Status of Refugees

• determines if the claims of asylum seekers warrant complementary protection under the International Covenant on Civil and Political Rights and the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.

Complementary protection is a category of protection for people who are not refugees as defined in the Refugee Convention, but who cannot be returned to their home country or habitual place of residence because there is a real risk they would suffer a type of harm that would require Australia to protect them under its international non-*refoulement* (non-return) obligations.

Performance

In 2013–14 there were 10,624 Protection visa applications from both IMAs and non-IMAs. There were 545 and 2207 Protection visas granted to IMAs and non-IMAs, respectively.

Tables 38 and 39 show some key indicators of the caseload for the Protection visa programme. Circumstances in source countries change from year to year and this will affect the composition of the Protection visa caseload and outcomes.

The tables show a decrease in the number of Protection visa applications lodged and granted to IMAs. This is due to changing government policies, including the commitment to not grant a permanent visa to an IMA.

Table 38: Protection visa applications lodged in 2013–14 compared with 2012–13

Applications lodged	2012–13[a]	2013–14
Non-IMA Protection visa applications lodged	8,480	9,646
IMA Protection visa applications lodged	8,443	978
Total	16,923	10,624

a   Protection visa figures relating to 2012–13 are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

Table 39: Final Protection visa and resolution of status

Grant type	2012–13[a]	2013–14
Protection visa grants to non-IMAs	2,514	2,207
Protection visa grants to IMAs	4,994	545
Total Protection visa grants	7,508	2,752
Resolution of status grants	4	0
Temporary Protection visa grants	0	23
Temporary Humanitarian Concern visa	0	112
Temporary Humanitarian Stay visa[b]	0	253

a   Protection visa figures relating to 2012–13 are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

b   These figures do not include Temporary Humanitarian Stay visas granted for the purposes of release from immigration detention. These figures are included in outcome 5 of this report.

The top 10 countries of citizenship for non-IMAs applying for Protection visas in 2013–14 (in descending order) were the People's Republic of China, India, Pakistan, Egypt, Fiji, Iran, Libya, Nepal, Lebanon and Malaysia (Table 40).

Table 40: Protection visa applications lodged by top 10 countries of citizenship in 2013–14 compared with 2012–13 (non-IMAs)

Country of citizenship	2012–13[a]	2013–14
China, People's Republic of	1,174	1,803
India	1,037	1,211
Pakistan	935	983
Egypt	734	478
Fiji	224	475
Iran	561	361
Libya	299	321
Nepal	204	317
Lebanon	424	300
Malaysia	166	295
Other	2,722	3,102
Total	8,480	9,646

a   Protection visa figures are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

The top 10 countries of citizenship for non-IMAs granted Protection visas in 2013–14 (in descending order) were Pakistan, Egypt, Iran, Libya, China, Iraq, Afghanistan, Lebanon, India and Papua New Guinea (Table 41).

Table 41: Permanent Protection visa grants and grant rates by top 10 countries of citizenship in 2013–14 compared with 2012–13 (non-IMAs)

Citizenship	2012–13[a]	Final grant rate (%)	2013–14	Final grant rate (%)[b]
Pakistan	462	81.2%	382	73.5%
Egypt	278	77.7%	342	82.4%
Iran	313	91.0%	309	87.0%
Libya	125	78.6%	192	91.0%
China, People's Republic of	215	26.4%	144	20.6%
Iraq	199	91.3%	100	84.1%
Afghanistan	57	81.4%	85	97.5%
Lebanon	27	19.9%	64	29.6%
India	38	6.4%	59	13.4%
Papua New Guinea	46	86.8%	53	89.8%
Other	754	-	477	-
Total	2,514	48.5%	2,207	49.1%

a Protection visa figures are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

b The final grant rate for 2013–14 includes only decisions made before 5 March 2014 when a cap was introduced that prevented further Protection visa grants during the year.

The reduction in applications for IMAs in the 2013–14 programme year is largely due to changes in IMA processing arrangements, including the introduction of offshore transfer and resettlement arrangements as well as the effect of Ministerial Direction 57 that relates to prioritising the processing of non-IMA cases (Table 42).

Table 42: Protection visa applications lodged by key countries of citizenship in 2012–13 compared with 2013–14 (IMAs)

Country of citizenship	2012–13[a]	2013–14
Iran	1,535	260
Stateless[b]	673	212
Vietnam	40	143
Sri Lanka	2,404	122
Bangladesh	93	115
Afghanistan	2,508	39
Iraq	362	28
Pakistan	633	6
Other	195	53
Total	8,443	978

a Protection visa figures are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

b A stateless person is someone who lacks identity as a national of a state for the purpose of law and is not entitled to the rights, benefits or protection ordinarily available to a country's nationals. Statelessness is established where no country recognises the person as holding its citizenship.

The reduction in applications and grants for IMAs in the 2013–14 programme year is largely due to changes in IMA processing arrangements, including the introduction of offshore transfer and resettlement arrangements, as well as the effect of Ministerial Direction 57 that relates to prioritising the processing of non-IMA cases (Table 43).

Table 43: Permanent Protection visa grants by key countries of citizenship in 2013–14 compared with 2012–13 (IMAs)

Country of citizenship	2012–13[a]	2013–14
Afghanistan	2,354	232
Stateless[b]	468	78
Iran	1,027	73
Sri Lanka	279	58
Pakistan	473	50
Iraq	275	30
Other	118	24
Total	4,994	545

a Protection visa figures relating to 2012–13 are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

b A stateless person is someone who lacks identity as a national of a state for the purpose of law and is not entitled to the rights, benefits or protection ordinarily available to a country's nationals. Statelessness is established where no country recognises the person as holding its citizenship.

Case study

Janviere gets a new start in Australia

Australia has long been considered a global leader in helping the world's most vulnerable refugees through the department's Humanitarian Programme. Since World War II, Australia has welcomed more than 800,000 refugees and other humanitarian entrants from many countries around the world.

The Woman at Risk programme was introduced in 1989 to help vulnerable women and children whose lives have been shattered by war and persecution in their home countries. Since it was established, more than 14,500 visas have been granted under this programme, which in 2014 celebrates its 25th anniversary.

Janviere, a refugee from Rwanda, is one of the many women who have benefited from the programme.

Janviere left Rwanda with her four children in 2001, as living conditions worsened and became unsafe and dangerous. In 2003 they claimed refugee status in Nairobi where they survived mostly on flour, oil and beans. Their situation worsened and in 2007 Janviere and her children fled to a different United Nations camp where there were fewer opportunities. Her children were unable to attend school for four years and were becoming more disadvantaged.

After an interview with the United Nations High Commissioner for Refugees, Janviere's prayers were answered and her family was granted a Woman at Risk visa to resettle in Australia in July 2012.

Janviere now works part-time at a hardware store and all her children are attending school.

'I just wanted to get to work…only nine months later my application for a part-time job was successful,' Janviere said.

'I just wanted my children to have a good future, to go to school, finish university and have good jobs here in Australia. They can have that here.'

Australia is one of only a few countries that has a specific allocation for Woman at Risk visas, as well as a dedicated settlement programme to support these visa holders. Under Australia's visa policy, Woman at Risk applicants are also given priority processing.

In 2013–14 more than 1000 Woman at Risk visas were granted for women and their families from a range of countries, including Afghanistan, Iraq, Burma, the Democratic Republic of Congo, Eritrea, Ethiopia, Iran and Bhutan.

Photo: Janviere, happily resettled in Australia through the Woman at Risk programme.

Processing times

In 2013–14, 7 per cent of initial decisions and decisions after remittal by the courts or tribunals were made within 90 days, in compliance with relevant processing standards, compared with 51 per cent in 2012–13.

The department's low level of compliance with the 90-day processing timeframe over the 2013–14 year reflects increases in the number of applications received and the implementation of Ministerial Direction 57 in July 2013, which saw Protection visa applications lodged by lawful arrivals prioritised for processing.

The median number of days taken to decide primary cases during 2013–14 was 248 days, compared with 89 days in 2012–13. This timeframe has been influenced by the effect of changes to IMA processing policy.

In 2013–14, 96 per cent of Protection visa decisions that took more than 90 days were the result of department-related delays caused by the increased number of arrivals, arrangements for allowing people to apply and the complexity of some cases that required additional investigation.

In accordance with s. 91Y of the Migration Act, monitoring of performance and reporting on processing within 90 days relates to Protection visa decision-making only. A similar provision does not exist for refugee status assessments of people who arrive at an excised offshore place.

Ministerial intervention

The Minister has a set of powers under the Migration Act that allows a visa to be granted, if it is in the public interest, to certain people who have been found by a review tribunal not to satisfy the criteria for a visa. These powers are called 'public interest powers' or more commonly, ministerial intervention.

Table 44 provides figures for the 2013–14 programme year which show a decrease in the number of requests for ministerial intervention under s. 417 and a decrease in the number of visa grants compared to the previous year.

Table 44: Ministerial intervention under s. 417 of the Migration Act

Activity	2012–13[a]	2013–14
Requests received	2,043	1,889
Requests finalised[b]	543	655
Requests finalised by the Minister	1,590	1,583
Visas granted	435	140

a Figures relating to 2012–13 are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

b This category includes withdrawn requests, requests finalised as inappropriate to consider or no power under s. 417 and repeat requests not referred to the Minister as they did not meet the guidelines.

The top 10 countries of citizenship for requests for ministerial intervention during 2013–14 (in descending order) were China, India, Lebanon, Fiji, Sri Lanka, Pakistan, Nepal, Tonga, Egypt and Iran (Table 45).

Table 45: Ministerial intervention requests by top 10 countries of citizenship in 2013–14 compared with 2012–13

Citizenship	2012–13[a]	2013–14
China, People's Republic of	354	282
India	313	269
Lebanon	105	192
Fiji	193	150
Sri Lanka	87	117
Pakistan	94	85
Nepal	78	64
Tonga	47	56
Egypt	65	55
Iran	28	49
Other	679	570
Total	2,043	1,889

a   Figures relating to 2012–13 are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

Figures for the 2013–14 programme year show a decrease in visas granted through ministerial intervention (Table 46). The Minister's power to intervene is non-compellable and non-delegable.

Table 46:   Ministerial intervention visa grants by top 10 countries of citizenship in 2013–14 compared with 2012–13

Country of citizenship	2012–13[a]	2013–14
Fiji	25	15
Lebanon	17	14
China, People's Republic of	55	13
Egypt	55	13
Indonesia	23	12
Tonga	24	9
Korea, Republic of	41	8
India	13	6
Vietnam	6	6
Mauritius	5	5
Other	172	39
Total	436	140

a   Figures relating to 2012–13 are as officially revised at the end of 2013–14 and therefore may differ from statistics previously published.

Litigation

In addition to the cases detailed below, several other significant decisions affected the refugee and humanitarian assistance programme. Those cases were *Plaintiff S297 v Minister for Immigration and Border Protection & Anor, Plaintiff M150 v Minister for Immigration and Border Protection & Anor* [2014] HCA 24, and *Minister for Immigration, Multicultural Affairs and Citizenship v SZRNY* [2013] FCAFC 104, which are noted in further detail in Part 4 under External scrutiny.

On 13 December 2013 the High Court refused the Minister's application for special leave to appeal the decision of the Full Federal Court in *Minister for Immigration and Citizenship v SZQRB* [2013] FCAFC 33.

The Full Federal Court found that there were two legal errors in the department's international treaties obligations assessment process, being that the wrong legal test had been applied in relation to complementary protection and that SZQRB had been denied procedural fairness.

The international treaties obligations assessment process was used to determine whether removal would accord with Australia's non-*refoulement* obligations under the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and the International Covenant on Civil and Political Rights, prior to the commencement of the complementary protection provisions in March 2012.

In relation to the first error, the Full Federal Court found that the correct test to be applied, when considering whether complementary protection obligations are owed under s. 36(2)(aa) of the Migration Act, is whether there was a 'real chance' that SZQRB would suffer significant harm as a result of his removal, and not whether the risk of significant harm was 'more likely than not' (the test applied by the department). The former is the same test used when considering whether protection obligations are owed under the Refugee Convention.

In relation to the second error, the Full Federal Court found that SZQRB had been denied procedural fairness on the basis that country information the decision-maker 'might' have relied upon was not put to him for comment.

As a result of the High Court's decision to refuse special leave, the Full Federal Court's decision remains in effect.

On 13 December 2013, the High Court also refused the Minister's application for special leave to appeal the judgment of the Full Federal Court in *SZGIZ v Minister for Immigration and Citizenship* [2013] FCAFC 71.

The Full Federal Court found there were, effectively, different streams by which a Protection visa could be applied for and granted, namely the Refugee Convention, complementary protection and membership of a family unit. The Full Federal Court held that s. 48A did not prevent a person from making a repeat, valid Protection visa application providing it is not based on the same stream as the first application.

On 27 May 2014 amendments to s. 48A of the Migration Act came into force, clarifying that the bar on repeat Protection visa applications applies irrespective of the stream relied on in the original application.

International engagement

International engagement plays a crucial role in helping to achieve the department's national security, economic and social objectives. The collective efforts of the department's onshore staff and offshore networks continue to ensure effective engagement with neighbouring countries and other international partners.

In 2013–14 the department hosted a range of senior meetings and delegations from counterpart immigration and border control agencies, including the:

- inaugural Vietnam-Australia Senior Immigration Management Consultations
- 7th Malaysia-Australia Immigration Cooperation Working Group
- Thai Immigration Bureau Senior Officials' visit
- Australia and New Zealand Immigration Forum
- China Senior Officials Exchange Programme
- Australia and Papua New Guinea Immigration Forum
- Middle East Dialogue on Strategic Border Management in Jordan with a range of countries from the Middle East and North Africa.

The department also co-chaired the inaugural Malaysia-Australia Joint Working Group on Transnational Crime and the Sri Lanka-Australia Joint Working Group on People Smuggling and Other Transnational Crime.

These meetings provided an opportunity to reinforce joint commitment to continuing cooperation on issues related to people smuggling, legal and law enforcement cooperation, border management and human trafficking.

Australia continued its strong contribution and commitment to international cooperation and engagement on protection, managed migration and counter-people-smuggling efforts through high-level engagement with international partner agencies such as the UNHCR and IOM, and project delivery in cooperation with international and non-government organisations to advance Australia's interests in relation to outcome 2. The department also provided assistance for a range of projects and initiatives to strengthen border management and migration management capacity in the region and internationally, and participated in a number of high-level meetings and exchanges with key bilateral partners. These initiatives advanced Australia's interests in relation to outcomes 3 and 4.

Key international engagement activities in 2013–14 included:

- funding the UNHCR to deliver increased registration, refugee status determinations and resettlement activities, including community services and counselling support, to people of concern with specific needs
- funding the IOM under the regional cooperation arrangements in Indonesia, Timor-Leste and Papua New Guinea (PNG) to provide for the care and management of potential illegal immigrants (PIIs) intercepted on their way to Australia—this programme also includes voluntary repatriation of PIIs

- funding the IOM to maintain a network of outreach offices in Indonesia to help the Indonesian Government to monitor migration flows, coordinate responses to irregular migration activity and ensure suitable treatment of intercepted irregular migrants

- supporting improvements to Indonesia's immigration detention centre network through the IOM

- funding non-government organisations to support migrants in irregular and vulnerable situations, including reducing vulnerability to people smuggling and human trafficking, and supporting the voluntary return of displaced migrants to their home countries when possible. These projects, which are operating in countries such as Afghanistan, Iran, Pakistan, Somalia and Sri Lanka, support displaced persons by providing:

  - vocational and livelihood training

  - education, including numeracy and literacy training and hygiene awareness

  - health and social protection

  - construction of shelters and community infrastructure

  - provision of basic household packages such as blankets, soap and cooking implements

  - raising awareness on the dangers of irregular migration and available social support services

- continuing work with the Sri Lankan Department of Immigration and Emigration to increase the integrity of Sri Lankan passports through the capture and comparison of biometrics at the passport application stage

- enhancing Pakistan's migration and border management capabilities through funding provided to the United Nations Office on Drugs and Crime (UNODC)

- participating in the Pakistan-Australia Joint Working Group on Border Management and Transnational Crime in March 2014, providing an opportunity to discuss key issues, including irregular migration, with Pakistani Government officials

- funding capacity-building, through the IOM, to strengthen migration and border management under the Solomon Islands Border Strengthening programme and the Vanuatu Border Capability Improvement programme

- deploying four advisors to work with Papua New Guinean counterparts to strengthen and support their immigration capacity under the Strongim Gavman programme

- strengthening Pacific Island countries' refugee status determination policies, asylum laws, regulations and procedures through partnerships and the UNHCR Protection Learning Programme so these countries can progressively take over these functions themselves

- working closely with the Kiribati Department of Foreign Affairs and Immigration to complete the Machine Readable Travel Document (MRTD) issuing system project (Kiribati has been issuing International Civil Aviation Organization-compliant machine readable travel documents since January 2014)

- engaging in Southeast Asia with three courses held under the Border Control Agency Management Programme (BCAMP), exposing middle managers to best practice in migration management, encouraging cross-agency communication and understanding the challenges posed by transnational organised crime. The most recent course, held in June 2014, involved 20 participants from six countries: Vietnam, Cambodia, Thailand, the Lao People's Democratic Republic, Burma and, for the first time, Malaysia

- supporting the Cambodian Refugee Office in enhancing its refugee status determination capability, including training co-delivered by the UNHCR supported by expert departmental mentors. DIBP also hosted an intensive refugee status determination familiarisation visit to demonstrate best practice in interviews and assessments

- participating in Singapore's annual Immigration and Checkpoints Competencies Training Programme which includes participants from ASEAN countries, and continuing exchanges in technical training and border management

- providing support to the Migration Service of Timor-Leste in border management systems and processes

- facilitating workshops in Laos, Cambodia and Burma on border programme management and developing border systems architecture to help address irregular migration, including:

  - assistance in integrating border checkpoints in Cambodia

  - the provision of additional IT capability by sponsoring training in Cambodia and Laos

  - developing a border management plan with Burma

- delivering comprehensive and targeted training programmes for immigration and border agencies throughout Asia, the Pacific and Middle East regions in the fields of document examination, facial image comparison and immigration intelligence analysis.

Multilateral engagement

The department's international engagement also has a strong multilateral focus which helps to maintain visibility and influence over global dialogue on international migration governance, encourages joint action to achieve mutually beneficial outcomes, and develops stronger, more resilient relationships. The department participated in a number of multilateral forums in 2013–14, including:

- Asia-Europe meeting (ASEM)

- Asia Pacific Economic Co-operation forum (APEC)

- Association of Southeast Asian Nations (ASEAN)

- Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime (the Bali Process)

- Five Country Conference (FCC) (Australia, Canada, New Zealand, United Kingdom (UK) and the United States of America [USA])

- Global Forum on Migration and Development (GFMD)

- Intergovernmental Consultations on migration, asylum and refugees (IGC)

- Organisation for Economic Co-operation and Development (OECD)

- Pacific Immigration Directors' Conference (PIDC)

- the 2nd United Nations High Level Dialogue on International Migration and Development (HLD)

- United Nations Economic and Social Commission for Asia and the Pacific.

Examples of the department's involvement in multilateral forums in 2013–14 include:

- working closely with Southeast Asian counterparts to strengthen the region's irregular migration capabilities through the ninth annual ASEAN Directors-General of Immigration Departments and Heads of Consular Affairs Divisions of the Ministries of Foreign Affairs (DGICM) + Australia Consultation, and the associated ASEAN-Australia Programme of Work, including workshops designed to showcase Australia's:
  - visa integrity practices and enhance counterparts' visa integrity
  - threat analysis
  - people smuggling prevention capabilities

- engaging in the Bali Process to strengthen regional cooperation on the irregular movement of people by conducting workshops and supporting activities through the Regional Support Office (RSO). Australia and Indonesia co-manage the RSO with active engagement from other Bali Process members, including the IOM and UNHCR. The RSO has developed a range of practical initiatives to enhance migration management and protection capacity in the region and will build on this programme in 2014–15. Activities include the development of a training curriculum for immigration and border control officers and enhancing an assisted voluntary returns programme to support the return of irregular migrants in the region. Irregular migrants may include refugees, displaced persons, victims of trafficking and smuggled migrants

- engaging in policy debate, information exchange and benchmarking Australian policies on a range of migration, asylum and refugee issues through participation in the IGC

- engaging in the governing arrangements and policy discussions of the largest international platform for dialogue and cooperation in international migration and development as a member of the GFMD

- supporting immigration cooperation in the Pacific as a member of, and providing funding for, the PIDC management board. The PIDC promotes consultation and cooperation among immigration agencies within the region and fosters multilateral cooperation and mutual assistance aimed at strengthening borders and the integrity of entry systems.

The 2nd United Nations High Level Dialogue on International Migration and Development

The 2nd United Nations High Level Dialogue on International Migration and Development (HLD) was held in New York on 1–3 October 2013. It brought together representatives of governments, including Australia's, for global discussions about the protection of the human rights of all migrants, perceptions of migrants and migration, the consideration of migration in national and global development agendas, and migration governance. The overall objective for the second HLD was to 'identify concrete measures to strengthen coherence and cooperation at all levels, with a view to enhancing the benefits of international migration for migrants and countries alike and its important links to development, while reducing its negative implications'.

In the year leading up to the HLD, Mexico proposed a draft Declaration of Intent that recognised the shared commitment by states to protect the human rights of migrants, efforts to counter people smuggling and trafficking, and optimise migration for both migrants and states alike. The HLD adopted the declaration.

Deputy Secretary Wendy Southern led the Australian delegation. Key outcomes included advancing discussions on including migration in the UN's Post-2015 Development Agenda, endorsement of the IOM as the lead agency for migration, and endorsement of the GFMD as a useful mechanism for informal dialogue between states.

Participating states expressed consensus on a number of issues, such as establishing international standards for recruitment practices and developing procedures to assist and protect migrants caught up in natural disasters or armed conflict. Most notably, the USA and the Philippines agreed to lead the migrants in countries in crisis initiative—a system to assist and protect migrants who get caught up in natural disasters or man-made crises. Australia is a great supporter of the migrants in countries in crisis initiative and is an active member of its working group.

Senior-level Australian Government representation at the HLD and associated processes enabled Australia to influence multilateral discussions on migration and development issues and ensure that its interests were represented.

Outcome

3

Lawful entry of people to Australia through border management services involving *bona fide* traveller facilitation, identity management, document verification, intelligence analysis, partnerships with international and domestic agencies, and border policy advice and programme design.

Programme 3.1 Border management

During 2013–14 programme 3.1 was managed by the Border, Refugee and Onshore Services Division.

This section reports on the deliverables and key performance indicators for programme 3.1 as published in the Department of Immigration and Border Protection's *Portfolio Budget Statements 2013–14* (PBS) and *Portfolio Additional Estimates Statements 2013–14* (PAES).

Strategy

The key initiatives and major strategies contributing to outcome 3 in 2013–14 are to:

• enhance the department's ability, through international and inter-jurisdictional agreements, biometric technology and tools, to acquire (offshore and onshore) and use identity information

• support law enforcement and security agencies in preventing the entry of people who are a direct or indirect threat to the Australian community and to national security, and contribute to the Australian Government's efforts in relation to counter-terrorism activities

• prevent and deter unauthorised and irregular entry to Australia by working closely with foreign governments, international organisations, airlines, shipping companies and other agencies through the use of information, intelligence and technology

• maintain and develop new intelligence-led, risk-based entry policies and procedures, which facilitate the orderly arrival and departure of travellers whilst maintaining integrity

• maintain the integrity of the border by closely working with both national and international border agencies to maintain and improve effective screening through initiatives and international forums that aim to strengthen border integrity within the Asia and Pacific regions

• enhance the department's capability to detect and minimise identity and document fraud

• contribute to whole-of-government initiatives to counter identity fraud and transnational organised crime

• maintain a capacity to coordinate and contribute to engagement in whole-of-government responses to offshore emergencies.

Overview

Programme 3.1 seeks to balance the movement of legitimate travellers with the detection of people who may pose a risk to the Australian community and economy. To achieve this the department employs a number of complementary processes that integrate data collection, assessment and verification along the 'traveller pathway' from visa application and grant, through international check-in and travel, to arrival in and departure from Australia.

Major achievements

In 2013–14 the department facilitated the arrival and departure of 35.41 million passengers and crew compared with 33.2 million in 2012–13, an increase of 6.8 per cent.

The number of people referred to an immigration officer on arrival at Australian air and seaports decreased while the number of people refused immigration clearance increased from the previous programme year. During the year, 3121 people were refused immigration clearance at Australia's airports and seaports, compared with 2328 in 2012–13, an increase of 34.0 per cent.

This reflected improved targeting of people of concern, ongoing work to implement information technology solutions that reduce manual intervention when travellers arrive in Australia, and improved efficiency generally.

The advance passenger processing (APP) system, which enables the department to receive advance notice of people arriving by air in Australia, achieved an airline compliance level of 99.95 per cent.

In 2013–14 the department successfully helped to implement new legislation and regulations to support the *Maritime Powers Act 2013* (administered by the Australian Customs and Border Protection Service). In addition, from 29 June 2013, the *Migration Amendment (Offshore Resources Activity and Other Measures) Act 2013* amended the *Migration Act 1958*, which simplified the entry arrangements for crew on board offshore resource vessels.

The department collaborated with government and industry to facilitate visa arrangements for events such as major cruise vessel dry docking, the International Fleet Review that celebrated the Royal Australian Navy centenary, and the foreign personnel who travelled to Australia to help in search and rescue efforts for missing Malaysia Airlines flight MH370.

The department worked on projects with Lao People's Democratic Republic, Cambodia and Burma to help them improve their border management capabilities. Relationships with these countries are important to maintain the integrity of border control in the region. Cooperation of this kind is an important part of the department's layered approach to border management.

The department maintains a capacity to coordinate and contribute to whole-of-government responses to offshore emergencies through its incident response support unit (IRSU), established in 2010. The IRSU provides a single liaison point and facilitates whole-of-government responses with DIBP and other government agencies. It also maintains a reserve of experienced departmental officers who are cleared to help during major offshore emergencies.

In 2013–14 a new border risk identification system (BRIS) was deployed at all Australian international airports. BRIS uses advanced analytics both to expedite the handling of genuine travellers and to screen high-risk travellers.

The department established a new partnership with United Kingdom Visas and Immigration (UKVI), beginning with a successful pilot at the department's offices in Adelaide. The service enables Australians applying for a UK visa in South Australia to provide their biometric data (fingerprints and a digital photograph)—a key part of the application process— without needing to travel to another state. This potentially saves British visa applicants hundreds of dollars and time. The department will extend the scheme to three other state locations in Australia where UKVI doesn't currently have a presence.

The airline liaison officer (ALO) programme is an important part of the department's layered approach to border management. The programme was involved in 235 interdictions of improperly documented passengers attempting to travel to Australia in 2013–14.

Challenges

The number of people travelling to Australia continues to rise, increasing the volume and complexity of processing required. International travel is becoming easier and less expensive and as a result, Australian border control agencies have to process larger numbers of passengers on arrival and departure at airports and seaports. This continued growth and the changing operational environment presents challenges not just in terms of volume but in identifying efficiencies that do not compromise risk identification and mitigation.

In 2013–14 there were approximately 35.4 million movements across Australia's borders. This was an increase of 6.8 per cent from the 33.2 million movements in the previous financial year. It is estimated that by 2020 there will be more than 50 million border crossings each year.

Identifying non-citizens and verifying their identity is crucial in combating sophisticated fraudulent activity and organised crime. The department has to balance the need for stringent checks with facilitating the movement of genuine travellers who expect a seamless travel experience, and is meeting this challenge by integrating biometric technology into border processes and systems and strengthening visa processes before travel.

Australia's maritime environment continues to be complex and challenging for the department and across government. One important aspect involves automating arrival methods to reduce burdensome and costly requirements. This will enhance the experience of arriving in Australia for genuine travellers while ensuring that those who pose a threat to Australia's border integrity are identified and dealt with accordingly.

The department will continue to review the expansion of automated border processing and risk-identification capabilities while removing redundant and overly burdensome administrative measures. The increasing number of vessels and travellers arriving in Australia, including those at more remote and regional locations, combined with government regulatory reform, will continue to spur innovation. Though challenging, these factors will benefit the department as it builds more robust stakeholder relationships and provides innovative solutions to emerging issues.

Table 47: Outcome 3 financial resource summary 2013–14

Outcome 3: Lawful entry of people to Australia through border management services involving *bona fide* traveller facilitation, identity management, document verification, intelligence analysis, partnerships with international and domestic agencies, and border policy advice and programme design.

	Budget[a] 2013–14 $'000	Actual expense 2013–14 $'000	Variations 2013–14 $'000	Budget estimate 2014–15 $'000
Programme 3.1: Border management				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	15,922	518	(15,404)	5,165
Departmental expenses:				
(Appropriation Acts 1 and 3) and revenue from independent sources (s. 31 FMA Act)	139,517	138,379	(1,138)	140,671
Expenses not requiring appropriation in the budget year[b]	17,669	16,531	(1,138)	15,157
Total expenses for outcome 3	173,108	155,428	(17,680)	160,993
Average staffing level (number)	780	734	-46	783

a   The 2013–14 budget represents the estimated actual expenses published in the PBS 2014–15.

b   Expenses not requiring appropriation in the budget year are expenses relating to depreciation, amortisation and writedown/impairment of assets.

Case study

A day in the life of a movement monitoring officer

For movement monitoring officer (MMO) Aaron Anau, even the location of his day job is exciting. Stationed on remote Boigu Island in the Torres Strait, he can make the unusual claim of being able to stand on Australian soil while looking at an entirely different country.

'I always thought Darwin was the tip of Australia, but this is the real tip,' Aaron said. 'It's about seven kilometres straight across the water here to the Papua New Guinea (PNG) border.'

The Torres Strait contains numerous islands scattered between Cape York Peninsula, at the northern tip of Queensland, and PNG. People on both sides of the border share a rich and long history. In recognition of this, the Australian Government and the PNG Government signed a Torres Strait Treaty in 1978, allowing traditional inhabitants from both countries free movement without a passport or visa within an area called the Torres Strait Protected Zone. It also enables the continuation of traditional activities, including gardening, market trade, traditional fishing, and religious, secular and marriage ceremonies.

The department's MMOs are located in 14 communities across 13 islands in the protected zone. They monitor, record and report on the movements of traditional inhabitants.

'It is imperative for the MMO to monitor every vessel that is coming from PNG,' Aaron said. 'Each morning I come down to the ramp with a quarantine officer and he does his checks and I do mine. Those entering have an ID permit. I check the names with the faces and brief them on our entry conditions.

'This treaty also forms a really important part of the economy. People arrive here and both sell and purchase items from the marketplace.'

The numbers are hardly insignificant, with more than 61,700 total movements, including arrivals and departures, in 2013–14.

But for Aaron, satisfaction comes largely from the different issues he faces every day in person-to-person dealings.

'What makes me smile about my job is the challenges that I meet each day,' Aaron said.

'I get challenges from the local community and also from the people that I clear. The international visitors also put a smile on my face, because it is great knowing that I'm helping with their bread and butter, their trade.'

Photo: Movement monitoring officer Aaron Anau.

To watch the video about
Aaron's story, scan this code
using your smart phone.

Programme 3.1 Border management

Programme 3.1 consisted of two departmental items:

- Borders
- Identity.

There is one administered item under programme 3.1:

- Enhanced border management.[17]

Objective

- Effectively facilitate entry of genuine travellers to Australia while preventing entry of those likely to threaten the national interest, as achieved through a whole-of-government, layered approach to border management.

Deliverables

The following reports against the programme 3.1 deliverables as published in the PBS 2013–14 and the PAES 2013–14.

Border management—deliverables
Deliverable: Continued increase in the use of biometrics and identity management services.
Result: In December 2010 an offshore biometrics programme was introduced for visa applicants. The department has increased the number of countries where biometrics are collected from visa applicants to 19: Bahrain, Bangladesh, Cambodia, Ethiopia, France, Ghana, Jordan, Kenya, Kuwait, Lebanon, Malaysia, Oman, Pakistan, Qatar, Saudi Arabia, Sri Lanka, United Arab Emirates, Yemen and Zimbabwe. The department also undertakes mobile collection of biometrics in countries managed by its posts in Bangkok, Islamabad, Jakarta and Nairobi. Under the Five Country Conference (FCC) biometric data matching programme, the department is developing the capability for the automated sharing of non-FCC citizens' biometric data with the other FCC partners. This has begun between Australia and the United States of America (USA) and between the United Kingdom (UK) and Australia. Fully automated biometric data sharing, and the subsequent legal requirements to carry out this sharing, are expected to be progressively implemented between all FCC partners over the coming years. The department also conducted data-sharing trials with Malaysia in 2013–14.

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17 Change between the PBS 2013–14, p.40, and the PAES 2013–14, p.48. Administrative item added in PAES but no objectives or deliverables added.

In 2013–14 the department began a pilot programme at its Adelaide office to collect biometrics for people applying for visas to enter the UK. The pilot, conducted on behalf of UKVI, has been successful and the Minister for Immigration and Border Protection, the Hon Scott Morrison MP, has approved the expansion of the programme to other areas where UKVI does not have biometric enrolment capabilities. This programme has provided people applying for a UK visa with significant savings in travel costs, accommodation and time, while contributing to the department's deregulation agenda.

The offshore biometrics programme has been expanded by the opening of a new visa application centre in Phnom Penh to collect biometrics from visa applicants in Cambodia, and by the deployment of mobile units to Ankara and Pretoria to collect biometrics from visa applicants interviewed in the field and/or the mission.

Deliverable: Facilitate the entry to Australia of genuine travellers.

Result: All non-citizens require a visa before entering Australia. All visas are screened for risk before being considered for visa grant. Alert lists, intelligence-based alert systems, biometric alerts, advanced analytics, networks analytics and trend monitoring operate to ensure that visa risks are identified while the majority of low-risk visas are processed using the most efficient means possible. Using state-of-the-art systems, a large number of visitor visas are granted in minutes.

In 2013–14 there were 17.78 million passenger and crew arrivals into Australia. Under a Memorandum of Understanding (MOU), Australian Customs and Border Protection Service (ACBPS) officers perform primary line immigration clearances on incoming passengers on the department's behalf. In 2013–14 revisions to the air annex of the MOU have enabled the performance of primary line activities to be better monitored.

A total of 183,987 arrivals were referred to an immigration officer in 2013–14. Of these, 183,070 were referred at airports and 917 at seaports. This total figure is a 9.4 per cent decrease in referrals from 2012–13. Of those referred, 3121 people were refused immigration clearance, an increase of 34 per cent from the previous year.

The department processed and granted 6227 border visas to people at the border who did not have a valid visa to enter Australia, with a high proportion to permanent residents of Australia.

SmartGate is an automated border processing system that enables eligible travellers arriving at Australia's international airports to self-process through passport control. It uses the data in ePassports and facial recognition technology to perform the customs and immigration checks that are usually conducted by an ACBPS officer.

In 2013–14 eligibility to use SmartGate was extended from Australian, New Zealand and USA ePassport holders to include British, Swiss and Singaporean ePassport holders. Additionally, the department, working with ACBPS, has conducted a trial of lowering the eligibility age of SmartGate from 16 to 10 years of age for Australian citizens. In the first three months of the children's trial, over 27,700 Australian children presented to SmartGate.

Asia-Pacific Economic Cooperation (APEC) Business Travel Card (ABTC) arrangements facilitated movement through special entry and exit lanes at airports for accredited APEC card holders. On 1 June 2014 changes to the Australian eligibility criteria for the ABTC were implemented as part of the government's deregulation agenda. These changes amended business certification requirements and were designed to ease the regulatory burden by reducing costs for people travelling to APEC countries on business.

Border management—deliverables *continued*

Deliverable: Border integrity is maintained, including work to prevent the entry of those likely to threaten the national interest.

Result: Of the 3121 passengers refused immigration clearance in 2013–14, 82 per cent were refused on the grounds they were not *bona fide* travellers to Australia. Others failed to meet the character requirement for entry or were found to be inappropriately documented.

The ALO programme is an integral part of the department's layered approach to border management. ALOs work with airlines, airport security groups and host governments, as well as colleagues from other countries, and have a dual role of preventing the travel of improperly documented passengers and facilitating the travel of genuine passengers at key overseas airports. The ALO programme was involved in 235 interdictions of improperly documented passengers attempting to travel to Australia in 2013–14.

Deliverable: A high level of confidence in the accurate identification of people entering and departing Australia.

Result: Biometric matching has been progressively introduced since 2006, with upgrades in capability providing greater matching capacity to the department.

In 2013–14 the department established new automated data-matching connections to the UK and USA which has enabled a larger degree of biometric data exchange.

At 30 June 2014, 136,969 fingerprint records have been shared with FCC partners. The checks continue to reveal new identity, law enforcement and immigration history information on individuals that would otherwise not be known by the department. The referral process is making a significant contribution to improved identity management in the department.

Deliverable: Contribution to whole-of-government efforts to combat people smuggling.

Result: The department cooperates with countries throughout the region to help strengthen border management and controls. It does this through:

- providing specialist advice and assistance on border management processes and systems architecture
- facilitating the development of eLearning border training packages through the Bali Process
- working with countries to strengthen legislation, policy and procedures to deter and disrupt irregular movement of people in the region.

During 2013–14 the department provided additional equipment to help the Cambodian Department of Immigration to process passengers. This enabled Cambodia to fully implement its border management system at all border checkpoints and to apply alert checking to all arrivals across its borders.

In February 2014 the department, together with the Burmese Department of Immigration and National Registration, started to develop a five-year border management plan for Burma. This will be finalised early in the 2014–15 programme year and will set out a strategic approach to future capacity-building projects to strengthen Burma's borders. The department is also providing assistance to develop a code of conduct training course for Burmese immigration staff.

Border management—deliverables *continued*

In the 2013–14 financial year, the department has been improving the border management capability of the Laos Department of Immigration by providing it with new passport readers and arranging information technology administration training to Laos immigration staff.

Departmental eLearning packages are being translated into multiple languages for the use of Bali Process members. It is expected that a number of eLearning training packages will be finalised in the 2014–15 programme year including Facial Image Comparison Techniques and an Introduction to Border Management.

Key performance indicator

The following reports against the programme 3.1 key performance indicator as published in the PBS 2013–14 and the PAES 2013–14.

Border management—key performance indicator

Indicator: Ensure less than 0.015 per cent of total passenger and crew arrivals are refused immigration clearance at airports and seaports.

Result: A total of 0.0176 per cent of all passengers and crew arrivals were refused immigration clearance at Australia's airports and seaports during 2013–14. That the department has exceeded its key performance indicator in this area indicates that it has improved methods of identification of risk at the border.

Australia has a layered approach to border management. The layers include a number of different coordinated checks and systems which aim to work ahead of the border to detect people who pose a security, character or health threat to the Australian community and to prevent them from travelling to and entering Australia. The approach also aims to facilitate the entry of the vast majority of travellers.

Regardless of the range of checks conducted on travellers before their arrival in Australia, arriving travellers may still be refused entry at the border because of information revealed on arrival or discovered by the department while they are en route. The number of people refused immigration clearance at the border as a percentage of the number of arrivals has increased and exceeds the target KPI of remaining under 0.015 per cent. This is an outcome of the improved targeting available to the department with the development of the BRIS tool. BRIS uses advanced analytics to facilitate genuine travellers and to screen and identify high-risk travellers.

BRIS has enabled better targeting of travellers, reduced the overall volume of referrals and improved the accurate identification of passengers likely to be refused immigration clearance on arrival at the border.

The department will continue to work to incorporate the data analytics collected by BRIS into visa processing to prevent passengers who pose a risk from travelling to Australia.

Table 48: Border management—key performance indicator

Key performance indicator	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
Percentage of people refused immigration clearance at airports and seaports, as a proportion of total passenger and crew arrivals.	0.013%	0.0139%	<0.015%	0.0176%

Borders

Objective

The aim of the border programme is to facilitate the movement of legitimate travellers with minimal intervention from border agencies whilst maintaining Australia's border integrity by preventing the entry of those likely to threaten Australia's national interests or who intend to breach Australia's migration legislation.

Performance

Australia's border management system comprises a series of different checks along the traveller pathway to identify and prevent people who pose a threat to the Australian community from travelling to and entering the country.

Australia's universal visa system requires that all non-citizens hold a current visa to enter and stay in Australia. This provides the first opportunity to screen applicants' identity, health and character to assess potential risks, including their intention to comply with their visa requirements. Applicants are also checked against known risk profiles as well as departmental alert lists and records to target non-genuine travellers.

Pre-arrival checking

There are a number of measures to confirm that a person holds an authority to travel to and enter Australia before they arrive. Most significant is the advance passenger processing (APP) system, which gives border agencies advance notice of people travelling to Australia.

Arrivals and departures

In 2013–14 there were 35.41 million passenger and crew arrivals and departures through the Australian border, an increase of 6.8 per cent on the previous programme year (Table 49). These movements included 32.51 million air passengers, 1.8 million aircrew, 261,600 sea passengers and 837,500 sea crew. There were 17.78 million arrivals and 17.63 million departures through Australian airports and seaports in the 2013–14 programme year.

Table 49:   Arrivals and departures—key performance indicators

Key performance indicators	2011–12	2012–13	2013–14
Number of passenger and crew arrivals and departures processed.	31,630,000	33,160,000	35,407,600
Number of people refused immigration clearance at airports.	2,048	2,306	3,073
Number of people refused immigration at seaports (Torres Strait excluded).	48	22	48

Advance passenger processing

Airlines bringing travellers to Australia are required to provide details of all passengers and crew to Australia's immigration and customs authorities before arrival. This information is sent via the APP system to Australia's border agencies.

APP enables airlines to confirm that each traveller has a valid authority to travel to Australia. This system also facilitates the clearance of genuine travellers on arrival.

At 30 June 2014 there were 45 passenger airlines flying into Australia that were required to provide APP for both passengers and crew. In 2013–14 overall airline compliance with APP reporting requirements was maintained at the high level of 99.95 per cent.

Airlines are expected to maintain a high threshold of compliance with APP reporting arrangements. They can be issued with an infringement when they fail to submit reporting. During the year, six airlines were issued with infringement notices when their compliance fell below the threshold.

Regional movement alert system

The regional movement alert system (RMAS) was launched in 2005 as an APEC counter-terrorism initiative to enhance regional border security for air travel through the close cooperation and collaboration of APEC governments.

RMAS aims to strengthen the collective capacity of participating APEC countries to detect lost, stolen and otherwise invalid travel documents, and to prevent them from being used illegally.

Four countries—Australia, New Zealand, the USA and the Philippines—are currently using RMAS. Together with the ABTC, RMAS continues to be one of the key practical deliverables of APEC.

In 2013–14 RMAS processed more than 7.5 million passport validation requests. This included 3.5 million requests for those intending to travel to Australia.

Infringement notices for inadequate documentation

Air and sea carriers are responsible for ensuring that all passengers and crew are properly authorised to travel to Australia.

If a carrier brings an inappropriately documented or undocumented person to Australia they may be liable, upon conviction, for a fine of $10,000. Alternatively, to avoid prosecution, the carrier may elect to pay a prescribed penalty of $5000 on the receipt of an infringement notice.

In 2013–14 there were 377 infringement notices issued to 39 airlines, an 18 per cent increase in the number of infringements when compared with the previous year.

There were three infringement notices served on shipping vessels in 2013–14 compared with 10 in 2012–13.

Airline liaison officer network

The airline liaison officer (ALO) programme is an integral part of the department's layered approach to border management. For further details on ALOs, see outcome 3, border management—deliverables.

Airport clearances

People entering Australia, including Australian citizens, must provide evidence of their identity (usually a passport) and evidence of their authority to enter. This evidence is presented to the primary line clearance officer or to the automated border processing system, SmartGate.

In 2013–14, 99.98 per cent of the 17.23 million people arriving at Australian airports met entry requirements and were immigration cleared.

ACBPS officers perform primary immigration clearance processing on behalf of the department at Australian airports. At the primary line, travellers whose immigration clearance processing is not straightforward are referred to immigration officers. ACBPS officers may also be alerted to the need to refer the person to immigration because of a systems-generated referral. During this secondary clearance, immigration officers will attempt to resolve the issue for the traveller. However, the immigration officer may determine that the person does not intend to abide by the conditions of the visa they hold and may refuse immigration clearance. Such a determination will only be reached after making enquiries by, for example, interviewing the person and contacting other people or agencies.

SmartGate is also authorised to perform the immigration clearance function. If SmartGate is unable to process a person's immigration clearance—for example, because of an identity or data mismatch—it will refer the person for manual processing. People eligible to use SmartGate must be 16 years or older and hold a valid ePassport from an eligible country. At present eligible countries include Australia, New Zealand, the USA, the UK, Switzerland and Singapore. The department will continue to work with ACBPS on its programme to provide additional nationalities with access to SmartGate.

In 2013–14 some 183,000 air passengers were referred to immigration officers on arrival. Reasons for referrals included: for *bona fides* assessment, to rectify departmental records, to undertake health and character checks, and to verify travel documents. The overwhelming majority of these were cleared to enter Australia. Of those referred, 3073 passengers or 0.02 per cent were refused immigration clearance at Australian airports.

Seaport clearances

ACBPS undertakes primary immigration clearance on behalf of the department at Australian seaports. Issues relating to a person's ability to meet entry requirements are referred to an immigration officer for resolution.

In 2013–14 departmental officers boarded vessels to examine crew and passenger documents and resolve cases referred by ACBPS that could not be resolved before arrival at a seaport.

During 2013–14 more than 139,500 passengers and 68,100 crew were reported by APP as arrivals by cruise ships. This is an increase from the 2012–13 figures of 108,170 passengers (29 per cent increase) and 57,885 crew (17.7 per cent increase).

Deserters and stowaways

In 2013–14, 43 deserters and no stowaways were reported to the department, compared with 33 deserters and four stowaways in 2012–13.

Torres Strait

The Torres Strait Treaty allows for a cooperative approach to manage the traditional movements of allowed inhabitants across the Torres Strait Protected Zone. Allowed inhabitants include citizens of Papua New Guinea (PNG) who reside in the protected zone or one of the 13 PNG treaty villages along the adjacent coastal area of PNG.

Under this arrangement, allowed inhabitants from both countries are able to move freely without passports or visas, but with visitor passes issued by village councils for traditional activities within the protected zone. Traditional activities include gardening, collecting food, hunting and traditional fishing, religious and secular ceremonies, and gatherings for marriage ceremonies, as well as barter and market trade.

The department has 12 movement monitoring officers (MMOs) located on inhabited islands in the Torres Strait. MMOs record traditional movements of people entering or leaving the Torres Strait Protected Area, which is the Australian territory within the Torres Strait. Traditional inhabitants report to the MMO on arrival in Australia to show their visitor passes. MMOs refuse immigration clearance to PNG traditional inhabitants who arrive in the protected area for purposes other than traditional activities, and to non-treaty PNG citizens seeking to enter the protected area without a visa. MMOs also ensure that visitors comply with the permitted stay period set by the island manager or councillor.

In the 2013–14 programme year, PNG traditional inhabitants made about 61,700 movements (including arrivals, departures and transits) across the Torres Strait. In the same timeframe, 740 people were refused immigration clearance, compared with 1642 in the 2012–13 programme year.

Refused immigration clearance

In 2013–14, 3121 persons arriving at Australian airports and seaports were refused immigration clearance, an increase of 34 per cent on the previous year.

Of this number, 3073 were refused clearance at airports, compared with 2306 in 2012–13 (an increase of 33 per cent). A total of 48 were refused clearance at seaports, compared with 22 in 2012–13 (an increase of 118 per cent).

In all, 83 per cent of people refused clearance were declined entry because they did not intend to abide by their visa conditions (*bona fides* concerns). This was an increase on the previous year of 10 per cent. The remainder included people who failed to meet the character requirement for entry to Australia and people found to have inappropriate documentation.

Most people refused immigration clearance at Australian airports were removed from Australia within 72 hours of their arrival.

Border systems

Ongoing checks against the department's databases and systems are performed at different times during the traveller pathway and help to verify the identity of travellers and their documents.

The department's systems and databases include the:

- central movement alert list (CMAL) which consists of two databases:
  - person alert list (PAL) which identifies people of concern for a number of reasons including health, character and national security. The PAL is checked during visa and citizenship processing
  - document alert list (DAL) which records documents reported lost, stolen or cancelled, and bogus foreign travel documents. The DAL is checked before a traveller arrives
- BRIS, a web-based interface for the mainframe computer, providing rapid response times while compiling risk-modelling information into useable, readable and visually efficient displays
- Safeguards system, an information management system that is part of the visa decision-making process. The system is designed to support decision-makers in assessing applications by ensuring that appropriate checks are undertaken. It enables the decision-maker to gain access to information, including local intelligence, before deciding on an application. The system is not used as the basis for deciding the visa application
- IMtel system, which provides a capability to store, retrieve, link and analyse immigration intelligence and integrity data. Intelligence collected is available to departmental officers including those at international airports and overseas missions.

Preventing people smuggling

The department continued to promote a regional deterrence framework to combat people smuggling. A key element of the framework is building capability in countries that are known to be sources or transit points for potential illegal immigrants. In 2013–14 capability assistance included technical and logistical support for Cambodia to develop an integrated alerts system. It also included support for Laos by increasing the capability of its border management processes. The department is helping Burma develop a border management plan, identifying further capacity building initiatives that will strengthen its border.

In addition to bilateral capacity building initiatives, the department maintained its programme of engagement through information sharing and training, and participation in regional forums such as the Association of Southeast Asian Nations (ASEAN) and the Bali Process. It continues to promote adherence to International Civil Aviation Organization (ICAO) standards and encourages other member states to improve their processes.

Security referrals

Security checking is conducted to identify visa applicants or visa holders, including IMAs, whose entry to or continued stay in Australia would present a risk to security.

War crimes screening

Identifying and preventing the entry of people suspected of war crimes, crimes against humanity and genocide (described here generically as 'war crimes'), is an essential element in maintaining the integrity of Australia's borders. To this end, the department has a war crimes unit (WCU) dedicated to screening departmental clients.

The WCU conducts screening by comparing information provided by people seeking entry to Australia or asylum with available information about war crimes, including information available from international courts and tribunals. Where there is sufficient information to support an assessment that a non-citizen may have been involved in war crimes, the case is referred for decision on whether the person's visa or citizenship status should be considered on character grounds, for example, whether a visa should be refused or cancelled under section 501 of the *Migration Act 1958.* The WCU also refers cases, as appropriate, to the AFP for possible investigation of offences under the Criminal Code.

Case study

Working Holiday visa 'double dipper' fraud detections

In 2013–14 the department became aware that some young visitors were unlawfully trying to use the Working Holiday visa (subclass 417)—the most popular visa for younger visitors to Australia—to secure ongoing work.

The visa is available to nationals from 19 countries and regions and can be used to visit, study and work in Australia for up to a year. If a Working Holiday visa holder spends three months or more doing designated approved work in regional Australia during their visit, they may be eligible for a second Working Holiday visa for an additional year.

Since 2013, in its efforts to detect people trying to gain unlawful entry to Australia, the department has been using an innovative automated form of discreet profiling that checks every application for a Working Holiday visa.

The people identified by the department were discovered making changes to their true identities in their home countries in an attempt to subvert Australian law and to travel a second time without having completed the regional work requirement. Some were attempting to travel on a third Working Holiday visa under a new identity.

'In one case, we discovered an applicant who had been able to acquire five Working Holiday visas illegally in this way until we detected the fraud,' the department's director of analytics and risk tiering, Klaus Felsche, said.

Using new profiling techniques that do not require visa applicants to provide any additional information as part of the application process, the department has identified, cancelled or refused more than 130 visas by applicants engaged in identity fraud.

The department has been monitoring the fraud offline from visa processing systems to ensure a high level of accuracy and to ensure that the visa application experience of genuine travellers will not be adversely affected. This offline process is scheduled to move to an online fraud monitoring process in late August 2014, integrating the profiling with visa processing systems to enable the department to detect fraud in real-time.

'We hope our IT fraud-tracking innovation will be able to expand into many other areas of visa application monitoring over the coming years,' Klaus said.

Photo: A young visitor to Australia at Sydney Airport.

Identity

Objective

The department has a national responsibility to ensure high standards of integrity are applied when identifying non-citizens. Accurately establishing identity is a prerequisite for security, character and integrity checks. The department uses a range of capabilities to help it fulfil its responsibility for establishing the identity of non-citizens. They include document examination, biometric checks and identity interviewing techniques.

The accurate identification of people entering and departing Australia is essential to the integrity of the border and contributes to whole-of-government efforts to prevent the entry of those likely to threaten the national interest. It also ensures that the entry of genuine travellers is facilitated.

Performance

The department moved to expand its biometric programme in 2013–14 with new policy in place to extend the offshore visa collection scheme, and new project initiatives to develop regional biometric capability. The department also implemented the first stages of a more scalable data-matching solution with FCC partners.

Biometric data-sharing programme

Since October 2009 the department has worked on the FCC biometric data-sharing programme with partner countries. A number of milestones were reached this year, including sharing more than 100,000 biometric records with partner countries since the beginning of the FCC scheme, verifying more than 10,000 offshore fingerprint enrolments at the border, and signing a new MOU with Crimtrac for matching and hosting services. The department also matched 1025 fingerprint records with records in the Crimtrac National Automated Fingerprint Identification System, revealing 368 law enforcement episodes previously unknown to the department.

To protect client privacy, biographical, immigration and other selected information is exchanged through international data matching schemes in the event of a fingerprint match. Current FCC arrangements allow the department to check the fingerprints of people in immigration detention, IMAs, Protection visa applicants, and onshore and offshore visa applicants using visa application centres.

This programme has enabled the department to identify people being sought by the justice systems of other FCC countries, forum shoppers (that is, people who make repeated attempts at illegal migration) and clients who are found not to be owed protection. Data security and privacy considerations are of the utmost importance to FCC countries, which work collaboratively to ensure that data exchange is both secure and efficient.

All data exchanges are made through security-accredited mechanisms and all data exchanged is encrypted.

International capacity-building and strong internal training

Through its programme of promoting a regional deterrence framework, the department undertook a number of international capacity-building projects and delivered specialist training programmes, including instruction on document examination and facial image comparison. In addition to providing specialist training directly to immigration officers from several countries, the department also funded technical training for foreign immigration officers, for example, training in database administration and management for officers from the Laos Department of Immigration. This training will help officers in Laos to maintain and develop the country's border management system capability. DIBP also funded the development and printing of document examination manuals for the Vietnamese Ministry of Public Security and Immigration.

Continuing international capacity-building in the global document examination network and the facial image comparison team is developing strong relationships throughout Australia's neighbouring regions.

The department's forensic document examiners and facial image comparison specialists deliver ongoing training programmes to immigration officials, primarily in the Asia-Pacific. This contributes to the department's professional reputation and helps to influence cooperation across many different aspects of government in the region.

Document examination and facial image comparison training sessions were conducted regularly for departmental staff.

SmartGate

SmartGate is ACBPS's automated clearance system for passengers arriving at an Australian international airport. While ACBPS owns the SmartGate appliances, its immigration function is underpinned by DIBP portfolio legislation that allows eligible ePassport holders to be immigration cleared by SmartGate and eligible New Zealand ePassport holders to be granted special category visas where they satisfy the relevant criteria.

The automated 'self-service' aspect of SmartGate allows arriving travellers to check their own identity against information held in the electronic chip of their passport, which means easy and effective processing on arrival.

SmartGate is available for Australian, New Zealand, US, British, Singaporean and Swiss ePassport holders who are 16 years or older.

To explore the possibility of expanding automated processing on arrival, particularly to family groups, SmartGate is being trialled on Australian-citizen children aged 10 and above who are accompanied by two responsible adults.

Passenger clearance course and seaports training

The department delivered training to ACBPS primary line officers in immigration clearance, fraudulent document detection and impostor detection throughout 2013–14. This continuing training is provided under an MOU between the two agencies. The training supports the role of ACBPS at the Australian border and improves the department's ability to identify both fraudulent travel documents and people of concern.

In the 2013–14 programme year, the borders national training team delivered 21 passenger clearance courses to 156 ACBPS staff at six airports—Darwin, Brisbane, Sydney, Melbourne, Adelaide and Perth.

The department delivers ongoing immigration clearance training to ACBPS officers at most major and regional seaports.

Outcome

4

Lawful stay of visa holders and access to citizenship rights for eligible people through promotion of visa compliance responsibilities, status resolution, citizenship acquisition integrity, case management, removal and detention, and policy advice and programme design.

The programmes managed under outcome 4 are:

Programme 4.1 Visa compliance and status resolution

Programme 4.2 Onshore detention network

Programme 4.3 Offshore asylum seeker management

Programme 4.4 Foreign fishers

Programme 4.5 Regional cooperation and associated activities

During 2013–14 programmes 4.1 and 4.5 were managed by the Policy and Programme Management Group, and programmes 4.2, 4.3 and 4.4 were managed by the Immigration Status Resolution Group.

This section reports on the deliverables and key performance indicators for outcome 4 programmes as published in the Department of Immigration and Border Protection's *Portfolio Budget Statements 2013–14* (PBS) and *Portfolio Additional Estimates Statements 2013–14* (PAES).

Strategy

To achieve this outcome, the department will:

- support the integrity of Australia's visa and citizenship programmes by enabling staff within the department and other agencies to identify and respond to breaches of immigration and citizenship law or other irregularities in an appropriate manner

- maximise voluntary compliance by raising awareness of Australia's immigration and citizenship laws through a variety of media, education and training programmes and communication with clients and stakeholders through collaboration with other Australian Government service providers

- deter non-citizens from overstaying or breaching their visa conditions through prompt and effective enforcement of immigration and citizenship law

- by undertaking reasonable actions, protect the interests of the Australian community by upholding the Migration Act

- utilise an active compliance strategy to reduce the incidence of people working illegally in the Australian community, deter people smugglers, investigate offences under migration and citizenship law by migration agents, employers or intermediaries, and undertake employer awareness activities

- administer the management of illegal maritime arrivals (IMAs) in accordance with the law and government policy

- effect the transfer of eligible IMAs to offshore processing countries in accordance with the law and government policy
- facilitate the continued use of residence determination (known as community detention) to enable clients with vulnerabilities to live in the community with appropriate support while their status is being resolved
- manage IMAs who are granted bridging visas to achieve an immigration outcome, including the need to depart Australia where there is no entitlement to remain, through early intervention and provision of needs-based support and assistance, and fulfilling mutual obligation requirements and adhering to the code of behaviour
- provide resources to support, manage and oversee agreed bilateral and multilateral engagement through the Bali Process regional support office
- effect the removal of IMAs to whom Australia does not owe a protection obligation
- strengthen the migration and border management capabilities of governments in the Asia-Pacific region and parts of South Asia and the Middle East
- assist the facilitation of *bona fide* people movements while preventing and deterring irregular movements, including people smuggling and trafficking, in our region and in source/transit countries
- support international organisations caring for irregular migrants intercepted en route to Australia
- provide funding to the International Organization for Migration (IOM) to enhance Indonesian immigration detention and transit facilities
- support and facilitate timely and efficient independent merits reviews and judicial reviews of refugee status determination for IMAs, and treat people fairly and reasonably within the law.[18]

Overview

The 2013–14 year was a period of substantial challenges, achievements and progress. Key policy changes caused a significant decrease in illegal maritime arrival (IMA) numbers, leading to announcements about the closure of onshore immigration detention facilities (IDFs) and the consolidation and ongoing improvement of services for offshore processing centres (OPCs). Offshore processing arrangements in Papua New Guinea (PNG) and the Republic of Nauru (Nauru) are now reaching a more mature phase, although they will remain a priority during 2014–15.

The department continues to support the wellbeing of around 25,000 IMAs living in the community on Bridging E visas (BVEs) and around 3000 IMAs living under community detention (CD) arrangements through our contracted arrangements with service providers. The department ensures access to appropriate support services, including mental health services, for IMAs living in the community or detention while they wait to have their immigration status, including asylum claims, finally determined.

The department is committed to ensuring that people held in immigration detention are treated with dignity and respect. The department is especially committed to providing appropriate conditions for vulnerable groups such as children and families. While illegal arrivals who came to Australia on or after 13 August 2012 are liable for transfer to a regional processing country, all IMAs who arrived on or after 19 July 2013 are being transferred to OPCs in Nauru and PNG. Appropriate services for children and support for unaccompanied minors are provided at the Nauru OPC.

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18 Change between the PBS 2013–14, p.42, and the PAES 2013–14, pp.50–51. New strategies added and some strategies removed.

IMAs who arrived onshore before 19 July 2013, unaccompanied minors, families with young children and other vulnerable families and adults are given priority for the CD programme. IMAs may also be granted a BVE to enable them to live more independently in the community while their refugee claims are considered and their immigration status resolved. The remainder are accommodated in a range of detention facilities. All IMAs are provided with appropriate care and support.

Australia's universal visa system allows the department to undertake robust health, identity, security and integrity checks. Their aim is to ensure that potential entrants do not pose unacceptable risks to the Australian community and that they meet the requirements for a visa grant. This includes an assessment of whether people will abide by their visa conditions. Analysis of potential fraud or non-compliance is carried out as part of the overall programme design and checks are undertaken before a visa is granted.

Most visa holders voluntarily comply with the terms and conditions of their visa. Of the 5.5 million temporary arrivals in 2013–14, more than 99 per cent voluntarily complied with the requirement to leave Australia before their visa expired.

Compliance with visa conditions is also encouraged by targeted outreach, education and awareness sessions. Compliance staff are responsible for locating people who have overstayed or otherwise breached their visa conditions or have had their visa cancelled. Compliance officers do this through field work operations, interviewing people who self-report at departmental offices, and by assessing referrals from other government or law enforcement agencies.

Case managers and detention review managers provide oversight of cases to ensure that detention is an appropriate response to risks posed to the Australian community and the person's immigration status continues to be resolved.

Status resolution officers seek to understand clients' individual circumstances and provide accurate departmental information and advice to help resolve cases. This includes identifying offshore migration options for illegal arrivals who do not have a legal right to remain in Australia, and facilitating their departure from Australia in a timely manner. A small number of individuals who choose not to cooperate are ultimately detained and removed from Australia.

The department also responded to a number of key reports and reviews throughout the year. These included the review into allegations of sexual and other serious assaults at the Manus OPC, the review into the events of 16–18 February 2014 at the Manus OPC (both undertaken by Robert Cornall AO), and the review into the 19 July 2013 incident at the Nauru OPC (completed by Mr Keith Hamburger AM). The department is implementing the recommendations of the reviews in consultation with its key stakeholders. A Senate inquiry has also been convened to investigate the events of 16–18 February 2014 at the Manus OPC. Through 2013–14 the OPCs were also visited by the United Nations High Commissioner for Refugees (UNHCR), Amnesty International and the International Committee for the Red Cross.

Major achievements

The past 12 months have seen major developments in relation to offshore processing in Nauru and PNG. The announcement of the Regional Resettlement Arrangement (RRA) accompanied by the signing of a Memorandum of Understanding (MOU) with PNG on 19 July 2013 established a new policy to ensure people do not put their lives in danger by seeking to come to Australia on unseaworthy boats. This policy shift was mirrored in the updating of the MOU with Nauru. Under the RRA, IMAs who arrived on or after 19 July 2013 are liable for transfer to a regional processing country for assessment and, if found to be owed protection, will be settled there or in another country other than Australia. Those who are found not to be owed protection may be returned to their country of origin or a country where they hold residence, or held in a transit facility.

Following the Federal election, the incoming government commenced Operation Sovereign Borders (OSB) led by the Joint Agency Task Force (JATF) on 18 September 2013. The Offshore Detention and Returns Task Group was established within the department to manage the ongoing provision of services at the offshore processing centres, provide assistance to the host governments in the processing of asylum claims, and assist with the return/transfer of individuals as well as development of the settlement programme.

To consolidate service delivery, contracts have been awarded to drive improvements, efficiencies and innovations in service delivery at both OPCs. These are substantial achievements as the Nauru and Manus OPCs approach their third year of operation.

Offshore processing reached another key milestone at the end of 2013–14 when final refugee status determination decisions began being made in Nauru and initial determinations were handed down in PNG. The settlement of transferees who received a positive determination has begun in Nauru. This has resulted in tangible and meaningful outcomes for those found to be refugees, including employment opportunities within the local Nauruan community. This is both a significant achievement and milestone. Having durable outcomes available for transferees will also make a difference to offshore processing and the continuing operation of the OPCs.

During 2013–14 the department continued to improve the business processes that support the efficient and effective delivery of the CD programme. Several key benefits have been achieved since contracted service providers have had access to the compliance, case management, detention and settlement (CCMDS) portal. They include enhanced record-keeping and an improved capacity to share information with service providers. The CCMDS portal has also been used to improve programme performance reporting and this capability provides detailed information on how the programme is tracking against its performance standards and helps to identify overall trends. It is allowing the department to take an evidence-based approach to improve CD programme management. This was a major achievement during the year.

A code of behaviour for BVE holders was implemented with the introduction of regulations and a legislative instrument on 14 December 2013. Under this policy, people began to be released from detention in February 2014 after administrative arrangements to support the signing of the code had been developed and BVEs granted to people subject to the code. The code provides tools to support the education of BVE holders about community expectations and acceptable behaviour, and supports compliance action. It also encourages IMAs to cooperate with the department while their immigration status is being resolved.

In June 2014 the department contracted the Catholic Education Office of Western Australia to provide full-time education services for IMA children on Christmas Island. Although setting up the learning centre at the Phosphate Hill alternative place of detention (APOD) was challenging, classes began at the start of term three (late July 2014). The centre will also deliver an early learning programme for three- to four-year-olds to prepare them for schooling, and will also support parents. These measures will significantly improve education for children detained on Christmas Island, which had previously included part-time access to the local school on a rotational basis. This ceased in mid-2014, at the end of second term.

Communications to engage IMAs during 2013–14 included the development of a series of animated information videos. These two-minute videos present simplified, pictorial-based information with voice-overs in 12 key languages spoken by IMAs. The videos are designed to aid understanding and overcome communication barriers with IMAs. The need for the videos was identified by formal research. Arrangements were on schedule for production to begin from July 2014.

A communication and engagement strategy was developed to assist IMAs in Australia and on Christmas Island, and unlawful non-citizens (UNCs) in the community, wishing to return voluntarily to their home country. The department has signed a new contract to work in partnership with the International Organization for Migration (IOM) to help those to whom Australia does not owe protection and who wish to return home voluntarily.

Since the whole-of-government returns strategy was implemented in April 2013, progress has been made in reducing international and domestic barriers to removing people who have no lawful right to remain in Australia, and maximising the potential for voluntary returns. A collegiate response across the department and with key stakeholders across government has been critical to this process, supported by continuing and intensified engagement with countries of origin and transit. The returns strategy will continue to provide a framework for further legislative and policy changes to make removals more efficient and timely.

Escalation of engagement with foreign countries has supported key policy platforms to remove people with no lawful right to remain in Australia including through the use of technology to expedite identity verification and travel document issuance.

The integrated service delivery framework (ISDF) is a programme of work that will consolidate four programmes for people receiving community-based support into a single programme known as the status resolution support service (SRSS): community assistance support (CAS), asylum seeker assistance scheme (ASAS), CD, and services to unaccompanied minors (UAMs) in APODs. The SRSS programme will provide a more consistent, transparent and better-integrated service for programme recipients by creating a single platform for service delivery. The SRSS service provider tender was advertised in May 2013. Contract negotiations were well advanced by June 2014 and services will be delivered under the new contracts by December 2014.

In May 2014 the Department of Human Services (DHS) conducted a successful pilot of the transfer of data and exchange of information needed to administer income support payments to SRSS recipients. These arrangements will extend to all recipients by the end of 2014.

The department led whole-of-government work to ensure that appropriate support arrangements are in place to help IMAs whom Australia is obliged to protect and who are granted temporary stay visas. Consistent with government policy, IMAs found to be owed protection will no longer be granted permanent Protection visas.

The illegal work targeting strategy (IWTS) 2013–16 was implemented in 2014 to complement the employer sanctions reforms which came into effect on 1 June 2013. The strategy promotes a graduated approach to dealing with non-compliance. It focuses strongly on promoting voluntary employer compliance through education and warnings before sanctions are considered. The IWTS also provides the compliance network with strategies to identify, prioritise and take action where illegal work-hire practices and serious repeat or continued non-compliance are a problem.

Communication activities continue to target Australian employers and relevant stakeholders to educate them about their responsibilities when hiring non-citizens.

The department continues to implement a communication strategy that targets visa overstayers. It uses various means of communication including advertising on non-English-speaking background websites, radio and print publications. The strategy effectively supports the compliance status resolution (CSR) programme by helping visa overstayers to find relevant information and encouraging them to approach the department voluntarily.

Challenges

In July 2013 there was a major disturbance at the Nauru OPC resulting in significant infrastructure damage. Since this event the original accommodation facilities have been rebuilt, the commercial kitchen has been completed, a further two centres have been completed with expanded capacity, a staff accommodation centre has been constructed, and work is under way to support the infrastructure needs of Nauru's settlement programme.

The announcement of a Regional Resettlement Arrangement (RRA) on 19 July 2013 resulted in a major expansion of accommodation and associated infrastructure at the Manus OPC in Lombrum as well as continuing with the construction programme for a new centre at East Lorengau. In February 2014 a major disturbance at the Manus OPC led to the death of a transferee and injuries to other transferees. This event occurred at the same time as transition to new service providers was to commence. Since that time much work has occurred to continue with the infrastructure expansion, implement new service delivery arrangements and restore business as usual to the centre.

Throughout 2013–14 the department continued to release IMAs from detention to live in the Australian community on BVEs or under CD arrangements. This enabled adjustments to the immigration detention network and allows IMAs to live in the community until their immigration status is resolved.

Managing services in Australia to support the wellbeing of IMAs in the community will remain an important priority for the department in 2014–15. The consolidation of support services under the SRSS provides the department with an improved platform to do so. The department will continue to work closely with service providers and DHS as it progressively takes on the administration of financial assistance to people receiving support from the SRSS while they resolve their immigration status. The collaboration with DHS has included establishing new information technology infrastructure to facilitate the exchange of information between the two departments.

Throughout 2013–14 the CD programme responded quickly to ensure appropriate care for a larger number of IMA children who arrived without adult family members (UAMs). It was able to accommodate a large number of UAMs, enabling their release from the APOD facility at Pontville in Tasmania. At 30 June 2014 there were a total of 3007 IMAs in CD, including 331 UAMs.

As a result of policy changes, the number of IMAs in IDFs has fallen considerably, leading to some facilities being closed and others being improved.

The department undertook a number of communication activities throughout the year to provide IMAs, both in Australia and in OPCs, with up-to-date information to improve their capacity to make informed choices to resolve their immigration status and to increase their awareness of options for voluntary return. This information also included services available through IOM.

Towards the end of 2013 and after key policy changes by government, there was a steady increase in removals activity, including those caseloads previously considered to be intractable and complex. However, this trend was affected by a series of judicial challenges.

IDF locations

Alternative place of detention

Aqua/Lilac
Bladin
Construction Camp
Inverbrackie
Phosphate Hill
Wickham Point

Immigration detention centre

Christmas Island
Curtin
Perth
Yongah Hill
Villawood
Maribyrnong

Immigration residential housing

Perth
Sydney

Immigration transit accommodation

Adelaide   Brisbane   Melbourne

Christmas Island

Darwin

Curtin

Northern Territory

Western Australia

Queensland

South Australia

Brisbane

Northam

Perth

New South Wales

Adelaide

Sydney

ACT   Canberra

Victoria

Melbourne

Tasmania

Table 50:   Outcome 4 financial resource summary 2013–14

Outcome 4: Lawful stay of visa holders and access to citizenship rights for eligible people through promotion of visa compliance responsibilities, status resolution, citizenship acquisition integrity, case management, removal and detention, and policy advice and programme design.

	Budget[a] 2013–14 $'000	Actual expense 2013–14 $'000	Variations 2013–14 $'000	Budget estimate 2014–15 $'000
Programme 4.1: Visa compliance and status resolution				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	9,448	6,881	(2,567)	13,815
Departmental expenses:				
(Appropriation Acts 1 and 3) and revenue from independent sources (s. 31 FMA Act)	161,476	175,051	13,575	161,251
Expenses not requiring appropriation in the budget year[b]	10,265	14,190	3,925	8,302
Total expenses for programme 4.1	181,189	196,122	14,933	183,368
Programme 4.2: Onshore detention network				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	56,363	61,842	5,479	59,551
Expenses not requiring appropriation in the budget year[b]	7,749	23,517	15,768	7,942
Departmental expenses:				
(Appropriation Acts 1 and 3) and Revenue from independent sources (s. 31 FMA Act)	24,538	30,321	5,783	23,722
Expenses not requiring appropriation in the budget year[b]	2,298	2,739	441	1,858
Total expenses for programme 4.2	90,948	118,419	27,471	93,073
Programme 4.3: Offshore asylum seeker management				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	2,581,558	2,572,504	(9,054)	2,201,004
Expenses not requiring appropriation in the budget year[b]	28,311	134,824	106,513	28,311

a   The 2013–14 budget represents the estimated actual expenses published in the PBS 2014–15.

b   Expenses not requiring appropriation in the budget year are expenses relating to depreciation and amortisation.

Table 50: Outcome 4 financial resource summary 2013–14 *continued*

	Budget[a] 2013–14 $'000	Actual expense 2013–14 $'000	Variations 2013–14 $'000	Budget estimate 2014–15 $'000
Programme 4.3: Offshore asylum seeker management *continued*				
Departmental expenses:				
(Appropriation Acts 1 and 3) and Revenue from independent sources (s. 31 FMA Act)	442,193	421,179	(21,014)	431,238
Expenses not requiring appropriation in the budget year[b]	7,664	20,503	12,839	6,199
Total expenses for programme 4.3	3,059,726	3,149,010	89,284	2,666,752
Programme 4.4: Foreign fishers				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	9,486	9,732	246	10,178
Expenses not requiring appropriation in the budget year[b]	193	3,812	3,619	193
Departmental expenses:				
(Appropriation Acts 1 and 3) and Revenue from independent sources (s. 31 FMA Act)	2,640	1,121	(1,519)	2,681
Expenses not requiring appropriation in the budget year[b]	79	63	(16)	64
Total expenses for programme 4.4	12,398	14,728	2,330	13,116
Programme 4.5: Regional cooperation and associated activities				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	80,328	72,378	(7,950)	85,120
Departmental expenses:				
(Appropriation Acts 1 and 3) and Revenue from independent sources (s. 31 FMA Act)	18,100	20,030	1,930	13,156
Expenses not requiring appropriation in the budget year[b]	-	1,268	1,268	-
Total expenses for programme 4.5	98,428	93,676	(4,752)	98,276
Total expenses for outcome 4	3,442,689	3,571,955	129,266	3,054,585
Average staffing level (number)	3,279	3,377	98	2,987

a   The 2013–14 budget represents the estimated actual expenses published in the PBS 2014–15.

b   Expenses not requiring appropriation in the budget year are expenses relating to depreciation and amortisation.

Case study

Working with ASEAN

Significant advances have been made in tackling people smuggling and improving border management and visa integrity through the collaboration of Australian immigration officers and their counterparts from member states of the Association of South East Asian Nations (ASEAN).

To move this work forward, the department hosted three workshops in 2013–14, including the ASEAN–Australia Visa Integrity in Action workshop in Adelaide and two ASEAN–Australia immigration workshops in Vientiane, Laos, and Siem Riep, Cambodia.

The ASEAN–Australia Programme of Work workshops focused on visa integrity measures, identity fraud and biometrics, and people smuggling prevention strategies. All 10 ASEAN member states—Brunei Darussalam, Cambodia, Indonesia, Laos, Malaysia, Burma, the Philippines, Thailand, Singapore and Vietnam—were invited to the workshops.

The intensive three-day ASEAN–Australia workshop focused on the role of visa integrity in Australia to help the movement of genuine travellers and protect our immigration borders from fraudulent attempts to enter the country.

'This gathering was a fantastic opportunity for ASEAN and Australian officers to continue our close cooperation in tackling visa and immigration integrity challenges,' the Global Manager of Operational Integrity, Louise Smith, said.

Workshop participants from member countries had the opportunity to observe an on-site demonstration of the department's visa processing systems and document examination capabilities and processes, as well as learning about the roles of the border intelligence officers' network, the tactical support unit and airline liaison officers.

Participants also toured facilities at Adelaide Airport to watch arrivals being processed at the primary and secondary lines, and observe the close cooperation between immigration and customs staff. The department also gave participants opportunities to examine various Australian systems that support visa integrity on arrival, including the use of biometrics, the document examination laboratory, advance passenger processing, and SmartGate—all of which form part of Australia's layered approach to border management.

'Many participants expressed their appreciation for the opportunity to witness Australia's border management in practice and the chance to build relationships with immigration counterparts in the region,' Louise said.

The workshops were part of the celebrations of the 40th anniversary of Australia's dialogue partnership with ASEAN.

Photo: A biometric fingerprint scanner at an Australian airport.
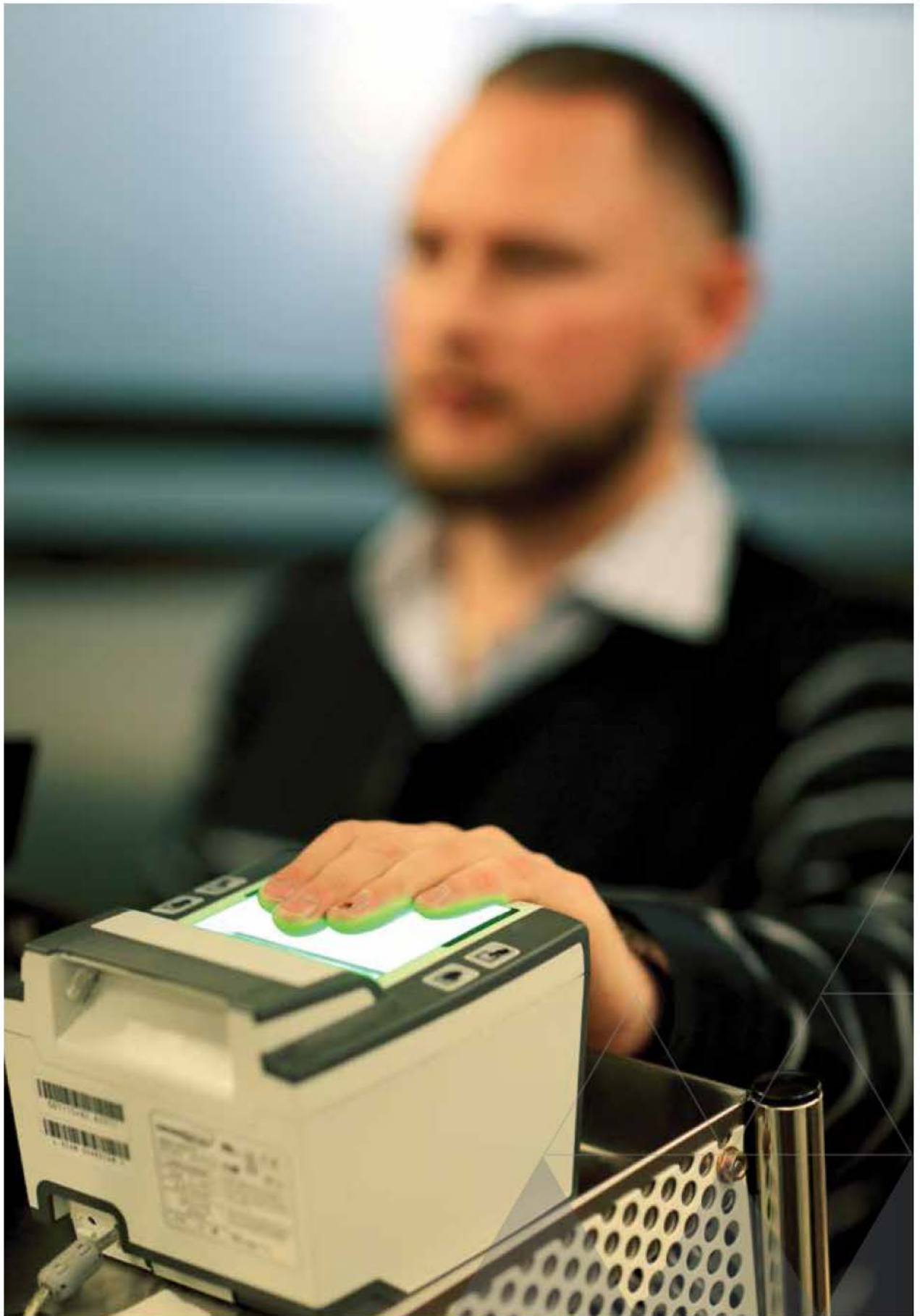
Programme 4.1 Visa compliance and status resolution

Programme 4.1 consisted of three departmental items:

- Detection onshore
- Removals
- Status resolution.

There is one administered item under programme 4.1:

- Compliance resolution, community care and assistance.

Objectives

To design, manage and undertake an effective programme of prevention and deterrence with enforcement used as a last resort which seeks to:

- achieve adherence to Australian entry and stay requirements
- identify and respond to suspected breaches of immigration and citizenship law in Australia
- detect and locate persons who have no lawful authority to be in Australia or are in breach of conditions that apply to their visa (for example, people working in breach of their conditions)
- protect the public through the cancellation or refusal of visas to non-citizens who may be of concern to the public for reasons such as their involvement in serious criminal activity
- obtain a substantive immigration outcome for unlawful non-citizens or Bridging E visa holders in a lawful, timely, fair and reasonable manner.

Deliverables

The following reports against the programme 4.1 deliverables as published in the PBS 2013–14 and the PAES 2013–14.

Visa compliance and status resolution—deliverables

Deliverable: Undertake general compliance activities including targeted communication strategies, promotion of visa obligations and awareness to clients, employers, unions, education institutions and other stakeholders.

Result: The compliance status resolution communication strategy 2013–15 outlines the framework for informing and educating clients about their visa obligations and responsibilities. Communication products reinforce consistent messages to help clients make informed decisions. Various methods of communication are used to deliver preventative messages underpinned by the responsive compliance model.

Deliverable: Undertake compliance field activities to conduct awareness and integrity verification visits and locate unlawful non-citizens.

Result: In 2013–14 the department undertook 5401 field visits onshore to conduct awareness visits, locate unlawful non-citizens and investigate possible breaches of immigration law.

There were 17,185 people located in 2013–14, an increase of 14 per cent compared with 15,077 in 2012–13. In addition, 2550 people were found working illegally in 2013–14, an 18 per cent increase compared with 2161 in 2012–13.

Deliverable: Investigate suspected breaches of immigration and citizenship law and where appropriate impose prompt sanctions and prosecute individuals and third parties involved in the abuse of the immigration and citizenship systems/programmes.

Result: In 2013–14 the department conducted 135 formal investigations, which were either started or ongoing throughout the reporting period, into possible breaches of immigration and citizenship law. There were 82 active investigation cases at 30 June 2014 including eight that were undertaken in collaboration with other agencies. Investigations have also considered a range of administrative treatments through internal referral to relevant business areas and partner agencies to support the integrity of the department's programmes. Investigations continue to target serious and organised visa and migration fraud and associated criminal offences that are impacting on the department's programmes.

Deliverable: Refuse or cancel visas for individuals who are in breach of their visa conditions or present a risk to the Australian community.

Result: In June 2013 the Migration Amendment (Subclass 050 and Subclass 051 Visas) Regulation 2013 was incorporated into the Migration Regulations 1994. The amendment expanded grounds for possible Bridging E visa (BVE) cancellations for persons who engage in criminal activity, are subject to criminal charges or convictions, are subject to certain Interpol notices, or are under investigation by Australian law enforcement or security agencies. The new regulation has enabled the department to respond to offences that include murder, indecent assault, theft, domestic violence, driving under the influence, people smuggling and drug matters. The department cancelled 75 BVEs under the new provision during 2013–14.

Visa compliance and status resolution—deliverables *continued*

In fulfilment of an Australian Government commitment, the code of behaviour and associated regulations came into effect on 14 December 2013, putting in place a set of enforceable behavioural standards for IMA BVE holders living in the community. The code describes how people are expected to behave while they are living in the Australian community on a bridging visa. The code is both an educative tool and a tool to limit non-compliance, as it serves to clearly communicate expectations and standards of behaviour. IMA BVE holders who are subject to the code and breach its terms may face a range of sanctions from counselling and warning letters to visa cancellation or temporary reductions of income support payments. The new regulations include the creation of a new Public Interest Criterion (PIC 4022) which requires that non-citizens sign the code as a part of the visa grant process. The new regulations also create a mandatory visa condition (8566) which requires the visa holder to comply with the code. If the visa holder breaches this condition, their visa may be considered for cancellation under the existing discretionary cancellation power at s. 116(1)(b) of the Migration Act. To 30 June 2014, no IMA BVE holders had had their visa cancelled due to a breach of the code.

Work to cancel the visas of people who have breached conditions or who present a risk to the Australian community has continued in a variety of other places and circumstances, and has involved compliance field teams, staff at the Australian border and integrity officers.

The Minister or a delegate may cancel a visa or refuse a person's visa application for a variety of reasons, including whether they are considered a risk to the community under the character provisions at s. 501 of the Migration Act.

In 2013–14 the Minister or a departmental delegate made 693 character-related decisions under s. 501 of the Act, leading to 76 visa cancellations, 81 refusals to grant a visa and 536 decisions not to refuse or cancel a visa.

Deliverable: Initiate and manage immigration detention of non-citizens in accordance with the law and government policy.

Result: The department manages a programme to regularly review the circumstances and reasons for detaining a person. These include reviews conducted by detention review managers within 24–48 hours of a person's detention. These initial reviews do not include IMAs, who are reviewed on a monthly basis under the revised control framework for detention-related decision-making. In 2013–14, 98 per cent of cases were reviewed within service standards.

Visa compliance and status resolution—deliverables *continued*

Deliverable: Provide immigration status resolution services that establish clear immigration pathways for clients in the community or immigration detention.

Result: Communication activities informed CAS, ASAS and CD clients and service providers about the introduction of the SRSS payment through DHS.

Communication activities informed transferees in OPCs about the option of returning home voluntarily, and provided departmental staff and contracted service providers with information about voluntary return services available to people without a valid visa living onshore or on Christmas Island.

In 2013–14 the CAS programme assisted 15,309 people. Of these, 14,718 people were IMAs assisted under programme 4.3 and 591 were non-IMAs assisted under programme 4.1. In addition 13,930 IMAs were assisted through CAS Transitional Support (CAS TS) under programme 4.3 and 26 non-IMAs were assisted through CAS TS under programme 4.1.

Deliverable: Remove people who have no right to remain in Australia.

Result: During 2013–14 the department assisted or managed the departure of 15,690 people from Australia, an increase of 16 per cent compared with 2012–13. These figures include voluntary departure of people from the community, the removal (voluntary and involuntary) of IMAs held in detention, and the return of transferees from OPCs.

A number of factors contributed to the increase in removal numbers, including important policy changes by the government, escalated engagement with source countries to facilitate returns and increased commitment to address impediments to returns.

Deliverable: Provide policy advice and service design to enable such service provision.

Result: The Removals Policy Advice Manual is regularly updated, and training is provided to officers to ensure that all removals are undertaken lawfully and in support of the department's outcomes.

Key performance indicators

The following reports against the programme 4.1 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.

Visa compliance and status resolution—key performance indicators

Indicator: Implement prevention and deterrence strategies which increase voluntary compliance with visa conditions.

Result: Overall compliance with Australia's immigration system was high in 2013–14. More than 99 per cent of more than 5.5 million temporary entrants during the financial year complied with the requirement to maintain their lawful immigration status or to leave Australia before their visa expired.

Indicator: Effective engagement of peak employment bodies, employers, unions and labour suppliers, the provision of employment status information to employers through visa entitlement verification online (VEVO), and where appropriate the application of sanctions to limit the opportunity for illegal work in Australia.

Result: The department implemented an employer awareness campaign using low-cost communication channels to inform employers of their responsibilities when hiring and referring non-citizens. This aimed to reduce the incidence of people working illegally. The campaign has generated a steady increase in views to a dedicated webpage and an information video about employing legal workers.

In 2013–14 the department undertook 1537 awareness visits with business, industry and stakeholder groups.

A visa entitlement verification online (VEVO) check is promoted and accepted as a reasonable step for checking that a non-citizen is allowed to work. In 2013–14, 15,924 businesses registered to use VEVO. Overall, more than 1.8 million VEVO checks were completed in 2013–14, an increase of 13 per cent compared with almost 1.6 million in 2012–13.

In 2013–14 the department issued 909 illegal worker warning notices to educate businesses about their responsibilities when hiring non-citizens, and warned them of the consequences of continued non-compliance with the legislation.

The department also issued the first infringement notice under the 1 June 2013 amendments to the Migration Act for allowing or referring illegal workers to work. The penalty amount was $30,600.

Indicator: Impose enforcement strategies which maintain the integrity of the department's programmes by prosecuting serious breaches of immigration law.

Result: In 2013–14 the department conducted 135 formal investigations, which were either started or ongoing throughout the reporting period, into possible breaches of immigration and citizenship law. There were 82 active investigation cases at 30 June 2014 including eight that were undertaken in collaboration with other agencies. From 2013–14 investigations, the department lodged 12 Briefs of Evidence with the Commonwealth Director of Public Prosecutions. The department also secured 13 successful prosecutions during 2013–14.

Visa compliance and status resolution—key performance indicators *continued*

Indicator: Effective screening of visa applications offshore to prevent people of character concern from travelling to Australia through the maintenance of effective relationships with law enforcement and security partners both onshore and offshore, and enhanced application of identity technology.

Result: Visa processing officers at offshore posts and departmental officers at airports are trained to identify and refer visa applicants whose character is cause for concern to the visa applicant character consideration unit (VACCU) for possible refusal under s. 501 of the Migration Act.

In 2013–14, 264 offshore visa applicants were referred to the VACCU because of character concerns. Of these, the Minister or his departmental delegate refused 54 visa applications.

The Minister or a delegate may cancel a visa or refuse a person's visa application for a variety of reasons, including when they are considered a risk to the community under the character provisions of s. 501 of the Migration Act.

In 2013–14 the Minister or a departmental delegate made 693 character-related decisions under s. 501 of the Migration Act. These decisions comprised 76 visa cancellations, 81 refusals to grant a visa, and 534 decisions not to refuse or cancel a visa.

Indicator: People held in immigration detention who are not IMAs or on a rapid removal pathway are to have their case reviewed by a detention review manager.

Result: The department manages a programme to regularly review the circumstances and reasons for a person's detention. These include reviews conducted by detention review managers within 24–48 hours of a person's detention, monthly reviews of all people in held detention and CD, and regular reviews of detention placements.

In 2013–14, 98 per cent of cases were reviewed within service standards.

Indicator: Effective management of lawful non-citizens and resolution of their immigration status while they are in the community, on a Bridging E visa, fulfilling mutual obligation requirements, and adhering to the code of behaviour.[19]

Result: During 2013–14 community status resolution officers (CSROs) engaged with, and progressed toward resolution, a total of 71,883 people (including IMAs) while in the Australian community as an alternative to detention. The number of people directly engaged with CSROs on 30 June 2014 was 26,829, an increase of 14 per cent compared with 23,561 people so engaged on 30 June 2013.

The effective management of non-citizens in the Australian community on BVEs has not led to an unacceptable increase in non-compliance with BVE conditions, with the percentage of BVE overstayers against relevant BVE grants remaining relatively stable at around 3 per cent in recent years.

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19 Change between the PBS 2013–14, p.57 and the PAES 2013–14, p.62. Indicator changed.

In June 2013 Migration Amendment (Subclass 050 and Subclass 051 Visas) Regulation 2013 was incorporated into the Migration Regulations 1994. The amendment expanded grounds for possible BVE cancellations for people who engage in criminal activity, are subject to criminal charges or convictions, subject to certain Interpol notices, or are under investigation by Australian law enforcement or security agencies. The new regulations have enabled the department to respond to offences including murder, indecent assault, theft, domestic violence, driving under the influence, people smuggling and drugs offences. The department cancelled 75 BVEs under the new provisions during the 2013–14 programme year.

Indicator: People who have no right to remain in Australia are removed by the department at the earliest practicable opportunity.

Result: In 2013–14, of the 17,185 people who were located unlawfully in the community, 49 per cent had departed Australia by 30 June 2014. Of the remaining 51 per cent, common impediments to an expeditious removal included the person not being fit to travel, time taken to verify their identity for the purpose of issuing a travel document, and the lodgement of further applications.

Table 51: Visa compliance status resolution—key performance indicator

Key performance indicator	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
Percentage of people held in immigration detention whose ongoing detention and placement is reviewed within service standards.[a]	98%	98%	98%	98.8%[b]

a   Service standards available at www.immi.gov.au.

b   In 2013–14 the detention review managers reviewed the initial detention of 98.8 per cent of non-IMAs within service standards.

Administered item

Administered item: Compliance resolution, community care and assistance

Objective: To actively, efficiently and effectively manage unlawful non-citizens and Bridging E visa holders in the community to an immigration outcome through early intervention and the provision of needs-based support and assistance, while fulfilling mutual obligation requirements and adhering to the code of behaviour.[20]

Deliverables:

- Health, welfare and income support.
- National assisted voluntary return service.
- Immigration advice and application assistance.

Result: The CAS programme provided assistance and support through access to income, health and welfare services for programme recipients being case-managed by the department. The department delivered these services through seven contracted service providers.

IMAs were provided with publicly funded independent professional immigration advice and assistance under the IAAAS. IAAAS providers servicing IMAs are registered migration agents with experience in immigration legislative, policy and procedural requirements. They help their clients to complete and submit Protection visa applications, liaise with the department, provide advice on immigration matters, explain outcomes of applications, and provide information and advice on further options available in the event of a refusal decision.

New government policy effective from 31 March 2014 ended IAAAS assistance for non-citizens who arrive in Australia illegally. This change covered both primary and merits review stages in protection claims processing. IAAAS has never been available to those seeking judicial review of an immigration decision.

During 2013–14, 4495 services were provided to illegal arrivals.

IAAAS services are not available to IMAs subject to regional processing in PNG and Nauru. Alternative assistance arrangements are in place for these people.

In 2013–14 the number of returns under the assisted voluntary returns (AVR) programme with the IOM was 398, compared to 425 returns in 2012–13.

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20 Change between the PBS 2013–14, p.64, and the PAES 2013–14, p.67. Objective changed.

Detection onshore

Objective

Overall compliance with Australia's immigration requirements is very high. The vast majority of people comply with Australia's migration laws, including leaving Australia before their visa expires. In addition, most of those who stay after their visa has expired (who become UNCs) do so for a very short period and leave of their own accord. UNCs are considered to have an unresolved immigration status and, ultimately, the compliance status resolution (CSR) programme seeks to resolve their status.

The department educates and encourages people to voluntarily engage with the department to resolve their immigration status. People who set out to bypass Australia's immigration and citizenship programmes or who do not cooperate in resolving their situation risk stronger action, including detention or removal.

The department, through robust enforcement strategies, seeks to identify and resolve the immigration status of UNCs and bridging visa holders by determining an appropriate immigration outcome for them in a fair and timely manner. The use of BVEs remains an important tool in managing and maintaining lawful status while case resolution pathways are pursued. The grant of a BVE, however, is not a final immigration outcome as it is not a substantive visa.

An immigration outcome provides certainty to the client and a sustained long-term sustainable solution to their immigration status, including through granting a substantive visa or facilitating their departure from Australia. Compliance activities are aimed at locating UNCs and non-citizens working in breach of visa conditions. Such activities are prioritised in accordance with the national compliance field prioritisation matrix. The matrix enables cases of extreme risk, such as locating UNCs assessed as dangerous to the community, to be given priority. Responding to such cases is mandatory. High-risk cases will include disengaged clients and clients with histories of repeated non-compliance.

Performance

In 2013–14 the department continued to promote voluntary compliance and help people make informed choices through early and meaningful engagement. This has been underpinned by using various media and visits to clearly explain the department's expectations, including client responsibilities and the consequences of non-compliance, to clients and key stakeholders.

Strategic partnerships across the portfolio, with other agencies and in the broader community supported onshore detection efforts in the programme year. Reflecting the government's immigration detention policies, responses to non-compliance are evidence-based, proportional to the level of risk and include the use of detention, enforcing penalties and litigation when necessary.

Identifying and finding non-compliant non-citizens

The department continues to consult and work with Australian Government agencies and state and territory agencies to identify instances of non-compliance with immigration law and visa conditions. This includes working closely with Centrelink and local employment bodies to identify people who may not be entitled to remain in Australia. The immigration status

service (ISS) also plays a role in identifying people when it receives an enquiry from law enforcement agencies. In 2013–14 the ISS responded to 13,104 enquiries regarding clients' immigration status. This is a 45 per cent increase on 2012–13, when the ISS responded to 9049 enquiries.

The department continues to operate and monitor the immigration dob-in line, a free nation-wide telephone and online service which allows people to report information about UNCs, illegal workers and people suspected of breaching immigration laws or conditions attached to their visa. During 2013–14 the department received about 28,434 dob-ins or pieces of fraud-related information, compared with 25,177 in 2012–13.

Field activity

The department is committed to using the best balance of prevention, deterrence and enforcement to achieve its goal of limiting opportunities for illegal work in Australia. Businesses face penalties if they employ, refer or contract non-citizens who are not allowed to work or who are restricted from doing certain work. This is regardless of whether or not they knew the person was an illegal worker. Employers convicted under Commonwealth legislation for employing illegal workers face fines of up to $20,400 and two years' imprisonment, while companies face fines of up to $102,000 per illegal worker.

Field work activity to locate UNCs and regularise their status remained a significant part of compliance work, even though there was pressure on detention capacity onshore. The continued pressure on detention resources has meant that identifying the availability of detention resources is a necessary part of planning a compliance operation.

Locating unlawful non-citizens

In 2013–14, 17,185 UNCs were located, an increase from 15,077 in 2012–13 and 15,477 in 2011–12.

In 2013–14, 81 per cent of the overall number of UNCs located in the community were voluntary, representing 13,875 clients. Nineteen per cent, or 3310 of those located, were people found through field operations or referred to the department by police, having either overstayed their visas or breached visa conditions. Many of these clients were granted bridging visas to make their own arrangements to depart Australia and 2357 were detained for removal from the country.

Serious breaches of Australian law by non-citizens

The department refuses and cancels temporary and permanent visas for a variety of reasons, including where a non-citizen is found not to meet the character provisions of the Migration Act.

Failure to pass the character test does not automatically result in a visa being refused or cancelled, but where a non-citizen does not pass the test, the Minister and the department have the discretion to cancel or refuse their visa. Decisions to cancel or refuse visas on the basis of the character test are made after full consideration of all the circumstances of the case and with reference to Ministerial Direction 55, which is designed to help protect the community—particularly its vulnerable members—from unacceptable risks, including crimes of a violent or sexual nature.

Where the Minister personally decides to refuse or cancel a person's visa, he is not bound by the ministerial direction.

In 2013–14 the Minister or a delegate made 693 character-related decisions under s. 501 of the Act. These decisions comprised 76 visa cancellations, 81 refusals and 536 decisions not to refuse or cancel a visa.

Identifying and providing visa support for victims of human trafficking

As part of Australia's whole-of-government approach to combating human trafficking, the department's contribution includes:

- prevention activity by screening visa applications for evidence that may indicate potential trafficking and help identify possible trends

- enhanced departmental data analysis capability to help identify likely traffickers and their victims

- assistance to suspected victims of trafficking through the grant of visas under the people trafficking visa framework.

In 2013–14 the department referred 49 matters to the AFP, covering a total of 34 victims of trafficking. The vast majority were referrals by High Tech Crime Operations.

During 2013–14 there were 16 Bridging F visas granted as well as 21 Criminal Justice Stay visas and 18 permanent Witness Protection Trafficking visas.

Removals

Objective

The Migration Act creates a statutory framework regulating the entry and stay of non-citizens in Australia. It contains provisions for the removal of non-citizens whose presence in Australia is unlawful. People who have no legal authority to remain in Australia are expected to depart voluntarily. The department provides targeted assistance and support to individuals who cooperate with voluntary departure arrangements. People who are not willing to depart voluntarily are liable for detention and removal from Australia as soon as reasonably practicable. The objective of the removals programme is to ensure that the removal of non-citizens who contravene Australia's immigration laws occurs in a lawful, dignified and timely manner.

Performance

During 2013–14 the department assisted or managed the departure of a total of 10,585 UNCs from onshore immigration detention and the Australian community (non-IMAs). This was a 17 per cent increase on the 9012 assisted or managed departures undertaken in 2012–13. The majority of removals during 2013–14 were voluntary (10,524) and the remainder (61) were involuntary.

Removals activity

Status resolution and removal

The department supports Australia's border protection by managing the entry and stay of all non-citizens. It employs a status resolution approach which focuses on active and early engagement to help people to achieve timely and effective immigration outcomes. This approach emphasises using community-based alternatives while a person's immigration status is resolved. Detention continues to be a measure used to manage and respond to non-compliance where necessary.

Under s. 198 of the Migration Act, an officer must remove an UNC as soon as reasonably practicable. The Act does not define a set time period for doing this, but removal officers must ensure there are no unnecessary delays in progressing and effecting a removal.

When an UNC is in immigration detention and their removal is found to be justified and lawful, the department will provide them with as much notice of their planned removal date as possible. They will generally be notified at least seven days before removal, so long as this timeframe does not unnecessarily extend their stay in immigration detention.

Barriers that can delay removal

A range of events and situations may affect the department's ability to remove a person from Australia, although in many cases these issues are temporary and can be resolved.

When a person is not fit for travel due to health concerns, their removal is delayed until the department and health services provider are satisfied they are fit enough.

In other situations, a person designated for removal may be required to remain in Australia for judicial reasons, either to face charges or appear as a witness in criminal proceedings.

Someone being considered for removal may also be entitled to seek either a merits review or judicial review of a visa decision, and these proceedings may delay their departure. Removal will only take place when the proceedings are finalised and removal is practicable.

Stakeholder engagement

During 2013–14 the department worked closely with a range of source countries to facilitate removal of their nationals who continued to have no lawful authority to remain in Australia. The department's relationships with diplomatic missions in Australia and government agencies of source countries continue to play a key role in enabling returns and removals to occur in an effective and sustainable manner. Engagement with source countries has resulted in significant improvements in processes, including agreements to trial use of technology for identity verification interviews and reductions in timeframes for issuance of travel documents.

The department maintains strong relationships with a range of stakeholders to ensure obligations towards duty of care and safety of people returning or being removed are met. The department's contracted detention service provider (DSP), Serco, delivers escort services during removal operations, both from the immigration detention facility to an international airport, as well as international transport and escorts overseas. Domestic and international airlines assist with the transportation of removees to their home countries. Most removals will be undertaken with the assistance of commercial airlines, but if a removal presents an unacceptable risk to a commercial flight and the operator refuses to carry the removee, the department has the option to charter a flight.

Post-removal assistance

When organising a removal, the department may, under certain circumstances, provide immediate post-removal assistance. The arrangements will vary according to the individual's circumstances but may include providing accommodation, food, clothing, cash, special escorts, medical or welfare support arrangements on arrival and consultation with relevant welfare bodies.

Status resolution

Objective

The department's CSR programme takes a multi-faceted approach to actively and effectively manage the compliance caseload. The programme provides a framework of early engagement with people who require intervention to resolve their immigration status. The guiding principles are:

- early and active engagement equal to assessed need and level of risk
- clear identification and communication of appropriate ways to resolve immigration status
- provision of appropriate support according to fundamental case-management principles.

The groups managed by the programme include UNCs, BVE holders, and people who elicit character or national-security concerns. Collectively, the community status resolution service (CSRS), case management service (CMS), and CAS and AVR programmes focus on providing people in the community with tailored help needed to reach timely immigration outcomes. The case management service also manages UNCs in immigration detention.

Status is resolved either through a substantive visa being granted or an individual departing Australia. The programme emphasises treating people with dignity and respect and, wherever possible, encouraging voluntary compliance and voluntary departures. Detention and removal are also used, where necessary, to achieve status resolution.

Performance

In 2013–14 the status resolution programme managed 13,331 people to an immigration outcome. Of these, 2705 were resolved through a substantive visa or citizenship grant (compared with 3559 in 2012–13), while 10,626 people (who did not have a legal authority to remain in Australia) departed through voluntary return or removal, a 13 per cent increase from 9369 in 2012–13.

These figures relate to onshore resolutions only and exclude resolution figures of IMAs and crew, illegal foreign fishers and other unauthorised arrivals by air or sea.

Community status resolution service

The CSRS actively manages UNCs and BVE holders in the community who need help to resolve their immigration status.

The CSRS operates between the department's counter services, where minimal or no intervention is required to progress and resolve a case, and the case management service (CMS), where intensive, specialist assistance is provided.

The key objectives of the CSRS are:

- early and active engagement
- identifying factors that might either obstruct or facilitate status to be resolved
- communicating appropriate pathways and options for resolving status
- tailored assistance or intervention according to assessed needs
- effective management of cases to achieve timely immigration outcomes.

The CSRS is made up of a national network of CSROs located in departmental offices around Australia. CSROs manage people in the community in accordance with the status resolution principles.

During 2013–14 CSROs engaged with and progressed toward resolution a total of 71,883 people (including IMAs) while in the Australian community as an alternative to detention. The number of people directly engaged with CSROs on 30 June 2014 was 26,829, an increase of 14 per cent compared with the 23,561 people engaged on 30 June 2013.

Case management service

Departmental case managers work with people in immigration detention or in the community who have particular vulnerabilities or case complexities that may impede or prevent a timely immigration outcome. Case managers ensure that people with these circumstances receive the appropriate degree of individualised support while their status is being resolved, and therefore generally provide a higher level of intensity of intervention.

As part of this work, case managers also:

• manage their client's expectations of immigration pathways and timeframes

• ensure that health and welfare needs are addressed by referring them to appropriate service providers

• provide a primary point of liaison for their clients and for internal and external stakeholders.

Case managers may call on various stakeholders and service providers to provide services and support that will help to move a case toward an immigration outcome. Case managers coordinate and oversee the provision of these services and ensure that all parties are working collaboratively.

On 30 June 2014, 7737 people were being case-managed, a decrease of 55 per cent compared with the size of the caseload on 30 June 2013. Of these:

• 84 per cent were in immigration detention (either held detention or CD) and the remaining 16 per cent were in the community

• IMAs accounted for 86 per cent.

Ongoing and active review of appropriate placement by case managers of people in immigration detention has contributed to a reduction of the held-detention population year on year, driven by the movement of people into CD and/or the community on bridging visas.

During 2013–14, 1009 bridging visa holders were case-managed.

Community assistance support programme

The CAS programme provides support and services to lawful non-citizens, generally BVE holders, for whom support addresses an identified vulnerability or complexity that would otherwise hinder resolving their immigration status. Those vulnerabilities include health, disability or mental health concerns, exposure to domestic abuse, the consequences of torture or trauma, the frailties of age or the risk of self-harm.

Transitional support, a subset of the CAS programme, delivers modified support services for up to six weeks specifically to assist people leaving immigration detention to live independently in the community and/or (depending on the type of visa granted) until they are connected with the Department of Social Services' (DSS) humanitarian settlement services (HSS) programme.

In 2013–14 the CAS programme assisted 15,309 people. Of these, 591 were non-IMAs assisted under programme 4.1. In addition, 26 non-IMAs were assisted through CAS TS under programme 4.1.

Assisted voluntary returns (AVR)

Through engagement with the IOM, AVR services play a key role in encouraging non-citizens to work with the department and return home voluntarily. AVR is available to non-citizens who wish to return to their home country but are unable to do so without financial assistance. A person can gain access to IOM returns assistance at any stage of the status resolution process. Benefits include assistance with travel, obtaining travel documents and returns counselling.

In 2013–14, 558 referrals were sent to IOM for access to the AVR programme compared with 798 in 2012–13.

In 2013–14, 398 returns were completed with the assistance of the AVR programme compared with 452 in 2012–13.

Use of immigration detention for unlawful non-citizens

Immigration detention is an essential element in ensuring the integrity of Australia's border security. People who arrive in or seek to enter Australia without the appropriate authority do not provide the government with an opportunity to assess any risks they might pose in advance.

Detention that is indefinite or otherwise arbitrary is not acceptable and the length and conditions of detention, including the appropriateness of both the accommodation and the services provided, are subject to regular review.

Those subject to mandatory detention are:

- all illegal arrivals, for management of health, identity and security risks to the community
- UNCs who present unacceptable risks to the community
- UNCs who have repeatedly refused to comply with their visa conditions.

During 2013–14 the department continued to implement the government's policy on mandatory detention which included ongoing policy development and review, and development of immigration detention standards.

Legislative changes

On 14 December 2013 the code of behaviour and associated regulations came into effect. The code was introduced to:

- provide a strong and enforceable reminder of the behaviour that is expected of people living in the community on a BVE
- provide the opportunity for early warning, educative and preventative measures to be taken before more serious behavioural problems can arise
- encourage cooperation with the department to resolve immigration status.

All people over the age of 18 who hold or have held a BVE granted under the Minister's personal s.195A powers are required to sign the code to be eligible for the grant of a further BVE subclass 050. Visa condition 8566 is imposed when a non-citizen signs the code,

requiring the signatory not to breach the code. Where the code is found to have been breached, it activates the cancellation grounds at s.116(1)(b) for consideration. The amendment also included new criteria for granting a BVE, so that anyone whose entitlement has been cancelled for criminal offences or for previous breaches of the code can no longer make a valid BVE application.

Detention review arrangements

The Secretary continued to fulfil his statutory obligation to report to the Commonwealth Ombudsman on the circumstances of each person's detention. These reports are required within 21 days of a detainee reaching two years in detention, pursuant to s. 486N of the Migration Act, and at the end of each subsequent six-month period of detention, pursuant to s. 486M of the Act. In 2013–14 the number of two-year plus detention reviews provided to the Ombudsman increased significantly from the previous year, with the Secretary providing 886 reviews compared with 408 reviews in 2012–13. Of the 886 reviews, 161 were first reports of people who had reached 24 months in immigration detention and 725 were subsequent reviews for people who had been in detention for 30 months or longer.

A senior officer also undertakes regular internal reviews (senior officer reviews) to identify possible barriers to, and delays in, the resolution of a detainee's status. These reviews may provide direct feedback and recommendations to the area responsible for resolving immigration, and/or health and welfare issues.

Minister's Council on Asylum Seekers and Detention

The Minister's Council on Asylum Seekers and Detention (MCASD) is an advisory body whose principal purpose is to provide independent advice to the Minister on policies, processes, services and programmes necessary to achieve the timely, fair and effective resolution of immigration status for people seeking migration outcomes in Australia. This includes people whose immigration status is unresolved, residing either in the community or any form of immigration detention.

In particular, MCASD provides advice on:

- policies, services and programmes designed to support the timely resolution of immigration status outcomes
- the appropriateness and adequacy of services available to assist people whose immigration status is unresolved
- immigration detention matters including, but not limited to, the suitability of facilities, accommodation and service arrangements.

In addressing these issues, MCASD:

- develops a work programme, agreed with the Minister, identifying priority issues to be addressed over the period of its tenure
- responds to specific issues identified as a priority by the Minister and provides advice accordingly
- liaises with relevant non-government and inter-governmental organisations, statutory bodies and immigration detention service providers on a regular basis
- regularly visits the range of immigration detention facilities in operation to obtain information on the suitability, environment and operation of each facility

- contributes to, and provides advice about, areas of research that would aid in the improvement of policies, programmes and services in areas directly related to these terms of reference

- provides reports on the activities of the council to the Minister on a regular basis.

A secondary purpose of MCASD is to provide a forum for the Minister to consult on issues relevant to its principal purpose. This provides the Minister with access to the skills of the eminent people and key stakeholder representatives on the forum.

MCASD held four general meetings and 20 sub-group or other meetings during 2013–14, conducted 17 visits to IDFs on and offshore, and convened 14 community consultative forums.

Programmes 4.2, 4.3 and 4.4

Immigration detention statistics

This section provides a statistical overview of people in immigration detention in Australia during 2013–14. Statistical data is sourced from several departmental processing and recording systems.

Data relating to the immigration detention population is dynamic and there can be delays in transmitting information from the department's immigration detention network operations. Consequently, minor variations in figures can occur. Figures for those taken into detention include IMAs being detained following return from an OPC or detained after being in the community on a bridging visa.

Key statistics

A total of 27,721 people were held in immigration detention in Australia, including CD, during 2013–14 compared with 38,147 people in 2012–13. This represents a decrease of 27 per cent.

As described in detail in Figure 9, during 2013–14 there were 15,694 people taken into detention, compared with 30,895 in 2012–13.

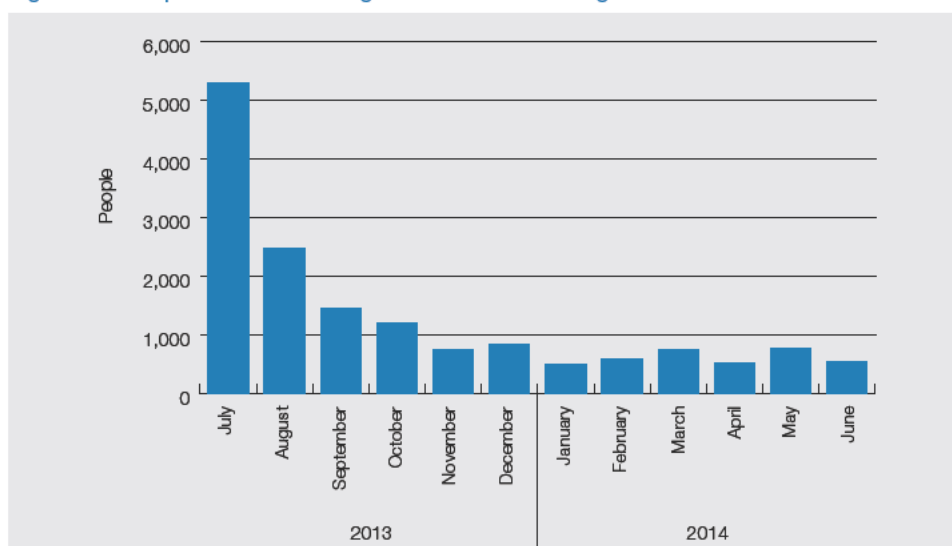Figure 9:   People taken into immigration detention during 2013–14

Figure 10 provides a percentage breakdown of the 15,694 people taken into immigration detention during 2013–14:

- 2716 were people who had been living in the community but overstayed or breached visa conditions, another 436 had their visas cancelled, representing 20 per cent of the total
- 171 were illegal foreign fishers, representing about 1 per cent of the total
- 12,317 were unauthorised arrivals (3043 by air and 9274 IMAs by boat), representing 78.5 per cent of the total
- 54 were in the other categories such as seaport arrivals, stowaways and ship deserters, representing less than 1 per cent of the total.

Figure 10: People entering immigration detention by arrival type during 2013–14
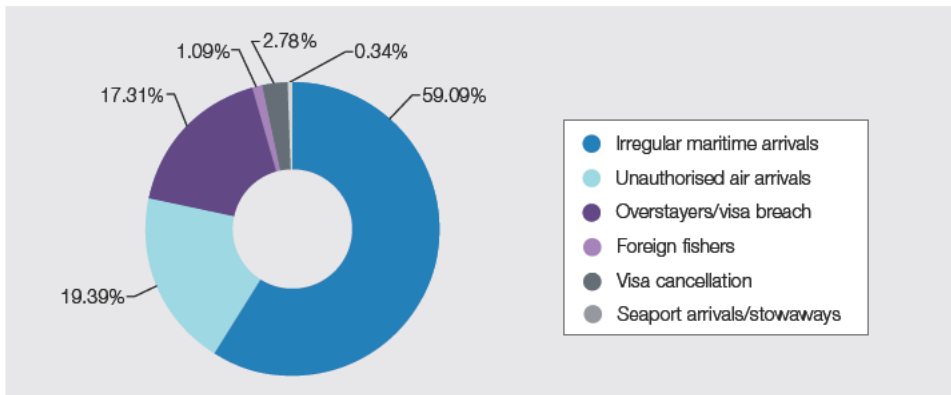
At 30 June 2014, there were 6631 people in immigration detention compared with 12,027 at 30 June 2013.

These included 6099 IMAs, 72 unauthorised air arrivals, 370 people who had been living in the community but had overstayed or breached visa conditions, two illegal foreign fishers, 86 visa cancellations, a stowaway and a ship deserter.

Figure 11 provides a percentage breakdown of the 6631 people in immigration detention at 30 June 2014.

Figure 11: People in immigration detention by arrival type at 30 June 2014
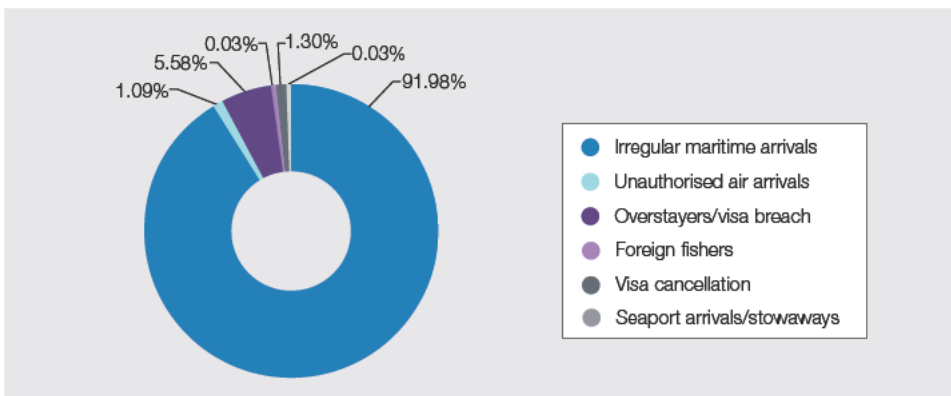
Note: Due to rounding percentages, totals do not equal 100 per cent.

Community detention programme

During 2013–14 the Minister approved 1566 detainees (747 adults and 819 children) for CD. Protection visas were granted to 93 detainees in CD, 816 detainees were granted bridging visas and 24 voluntarily returned to their country of origin.

At 30 June 2014, 3007 detainees were residing in CD or had been approved for such arrangements and were transferring to their accommodation. Of these, 1482 were adults and 1525 were children (of whom 331 were UAMs). Of the 1566 detainees approved for CD during 2013–14, eight were onshore, 1448 were IMAs, and 110 were babies born to people in CD.

To ensure ongoing improvement, the department works with a technical reference group (TRG) made up of experts from service provider agencies and representatives from the MCASD. Regular service provider forums are also held.

Programme 4.2 Onshore detention network

Programme 4.2 consisted of one departmental item:

• Community and detention services.

There were two administered items under programme 4.2:

• Community and detention services
• Payments under section 33 of the *Financial Management and Accountability Act 1997—act of grace* payments.

Objectives

To advise on, develop and provide a range of support, health and detention services in community and detention environments which seek to:

• treat people in immigration detention fairly and reasonably within the law[21]
• protect the inherent dignity of people in immigration detention
• ensure minors are only detained in immigration detention facilities as a measure of last resort and for the shortest practicable period
• provide services that assist to resolve the immigration status resolution pathway to visa grant or removal from Australia
• enable the management of risks to the community arising from unauthorised arrivals.[22]

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21 Change between the PBS 2013–14, p.48, and the PAES 2013–14, p.55. Objectives one and three in the PBS removed from the PAES.

22 Unauthorised arrivals are referred to elsewhere in this report as IMAs and/or unauthorised air arrivals as relevant.

Deliverables

The following reports against the programme 4.2 deliverables as published in the PBS 2013–14 and the PAES 2013–14.

Onshore detention network—deliverables

Deliverable: Provision of support, health and detention services to people in immigration detention, in both community and detention environments, in accordance with the objectives and KPI targets for this programme.

Result: The government considers mandatory immigration detention to be an essential component of strong border control. Immigration detention supports Australia's well-managed migration system, and is used to identify and manage potential risks to the Australian community including national security, health and character risks. It also supports the integrity of Australia's visa programmes.

Those subject to mandatory detention are:

- all illegal arrivals, for management of health, identity security and risk to the community
- UNCs who present unacceptable risks to the community
- UNCs who have repeatedly refused to comply with visa conditions.

UNCs include IMAs, foreign fishers, visa overstayers or those who have had their visa cancelled, and those who have arrived by air without a valid visa.

The department operates IDFs to provide accommodation for people detained under the Migration Act. The amenities at the various facilities provide suitable conditions for people in immigration detention. Different facilities cater for differing cohorts and individual needs. Facilities are categorised as an immigration detention centre (IDC), immigration residential housing (IRH), immigration transit accommodation (ITA) or an alternative place of detention (APOD).

During 2013–14 the department closed six IDFs including Leonora APOD in Western Australia, Port Augusta IRH in South Australia, Scherger IDC in Queensland, Pontville APOD in Tasmania, Darwin Airport Lodge APOD and Northern IDC in the Northern Territory. Their closure reflects the decline in the number of people needing to be detained across the immigration detention network.

The closure has been announced of a further four facilities in 2014–15: Aqua and Lilac APODs on Christmas Island, Inverbrackie APOD in South Australia and Curtin IDC in Western Australia.

In 2013–14 the department continued to provide a range of support, health and detention services to people in community and detention environments.

The onshore detention network manages all UNCs placed into immigration detention. This includes IMAs, foreign fishers, visa overstayers or those who have had their visa cancelled, and those who have arrived by air without a valid visa. The department facilitates support and health services for UNCs in all IDFs. These services are consistent with the government's policies, ensuring the fair and reasonable treatment of all detainees. Services are tailored at each site to manage risks to the community from detainees and to meet the individual circumstances of each detainee.

Onshore detention network—deliverables *continued*

All people in immigration detention, including CD, are provided with health care at a standard broadly commensurate with that available to Australians through the public health system. Health services are provided by qualified professionals and take account of detainees' individual health needs. People entering immigration detention are also screened for communicable diseases. This helps to identify health issues that require treatment as well as safeguarding the Australian community from public health risks.

The department actively monitored the performance of all service providers over the year to ensure the contractual obligations and service delivery standards were met. Performance failures may result in financial penalties for service providers.

In accordance with government policy, minors are only detained in immigration detention as a last resort and for the shortest practicable time.

Deliverable: Provide policy advice and service design to enable such service provision.

Result: Detention policies that underpin service provision in the immigration detention network are contained in the department's *Detention Services Manual* (DSM).

Key performance indicators

The following reports against the programme 4.2 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.

Onshore detention network—key performance indicators

Indicator: Individuals receive individual management, facilities and health care services through contracted providers consistent with contractual requirements.

Result: The department works closely with contracted service providers to ensure a range of individual management, facilities and health care services are delivered effectively to detainees.

Services are tailored at each site to ensure responsiveness to the needs of all people in detention, and include access to:

- personal officer scheme
- health and dental services
- personal and official visitors
- access to legal and consular services
- external government and non-government oversight bodies
- educational programmes, including English-language instruction
- cultural, recreational and sporting activities
- external excursions
- specialist counselling services
- library services
- computer and internet services

- culturally and nutritionally appropriate meals and snacks
- incidental items for purchase.

During 2013–14 the department continued its commitment to providing infrastructure that supports an appropriate environment for people in immigration detention and for staff.

Each detainee is provided with a personal officer by the DSP. The DSP creates and maintains, in conjunction with the department and other service providers, an individual management plan for the care and support of each detainee. The DSP also creates and maintains a security risk assessment for each detainee to monitor risk to themselves or, where appropriate, to others including the community.

Detainees received individualised health care in accordance with contract requirements. This included health induction assessments to determine individual health care needs. Health service delivery was also monitored by the department.

The department actively monitors the performance of its service providers to ensure contractual compliance. Failures in performance may result in financial penalties for the service providers.

Indicator: Ensure minors are only detained in immigration detention facilities as a measure of last resort and for the shortest practicable period.[23]

Result: In accordance with the government's immigration detention policies, in 2013–14 no persons who were known to be or reasonably suspected of being minors were accommodated in an IDC.

All minors held in detention are held in APODs, IRHs or ITAs, and only as a last resort.

During 2013–14 the number of minors held in IDFs declined from 1820 to 699. The department facilitated the referral to CD of 819 minors from IDFs during 2013–14. While minors are held in IDFs, the service providers are obliged to provide them with care, support and services commensurate to their age and in line with community standards, including facilitating access to education and activities.

The department undertakes age determination assessments in order to support appropriate placement decisions. Assessments are completed for detainees whose claimed age is brought into question (particularly at the time of arrival, as well as for crew).

Indicator: People held in immigration detention will have the length and conditions of their detention subject to regular review to ensure that it is lawful and appropriate.

Result: The department manages a detention review programme that regularly reviews the circumstances and reasons for a person's detention. These include reviews conducted by detention review managers within 24 to 48 hours of a person's detention, and monthly reviews of all people in held and community detention. In 2013–14, 98.8 per cent of cases were reviewed within service standards.

People in immigration detention have their detention reviewed monthly by their case manager, six-monthly by the senior review officer, at Detention Review Committee meetings, or through a mandatory two-year report (and report each subsequent six months) to the Commonwealth and Immigration Ombudsman. The department has delivered all mandatory reports on time, but due to the size of the current detention population, has been unable to complete every review type within the agreed timeframes.

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23 Change between the PBS 2013–14, p.59, and the PAES 2013–14, p.63. Indicator changed.

Table 52: Onshore detention network—key performance indicator

Key performance indicator	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
Individuals receive individual management, health care, facilities and detention services through contracted providers, consistent with the contractual requirements.	100%	100%	100%	100%

Administered items

Administered item: Community and detention services

Objective: To fund the provision of a range of support, health and detention services to people in the immigration detention environments, including community detention, that seek to:

- treat people in detention fairly and reasonably within the law
- protect the inherent dignity of people in immigration detention
- ensure minors are only detained in immigration detention facilities as a measure of last resort and for the shortest practicable period
- ensure the availability for immigration processing or otherwise the removal of people detained under the Migration Act
- enable the management of health, identity and security risks to the community arising from unauthorised arrivals.[24]

Deliverable: Provision of support, health and detention services to people in the immigration detention environments, including community detention, in accordance with the objectives and KPI targets for this programme.

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24 Change between the PBS 2013–14, pp.64–65, and the PAES 2013–14, p.67. Objectives changed.

Administered item: Community and detention services *continued*

Result: The department procures support and health services for detainees across the range of immigration detention facilities.

During 2013–14 the contracted service providers were:

- Detention services: Serco Australia. Serco's detention services contract for IDCs and APODs was due to expire on 28 June 2014 but was extended to 10 December 2014 to align with the expiry of the contract for IRH and ITA and the procurement process for onshore detention services. The contract for IRH and ITA expires on 10 December 2014.

- Health services: International Health and Medical Services (IHMS). IHMS's contract for health services in Australian detention facilities was due to expire on 13 January 2014 but was extended to 10 December 2014 to align with the expiry of the detention services contracts and the procurement process for onshore detention services.

- UAM support and independent observer services: MAXimus Solutions (MAX). MAX's contract was due to expire on 30 March 2014 but was extended to 31 December 2014 to align with the other programmes that will form part of the new SRSS.

- Torture and trauma support services were provided by organisations that are members of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT), the peak body for torture and trauma rehabilitation in Australia.

The department regularly reviews the performance of contracted service providers. During 2013–14 it continued to conduct performance and service delivery audits to ensure the quality and timely provision of contracted services. Where appropriate, performance failures resulted in financial penalties for the service providers.

The department works closely with contracted service providers to ensure that the range of support, health and detention services are effectively delivered to non-IMA CD detainees.

Administered item: Payments under s. 33 (FMA Act)—*act of grace* payments

Objective: Payments made under s. 33 (FMA Act) 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 considers the payment is appropriate because of 'special circumstances'.

Deliverable: Payments are made in accordance with legislative requirements and guidelines.

Result: One special discretionary compensatory payment was made in 2013–14. Both the claim and payment were lodged and paid in the same year. The payment was made in accordance with legislative requirements and guidelines. The payment was not in relation to detention.

Community and detention services

3

Objective

The onshore detention network manages all UNCs placed into immigration detention who did not arrive in Australia at an excised offshore place (see programme 4.3), except for foreign fishers (programme 4.4). This includes people who have overstayed their visas, people whose visas have been cancelled, and those who have arrived by air without authorisation and are accommodated in community detention.

Performance

Infrastructure

During 2013–14 the department continued its commitment to provide infrastructure that provides an appropriate environment for people in immigration detention and for staff.

This included:

- developing an immigration detention network estate asset management plan to inform infrastructure management and investment decisions over the period to 2018

- closing six immigration detention facilities—Scherger IDC in Queensland, Northern IDC and Darwin Airport Lodge APOD in Northern Territory, Leonora APOD in Western Australia, Pontville APOD in Tasmania, and Port Augusta IRH in South Australia

- establishing a learning centre on Christmas Island, which was well under way for completion by late July 2014. The basic repair and refurbishment of a number of facilities has also commenced. As part of the refurbishment, additional amenities will be provided for detainees including the creation of a teaching kitchen, sewing room, crèche, shop and additional playgrounds for children

- progressing redevelopment of the Villawood IDC. The most substantial component, Stage 1, was completed in April 2014. This stage included important facilities such as health, dining, education, recreation and administration buildings. The redevelopment programme will be completed in 2016

- establishing a new APOD at Bladin in the Northern Territory to provide accommodation for families and other cohorts as required

- improving existing facilities, such as the refurbishment of the Blaxland compounds at Villawood IDC, to provide an improved environment for detainees.

Detention health

Primary health care services are generally provided on-site at IDFs by the contracted health services provider, IHMS, and are delivered by IHMS general practitioners (GPs), nurses (including mental health nurses), psychologists and counsellors.

Other health services such as specialist and allied health services, including psychiatric and dental care, are provided on-site by visiting practitioners arranged by IHMS or off-site by referral to an IHMS community network provider.

Emergency and in-patient care, as well as some allied health and specialist services, are provided by public hospitals and clinics through agreements between the department and state or territory governments.

All people entering immigration detention undergo a health induction assessment conducted by health clinicians. This assessment informs an ongoing health care plan for a detainee if needed and includes screening for communicable diseases. Detainees with an infectious communicable disease, such as infectious tuberculosis, receive health care in isolation, in consultation with relevant state and territory health authorities. They are not accommodated with the general immigration detention population or transferred into the community until they are no longer infectious.

Since 8 September 2013 health induction assessments for IMAs have been conducted within 48 hours to ensure rapid onward transfer to an OPC. All elements of the standard health induction assessment, which is normally conducted within 72 hours, have been completed within 48 hours. IHMS health clinicians must assess someone as being fit to transfer before they are moved to an OPC. This assessment includes screening for communicable diseases that could pose a risk to other transferees or to the country where the OPC is located.

While in immigration detention, detainees are offered regular examinations to identify any existing or developing mental health issues that require support. These mental health examinations are also offered as needed at any other time, for example when concerns are raised about a detainee's mental health.

People in immigration detention, and in particular detainees who have arrived by boat, may be survivors of torture and trauma and at risk of poor mental health. Anyone in immigration detention who is suspected of being a survivor of torture or trauma, or discloses that they have suffered in this way, is referred for specialist counselling. On the mainland, torture and trauma counselling is provided by member organisations of the FASSTT. On Christmas Island, torture and trauma counselling is provided by the Indian Ocean Territories Health Service (IOTHS).

The care of anyone who is considered to be at heightened risk of harming themselves is overseen by an inter-disciplinary team led by an IHMS mental health clinician. This ensures that these detainees receive appropriate health care support and that care arrangements are communicated to and implemented effectively by other service providers.

IHMS also provides advice to the department about detainee health care and support needs, which helps determine detainee placement decisions.

People in CD are assigned a community-based GP and pharmacy by IHMS. Community detainees can refer themselves to their GP, who can refer them to other services, including specialists, if needed. Community detainees are subject to the same waiting times as any Australian using public health services.

People who are released from immigration detention are provided with a summary of the health care they have received while in detention, as well as a supply of medication if needed, to last until they consult a community-based GP.

Support services for UAMs

The department contracted MAXimus Solutions in 2013–14 to provide care, support and independent observer services in the onshore immigration detention network for UAM detainees and, on occasions, other detainee minors who are temporarily separated from parents or guardians. Care and support workers provide additional care and support while a UAM detainee is in immigration detention. Independent observers provide pastoral care and support to UAM detainees and ensure the treatment of detainee minors is fair, appropriate and reasonable during formal processes with the department and other agencies.

A small number of vulnerable non-IMA detainees are accommodated in CD (15 at 30 June 2014—see programme 4.3 for information on services provided to people in CD).

Tables 53 and 54 give an overview at 30 June 2014 of people in the various detention facilities and length of time in detention. Both tables are based on the department's systems data at end of month, and cover both held and community detention.

Table 53: People in onshore detention by placement type at 30 June 2014

Placement type	People in onshore detention at 30 June 2014
Immigration detention centre	1,865
Alternative placement of detention	1,389
Immigration residential housing	67
Immigration transit accommodation	303
Community detention	3,007
Total	6,631

Table 54: People in onshore detention by period detained at 30 June 2014

Period detained	People in onshore detention at 30 June 2014
7 days or less	73
8–31 days	224
32–91 days	356
92–182 days	382
183–365 days	2,722
366–547 days	1,973
548–730 days	411
More than 730 days	490
Total	6,631

3

Case study

Self-catering to all tastes in transit

A successful self-catering programme for long-term detainees at the Melbourne immigration transit accommodation (MITA) is providing eager participants with a new sense of autonomy and purpose.

The MITA, which provides hostel-type accommodation and meals for detainees whose immigration status is likely to be resolved quickly, also accommodates a number of detainees facing a longer stay. For these detainees, the self-catering programme that began in mid–2013 provides a means to keep them positively engaged and help them overcome feelings of inadequacy or low self-worth.

Programme participants work together to plan meals, organise and budget for ingredients, go on excursions to purchase necessities and arrange the cooking roster. Before taking part, detainees must successfully complete training in food hygiene and fire safety.

MITA centre manager Felicity Lord said the programme has helped keep participants positively engaged.

'Keeping detainees involved in this way works to guard against the risks associated with feelings of hopelessness and helplessness, particularly risks associated with social disengagement,' Felicity said.

'From the point of view of maintaining overall security and stability at the centre, detainees are more likely to contain or refocus their frustrations with their situation if they are meaningfully engaged and socially connected, which has the effect of mitigating against incidents in detention.'

Carla Dobbyn, MITA's acting assistant director, service delivery, said all those involved have worked hard to keep the momentum going. Stakeholder commitment ensured the programme's success.

'Being able to self-cater is not only a source of pride which gives participants a sense of purpose, it also plays an important role in providing structure and routine to their lives,' Carla said.

'Many of the detainees joined the programme with high levels of cooking skills and the programme allows them to maintain and keep their skills relevant. It has also provided those without strong cooking skills with the opportunity to learn an important life skill.

'The programme also provides a way for participants and other detainees to maintain their sense of cultural identity, not only through cooking traditional dishes, but also by giving them an opportunity to cook special dishes and meals on culturally and religiously important occasions.

'These special occasions build rapport among staff, visitors and detainees and between the centre and the community as a whole, which has a positive flow-on effect to the good order of the MITA,' Carla said.

Photo: Cooking classes at the MITA provide participants with a new sense of autonomy and purpose.

Programme 4.3 Offshore asylum seeker management

Programme 4.3 consisted of one departmental item:

• Offshore asylum seeker management.

There is one administered item under programme 4.3:

• Community and detention services.

Objectives

To advise on, develop and provide a range of individual management, facilities and health care services for the management of IMAs, including those processed offshore and those processed onshore as part of the legacy caseload, which seeks to:

• protect the inherent dignity of individuals

• treat people in immigration detention fairly and reasonably within the law

• ensure minors are only detained in immigration detention facilities for the shortest practicable period

• provide services that assist to resolve the immigration status resolution pathway or the removal of people under applicable law

• protect the Australian community from IMAs who present an unacceptable risk to the community

• assist offshore processing countries to best meet the needs, and ensure the inherent dignity of, people transferred to offshore processing countries[25]

• effect the transfer of eligible IMAs to offshore processing countries.[26]

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25 Offshore processing countries are now known as regional processing countries in the Migration Act.
26 Change between the PBS 2013–14, p.49, and the PAES 2013–14, p.56. Objectives changed.

Deliverable

The following reports against the programme 4.3 deliverable as published in the PBS 2013–14 and the PAES 2013–14.

Offshore asylum seeker management—deliverable

Deliverable: Provision of individual management, facilities and health care services to IMAs in accordance with the objectives and key performance indicators (KPIs) for this programme.[27]

Result: IMAs detained in facilities in Australia are given access to health services at a standard broadly commensurate to that available to Australians through the public health system. Many health services in detention facilities are provided on-site by qualified practitioners who have access to community health care practitioners for additional services.

IMAs receive individual health assessments and screening for communicable diseases. They are not placed in CD until infectious diseases have been excluded or treated. The department funds health services for detainees in CD. These are coordinated by the contracted health services provider and delivered by a network of community health care providers.

IMAs transferred to OPCs in PNG and Nauru are provided with services through contracted providers under contracts designed to maintain IMAs' inherent dignity and ensure their humane treatment. Services for IMAs transferred to OPCs include access to care management services, health services, specialist counselling services, educational programmes including English-language instruction, cultural, recreational and sporting activities, culturally and nutritionally appropriate meals, and telephone and internet services.

IMAs transferred to OPCs are provided with access to health services broadly comparable to those available in the Australian community. Many health services are provided on-site at OPCs by qualified practitioners who have access to local hospitals and visiting practitioners.

Before an IMA is transferred to an OPC, contracted health service provider clinicians must assess them as fit for transfer. This assessment includes screening for communicable diseases that could pose a risk to other transferees or the country in which the OPC is located.

The department closely monitored the performance of all OPC service providers during 2013–14 to ensure that contractual obligations and service delivery standards were met.

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27 Change between the PBS 2013–14, p.60, and the PAES 2013–14, p.64. Deliverable changed.

Key performance indicator

The following reports against the programme 4.3 key performance indicator as published in the PBS 2013–14 and the PAES 2013–14.

Offshore asylum seeker management—key performance indicator

Indicator: Individuals receive individual management, facilities and health care services through contracted providers consistent with contractual requirements.

Result: Transferees received personal health care in accordance with contract requirements. This included health induction assessments for each detainee to determine individual health care needs. The department also monitored health service delivery.

During 2013–14 the contracted service providers for OPCs were Transfield Services Australia, IHMS, Save the Children Australia, G4S Australia, and the Salvation Army.

The department continued to monitor service providers' performance to ensure the quality and timely provision of services at OPCs.

From January to March 2014 garrison, security and welfare services at the Manus and Nauru OPCs were consolidated under Transfield Services Australia to ensure continuity, consistency and integration of service delivery.

Table 55:   Offshore asylum seeker management—key performance indicators

Key performance indicators	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
Individuals receive individual management, facilities and health care services through contracted providers, consistent with contractual requirements.	100%	100%	100%	100%
Percentage of IMAs in IDCs that are not known to be, or are not reasonably suspected of being, a minor.	100%	100%	100%	100%
Percentage of people held in immigration detention whose ongoing detention and placement is reviewed within service standards.[a]	N/A	100%	98%	98%[b]
Mandatory reporting to the Commonwealth Ombudsman is completed in accordance with the Migration Act.	N/A[c]	N/A[d]	100%[d]	N/A[e]

a   Service standards available at www.immi.gov.au. This KPI refers to onshore detention facilities.

b   The department manages a programme of regular review of the circumstances and reasons for a person's immigration detention onshore. These include reviews conducted by detention review managers within 24–48 hours of a person's detention, monthly reviews of all people in held and community detention, and regular reviews of detention placements. In 2013–14, 98 per cent of cases were reviewed within service standards.

c   See the PBS 2011–12, p.204—not reported.

d   As reported in the PBS 2013–14, p.60.

e   Statutory reporting to the Commonwealth Ombudsman only applies to people who are in immigration detention for two years or more. Section 486N does not apply to people in regional processing centres. For Commonwealth Ombudsman reporting for people in detention in Australia, see Detention review arrangements in this report.

Administered item

Administered item: Community and detention services

Objective: To fund the provision of a range of support, health and detention services to IMAs seeking asylum who are in an immigration detention environment, including community detention, as well as those in the community on a Bridging E visa, that seek to:

- treat people in immigration detention, or on a Bridging E visa, fairly and reasonably within the law

- protect the inherent dignity of people in immigration detention or on a Bridging E visa

- ensure minors are only detained in immigration detention facilities as a measure of last resort and for the shortest practicable period

- ensure that people on a Bridging E visa adhere to acceptable standards of community behaviour and, in return for support services, fulfil mutual obligations

- provide IMAs in immigration detention, or on a Bridging E visa, who are seeking asylum with professionally qualified immigration advice and assistance

- ensure the availability for immigration processing, or otherwise the removal of, people detained under the Migration Act

- enable the management of health, identity and security risks to the community arising from IMAs.[28]

Deliverable: Provision of support, health and detention services to IMAs in immigration detention environments, including community detention, as well as those in the community on a BVE in accordance with the objectives and KPI targets for this programme.

Result: During 2013–14 the contracted health services provider was IHMS. Some health services on Christmas Island were provided by the IOTHS, a business unit of the Department of Infrastructure and Regional Development.

Torture and trauma support services were provided by member organisations of the FASSTT, the peak body for torture and trauma rehabilitation services in Australia. On Christmas Island, IOTHS provided torture and trauma counselling services.

The department works closely with all those who provide contracted services to IMAs living in the Australian community on BVEs or in CD. All service providers have the requisite expertise to ensure that appropriate support is provided to community detainees and BVE holders. A list of service providers is included under the offshore asylum seeker management performance heading in programme 4.3 of this report.

During 2013–14 the department implemented the code of behaviour for IMAs on BVEs. Service providers helped the department to promulgate the code to BVE holders in the community through information sessions and by helping people to understand and sign the code. For more information, see programme 4.1 under outcome 4 of this report.

28 Change between the PBS 2013–14, p.65, and the PAES 2013–14, p.69. Objectives changed.

Offshore asylum seeker management

Objective

This programme manages the immigration detention, onshore and offshore, of all IMAs seeking asylum.

CD is used to provide appropriate accommodation and support to unaccompanied minors, families with young children, and other vulnerable families and adults in the community. Most community detainees are IMAs. A small number of vulnerable non-IMAs are accommodated in CD (see programme 4.2 under outcome 4 of this report).

Performance

The following service providers were contracted to support IMAs in CD during 2013–14:

- Australian Red Cross Society (ARC)
- Wesley Mission Victoria
- Uniting Care Lentara
- Mercy Community Services
- The Salvation Army
- Multicultural Development Association (MDA)
- MacKillop Family Services Limited
- Mercy Community Services
- Marist Youth Care Limited
- ACCESS Community Services Limited (ACCESS)
- Adult Multicultural Education Services (AMES)
- Anglicare Victoria
- Life Without Barriers (LWB).

The department continued to regularly review the performance of contracted service providers and undertake quality assurance activities to ensure that services were timely and met quality requirements, and that CD service providers met their contractual obligations and responsibilities under the *Financial Management and Accountability Act 1997* and the CD programme's operational framework.

The following service providers were contracted to deliver ASAS, CAS, and CAS TS during 2013–14:

- Queensland—ACCESS and MDA
- Victoria—AMES
- Western Australia—Communicare Incorporated
- South Australia—Migrant Resource Centre of South Australia (MRCSA)
- New South Wales—Settlement Services International Incorporated (SSI)
- Nationally—ARC.

Community detention programme

Residence determination, commonly referred to as CD, was introduced in 2005 to enable children and people with particular vulnerabilities to live in the community rather than be held in an immigration detention facility while their immigration status was being resolved.

Only a minister can make, vary or revoke a residence determination, using intervention powers under the Migration Act. Residence determination is not a visa grant and the person remains administratively in immigration detention. Placement in CD is only considered after appropriate health and security checks. Inclusion in the CD programme is voluntary and community detainees must comply with conditions, including living at a nominated address and keeping in touch with the department to resolve their immigration status.

The CD programme was expanded considerably in October 2010 in response to the then Minister's announcement that children and families would be moved into CD. Since then, 9044 people (5949 adults and 3095 children) have been approved for CD placement. To ensure continuous improvement, the department works with a technical reference group (TRG) made up of experts from service-provider agencies and a representative from the MCASD. Regular service provider forums are also held.

As shown in Table 56 below, in 2013–14 the Minister approved 1566 people (747 adults and 819 children) for CD. In addition, 93 community detainees were granted permanent Protection visas and 279 were granted temporary visas. A further 816 were granted bridging visas, and 24 community detainees voluntarily returned to their country of origin.

On 30 June 2014, 3077 people were living in CD or had been approved for such arrangements and were transferring to their accommodation. Of these, 1482 were adults and 1525 were children (including 331 UAMs).

At 30 June 2014, 187 community detainees had their residence determinations revoked by the Minister for public interest concerns, including breaches of CD conditions such as antisocial or criminal behaviour.

Table 56:   People approved to live in community detention in 2013–14

Programme	2012–13	2013–14
Onshore	23	8
Illegal maritime arrivals	3,360	1,448
Foreign fishers	0	0
Babies born to community detainees	58	110 (includes five babies born to non-IMA adults)
Total	3,441	1,566

Bridging visas for illegal maritime arrivals

The government continued to grant BVEs to IMAs and release them from detention to live in the Australian community, subject to appropriate visa conditions and subject to IMAs aged 18 years and older having signed the code. For information on the code, see programme 4.1.

IMAs released on BVEs during 2013–14 were assessed to ensure they had no adverse security, health, identity or significant behavioural issues that would be a risk to the Australian community.

The department provides support and services to asylum seekers in the community, including IMAs, through the ASAS and CAS programmes.

CAS provides services and support to non-citizens living lawfully in the community on a bridging visa and who have a prescribed vulnerability which prevents them from resolving their immigration status. ASAS provides financial support for asylum seekers in financial hardship who are living lawfully in the community while their immigration status is being resolved. The main difference between the CAS and ASAS programmes is that CAS provides IMAs with departmental case management and service-provider case work, as well as greater assistance to address IMA vulnerability and source accommodation, while ASAS does not.

Since November 2011 IMAs released into the community on BVEs can gain access to the same services as non-IMAs, including up to six weeks of CAS TS to help them transition to independence in the community. However, given that few non-IMAs transitioned from detention to the community, CAS TS was mostly used by IMAs.

During 2013–14 assistance under the ASAS programme was provided to 23,941 IMAs. During 2013–14 assistance under the CAS programme was provided to 14,718 IMAs. During 2013–14 assistance under CAS TS was provided to 13,930 IMAs.

IMAs in the community on BVEs receive access to health services under Medicare. However, they do not have access to a health care card and are generally required to pay for any gaps in the costs of medical services and prescription medication beyond amounts covered by Medicare and the Pharmaceutical Benefits Scheme.

Care and welfare of minors

As a signatory to the United Nations Convention on the Rights of the Child and in recognition of the vulnerable status of minors, the government takes its obligations towards minors seriously.

Departmental programmes are designed to ensure that services to minors take their best interests into consideration. Staff working to deliver services to minors under these programmes have a duty of care to provide a safe environment and appropriate levels of care and support to meet their basic needs.

Where it is thought necessary to detain someone under the age of 18 for security, identity and health check reasons, that person is placed in a low-security form of accommodation wherever possible. This type of accommodation is best equipped to provide appropriate support and services for children and their families. Unaccompanied or vulnerable children and their family members remain a priority group for CD.

While the primary responsibility for the care and support of accompanied children lies with their parents or an identified guardian, additional care and support needs can arise when circumstances such as illness, injury or disability mean they cannot provide day-to-day

care and support. In such cases individually commissioned care packages are developed to support the child within their family unit.

All school-aged children in the department's care, whether accompanied or unaccompanied, are enrolled in school (which may include an English-language centre) or other educational institution. The department covers enrolment costs through agreements with state and territory governments and non-government education providers.

In addition, the health needs of people in CD, including children, are coordinated by the department's contracted health services provider, IHMS, through a network of community-based providers. If needed, community detainees also have access to specialist torture and trauma counselling services. Through IHMS, all health-related costs for those in CD, including hospital services, are funded by the government.

Support services for unaccompanied minors (UAMs)

The *Immigration (Guardianship of Children) Act 1946* (IGOC Act) provides that the Minister for Immigration and Border Protection is the legal guardian for some UAMs who arrive in Australia intending to become permanent residents without a parent or relative 21 years of age or over to care for them. The Minister may delegate some or all of his guardianship powers and functions to certain government officers in the Australian Government or state or territory governments.

As guardians, the Minister and his delegated guardians have the same rights, powers, duties, obligations and liabilities as a natural parent of the child. This includes ensuring that an unaccompanied minor's basic human needs—food, housing, health, education and protection from harm—are met. The Minister's guardianship obligations are delivered through arrangements between the department and service providers who provide appropriate care, welfare, education and recreational activities, including independent assistance to help with Protection visa applications. They also provide independent observers to support minors during interview procedures and act as carers if a residing child is in CD accommodation.

During 2013–14 UAMs in CD were placed with Anglicare Victoria, ARC, LWB, MacKillop Family Services, Marist Youth Care, Salvation Army, and Wesley Mission Victoria and its network of specialist service providers. Carers responsible for minors are required under the CD contract to be trained and qualified to care for children. Most UAMs in CD live with a carer in a group house arrangement, but those with relatives in the community can be placed with them where appropriate. In line with community standards, UAMs in CD attend school, have access to health care and are also helped to participate in creative or recreational after-school activities.

Offshore processing and regional resettlement programme

The change of government in September 2013 led to the implementation of OSB, a military-led whole-of-government response to combat maritime people smuggling. The department's primary contribution to this response was as the head of the Offshore Detention and Returns Task Group (ODRTG). The department has a key role in assisting offshore processing countries to build their processing capability. The department has done this by funding the provision of services for management of the offshore processing centres and providing guidance and mentoring services to build capacity of those countries to assess protection claims.

Performance

Offshore processing and regional resettlement programme

The offshore processing and regional resettlement arrangements are practical measures agreed between Australia and Nauru, and Australia and PNG. MOUs have been ratified with Nauru (on 3 August 2013) and PNG (on 6 August 2013). These outline a commitment for both countries to work collaboratively with Australia to combat people smuggling in the region. Nauru and PNG recognise that people smuggling presents a serious and urgent humanitarian and border-security challenge to regional countries. Offshore processing measures will make a significant contribution to discourage potential IMAs from accepting people smuggling offers and avoid perilous sea journeys. This will help to break the people smuggling business model, allowing the government to maintain Australia's sovereign borders and support the orderly migration and settlement of people in the region.

Under the MOUs, IMAs are transferred to a regional processing country, either Nauru or PNG, for assessment of their protection claims under the United Nations Refugee Convention. If found to be a refugee, they will be settled there or in a country other than Australia.

Regional processing countries design, facilitate, deliver and implement the processing model, with the assistance of the department.

Under the offshore processing and regional resettlement programme, the regional processing countries manage and administer the OPCs and the department facilitates services. The programme provides support to Nauru and PNG to build capability to provide services including transfers, refugee status determination, voluntary returns and removals, short-term management of transferees' settlement, and possible resettlement in a third country.

To support the Australian Government's bilateral agreements, the department is providing support and assistance to the governments of Nauru and PNG to meet their commitments to develop regional capacity as described in the respective MOUs. This support includes the construction of essential capital works to underpin a permanent processing capability in Nauru and Manus. The programme demonstrates a transformational change programme whereby Australia initially provides direct support to each processing country to build regional capability across the end-to-end components and services of the programme. As the programme evolves and regional capacity is established, the department's direct support will effectively reduce.

Service providers at the OPCs have also contributed to building capacity and stimulating local economic development. Providers are contractually required to maximise local engagement, where possible, when delivering services. A number of partnership arrangements have been negotiated with local businesses in areas such as security, food supply and building trades. A significant number of staff positions at the OPCs are also filled by locals, who have opportunities to develop skills such as first aid, security training, and leadership training for supervisory and management roles.

Offshore processing centres

At 30 June 2014 a total of 2026 IMAs had been transferred to the Nauru OPC and 1959 to the Manus OPC. At that date, the population at the Nauru OPC was 1169 and comprised 463 single adult males, 90 single adult females, 592 transferees in family groups and 24 unaccompanied minors. The transferee population at the Manus OPC comprised 1189 single adult males.

In the 2013–14 programme year, there were 108 transfer charter flights from Australia to regional processing countries, comprising 58 flights to the Nauru OPC and 50 to the Manus OPC.

All IMAs in Australia, including children, undergo a physical examination by a health clinician before being transferred to an OPC. IMAs are also given a chest x-ray and pathology tests, depending on their age or clinical indications. No person is transferred to an OPC if they have a health condition that cannot be managed at the OPC or are suspected of having a significant condition that requires further assessment and diagnosis. The health screening procedures were developed in consultation with medical practitioners, including the department's Chief Medical Officer.

Under the agreements with the governments of Nauru and PNG, IMAs are not transferred if there is a risk they could transmit certain communicable diseases.

Service delivery

The department contracts service providers to support the governments of Nauru and PNG in providing safe and secure environments for all people at the OPCs, including the management of routine events and incident response. The providers have developed management plans to support the good order of the OPCs. Service provider personnel are appropriately trained and all people at the OPCs are given ongoing briefings on safety and security.

Service provider performance is formally managed through a performance management framework and performance reporting which is set out in each contract. The framework is designed to help the department to monitor and evaluate a service provider's performance against contractual requirements and the department's programme objectives. The framework is outcomes-focused and aims to encourage continuous improvement in service delivery.

Health care services

IHMS is contracted to provide health care services for transferees at the Nauru and Manus OPCs. It is required to deliver the best care available in the circumstances, and which is broadly comparable with similar services available within Australia. IHMS general practitioners, nurses, paramedics, psychologists, counsellors and psychiatrists provide transferees with on-site emergency, primary and mental health care.

IHMS medical professionals also provide primary care for pregnant women and infants at the Nauru OPC, with support from the Republic of Nauru Hospital. Specialist IHMS staff at the OPC include a dedicated midwife, general nurses with midwifery qualifications, paediatric nurses, a medical officer and a senior medical officer, both with paediatric experience.

Pregnancies are assessed on a case-by-case basis and IHMS staff design a care plan in consultation with the Republic of Nauru Hospital.

Education services

School-aged transferee children at the OPCs attend an on-site school and have individually assessed learning plans which take account of their schooling background, level of achievement and English-language skills. Children have access to a comprehensive after-school and weekend activity programme that includes arts, crafts, social interaction, sport, music and family activities.

Adult transferees at the OPCs also have a range of programmes and activities available to them, including English as a Second Language classes, excursions to local cultural sites, sports, fitness, social and cultural or religious activities.

Consolidation of contracted service providers

During 2013–14 the government decided to consolidate the number of service providers contracted for OPC services. Its aim was to provide continuity, consistency and integrated service delivery across the OPCs, and maximise efficiency and value for money for the government. Consolidation was also intended to inform the longer-term procurement process for OPC services. This will begin in the next programme year and is expected to be finalised by October 2015.

Services were consolidated from five service providers to three, with Transfield Services Australia delivering welfare and garrison services, IHMS providing health services, and Save the Children providing services for vulnerable cohorts such as families and children. The transition of welfare services was completed on 21 February 2014 and garrison services on 28 March 2014. The department worked closely with the governments of Nauru and PNG and all service providers during transition to ensure that a high standard of services continued to be delivered.

Infrastructure

In 2013–14 all supporting infrastructure at the Nauru OPC was completed or rebuilt after the incident on 19 July 2013.[29] It includes facilities such as accommodation for transferees and staff, kitchen, dining and medical buildings, interview facilities, and warehouse, educational and recreational facilities. A range of active and passive recreation facilities and services is being provided including a gymnasium, outdoor all-weather synthetic playing field, children's playgrounds, library, canteens, multi-faith prayer rooms and telecommunications services.

A series of similar upgrades and improvements were carried out at the Manus OPC to ensure that facilities met requirements. The work included the construction of additional transferee accommodation and covered recreational areas, the installation of a larger kitchen, establishing a transferee canteen, increasing data and internet capacity, and enclosing a sporting oval for transferees' recreation.

Voluntary returns

The IOM provides assistance to transferees in Nauru and PNG who wish to return home. It does this on behalf of the governments of Nauru and PNG. The department assists host governments by providing support to transferees whom the IOM cannot assist. The decision to return home voluntarily rests with the transferee.

In 2013–14 there was a total of 299 assisted returns from the Manus OPC, with assistance provided by the IOM or the department. The total comprised 298 who were returned directly from Manus OPC and one who was returned via Australia. There were a total of

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29 For more information about the incident at Nauru OPC on 19 July 2013 refer to Reviews heading in programme 4.3 under outcome 4 of this report.

56 assisted returns from the Nauru OPC, with assistance from the IOM or the department. This comprised 45 who were returned directly from Nauru OPC and 11 who were returned via Australia.

Status resolution and settlement

In 2013 the government entered into MOUs with the governments of Nauru and PNG in relation to processing the claims of asylum seekers who arrived illegally in Australian waters and were then transferred to a regional processing country. Both Nauru and PNG have robust refugee determination processes which have been developed with due regard to the UNHCR refugee determination principles and guidelines.

Under each MOU, protection claims are processed in accordance with the laws of the regional processing country. The Australian Government provides a package of assistance to help Nauru and PNG to build their capacity to assess the claims. This includes funding an independent protection claim advice and assistance service, and training and mentoring Nauruan and PNG personnel.

At 30 June 2014 the Government of Nauru reported that around 85 per cent of the 1191 transferees at the Nauru OPC had lodged a protection claim for Nauru assessment. Of these, 99 had been found to be owed protection, 29 had received a negative determination, and 884 were still awaiting an outcome.

The first 13 refugees were settled in the Nauruan community on 20 May 2014. To support their integration and promote independence and self-sufficiency, refugees have access to Nauruan-standard settlement and healthcare services for up to 12 months. Services include accommodation, cultural orientation, education and links to employment opportunities. This was a pioneering achievement for the government of Nauru and a testament to Australia's and Nauru's continuing commitment to regional cooperation.

In April 2014 the PNG Immigration and Citizenship Service Authority began providing initial refugee assessment notices to transferees as a forerunner to final determinations. At 30 June 2014 the government of PNG reported that about 33 per cent of the 1173 transferees at the Manus OPC had lodged a protection claim. Of these, 28 had received a positive initial assessment, 29 had received a negative initial assessment and 331 were still awaiting an outcome. This step marked an important milestone in the PNG refugee determination process before final determinations are handed down.

Reviews

On 23 July 2013 the SBS television programme *Dateline* broadcast a series of allegations about sexual and other serious assaults at the Manus OPC in early-to-mid 2013. The department engaged Mr Robert Cornall AO to independently review the allegations.

Mr Cornall delivered his final report to the department on 30 September 2013 and found that although some allegations were accurate, others were exaggerated or false. He also found that the department and other service providers appeared to have responded appropriately to the various issues and incidents noted in his report. He made six recommendations on possible improvements at the OPC, which the department accepted.

On 19 July 2013 there was a major incident at the Nauru OPC which involved violence and extensive damage to property by some transferees. The incident saw all general accommodation blocks destroyed by fire. Mr Keith Hamburger AM was commissioned to conduct an independent review of the incident and began work in late August 2013.

During the review, Mr Hamburger interviewed more than 30 witnesses, including departmental officers and service providers.

Mr Hamburger's final report was delivered to the department on 8 November 2013. It contained 55 findings with 10 recommendations. The department accepted all recommendations.

From 16 to 18 February 2014 there were a number of serious disturbances on Manus which involved violence, the death of a transferee and property damage to the OPC. A number of people were injured, some seriously, and a number of transferees were arrested by PNG Police. A criminal investigation into the events by PNG Police is continuing.

Mr Cornall was again engaged to conduct an independent review into the events of 16–18 February 2014 and delivered a final report to the department on 26 May 2014. As recommended in the report, the department provided a range of information that Mr Cornall had gathered to the PNG Police to further support criminal investigation of the events. Mr Cornall made 13 recommendations in his report, all of which the department has accepted.

The department, in cooperation with the governments of Nauru and PNG and contracted service providers, has made significant progress in implementing its response to the Cornall Review 2013, the Hamburger Review 2013 and the Cornall Review 2014, and will continue to do so in the next programme year.

The department recognised that the various reviews consistently highlighted a theme of risk management and accountability, and has focused significant effort on defining and managing multi-party risks with regional processing countries and service partners.

Senate inquiry

In response to the violent disturbance at the Manus OPC from 16–18 February 2014, the Senate referred the matter to the Legal and Constitutional Affairs References Committee for inquiry on 5 March 2014.

As part of the inquiry, the department attended the public hearing in June and July 2014, and submitted documents as the committee requested. The Senate inquiry report is scheduled for tabling in September 2014.

Programme 4.4 Foreign fishers

Programme 4.4 consisted of one departmental item:

• Foreign fishers.

There is one administered item under programme 4.4:

• Community and detention services.

Objectives

To advise on, develop and provide a range of support, health and other services for foreign fishers apprehended and detained in Australian territorial waters, which seek to:

• treat people in immigration detention fairly and reasonably within the law

• protect the inherent dignity of people in immigration detention

• ensure minors are only detained in immigration detention facilities for the shortest practicable period

• ensure the availability for immigration processing, legal proceedings, or removal of foreign fishers detained under the Migration Act

• protect the Australian community from foreign fishers who present unacceptable risks to the community

• enable the management of health, identity and security risks to the community arising from foreign fishers

• remove foreign fishers who have no legal right to remain in Australia.[30]

Deliverables

The following reports against the programme 4.4 deliverables as published in the PBS 2013–14 and the PAES 2013–14.

Foreign fishers—deliverables
Deliverable: Provision of support, health and detention services to foreign fishers in immigration detention, in both community and detention environments, in accordance with the objectives and KPI targets for this programme.
Result: The government considers mandatory detention to be an essential component of strong border control and illegal foreign fishers are subject to mandatory immigration detention.
In 2013–14 the department continued to provide foreign fishers with a range of support, health and detention services in community and held detention environments.

30 Change between the PBS 2013–14, p.50, and the PAES 2013–14, p.56. Objectives changed.

All foreign fishers in immigration detention are held in the onshore detention network. They are provided with services which are consistent with the government's policies ensuring the fair and reasonable treatment of all detainees. Services are tailored at each site to manage risks to the community from detainees and to meet the individual circumstances of each detainee.

The services include case management services, health and dental services, personal and official visitors, legal and consular services, non-government oversight bodies, educational programmes including English-language tuition, cultural, recreational and sporting activities, external excursions, specialist counselling services, library services, computer and internet services, religious services, telephone, television and a selection of newspapers in different languages, culturally and nutritionally appropriate meals and snacks, and incidental items for purchase.

Foreign fishers detained in IDFs are given access to health services that are broadly commensurate with those available to Australians through the public health system. Many of these services are provided on-site by qualified practitioners. Detainees have access to community health care practitioners when additional services are required.

The department has monitored the performance of all service providers to ensure that contractual obligations and service delivery standards are being met.

In accordance with government policy, minors are only detained in IDFs as a measure of last resort and for the shortest practicable time.

Deliverable: Provision of policy advice and service design that enables service delivery.

Result: Detention policies (instructions) that underpin service provision in the immigration detention network are located in the Detention Services Manual (DSM). Developing and maintaining these policies is done by consulting internal and external stakeholders to ensure effective service delivery and management of the immigration detention network. The DSM is prepared in accordance with Secretary's instruction 7, which requires that departmental policy instructions must be reviewed regularly.

The provision and delivery of services are also reviewed regularly to ensure they are responsive to the needs of all detainees.

Deliverable: Services to develop, implement and undertake the removal of foreign fishers from Australia.

Result: The department has implemented concurrent processes that help the removal of foreign fishers from Australia. These include confirmation of identity, travel documentation, removal availability assessment and health assessment. These processes help to ensure that foreign fishers can be returned to their country of origin as soon as reasonably practicable. Minors are removed as a priority in line with the department's guidelines for removing minors, including establishing guardianship.

Key performance indicators

The following reports against the programme 4.4 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.[31]

Foreign fishers—key performance indicators

Indicator: Ensure minors are only detained in immigration detention facilities as a measure of last resort and for the shortest practicable period.

Result: Departmental policy states that foreign fisher minors are not at any time to be detained in an IDC for accommodation or immigration processing purposes. Foreign fisher minors are held in an APOD while their case is being finalised.

In accordance with the government's immigration detention policies, no foreign fishers who were known or reasonably suspected to be minors were accommodated in IDCs in 2013–14.

Indicator: Foreign fishers, who have no right to remain in Australia, are to be removed by the department at the earliest practicable opportunity.

Result: Foreign fishers who have no right to remain in Australia are returned to their country of origin as soon as reasonably practicable. In 2013–14, 99 per cent of all foreign fishers detained were removed from Australia and returned to their country of origin. The period of detention, on average, was around 40 days

Table 57: Foreign fishers—key performance indicator

Key performance indicator	2011–12 Actual	2012–13 Actual	2013–14 Target	2013–14 Actual
Percentage of persons in IDCs that are not known to be or are not reasonably suspected to be a minor.	100%	100%	100%	100%

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31 Change between the PBS 2013–14, p.61, and the PAES 2013–14, p.65. Both KPIs changed.

Administered item

Administered item: Community and detention services

Objective: To fund the provision of a range of support, health and detention services in the immigration detention environments that seek to:

- treat people in immigration detention fairly and reasonably within the law
- protect the inherent dignity of people in immigration detention facilities[32]
- ensure minors are only detained in immigration detention facilities as a measure of last resort and for the shortest practicable period
- ensure the availability for immigration processing, or removal, of people detained under the Migration Act
- enable the management of health, identity and security risks to the community arising from foreign fishers.

Deliverable: Provision of support, health and detention services to foreign fishers in immigration detention environments, in accordance with the objectives and KPI targets for this programme.

Result: The department procures support health services for detainees, including foreign fishers, across the range of immigration detention facilities.

During 2013–14 the contracted service providers were:

- Detention services: Serco Australia. Serco's detention services contract for IDCs and APODs was due to expire on 28 June 2014 but was extended to 10 December 2014 to align with the expiry of the contract for IRH and ITA and the procurement process for onshore detention services. Serco's contract for IRH and ITA expires on 10 December 2014.
- Health services: International Health and Medical Services (IHMS). IHMS's contract for health services in Australian detention facilities was due to expire on 13 January 2014 but was extended to 10 December 2014 to align with the expiry of the detention services contracts and the procurement process for onshore detention services.
- UAM and independent observer services: MAXimus Solutions (MAX). MAX's contract was due to expire on 30 June 2013 but was extended to 31 December 2014 to align with the other programmes that will form part of the new SRSS.

The department regularly reviews the performance of contracted service providers and during 2013–14 continued to conduct performance and service delivery audits to ensure the quality and timely provision of contracted services and address performance failures.

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32 Change between the PBS 2013–14, p.66, and the PAES 2013–14, p.70. Second objective new.

Foreign fishers

Objective

This programme manages people in immigration detention who are suspected of breaching Australian fishing laws in Australia's northern waters. It does not apply to foreign fishers intercepted in waters south of Australia.

The department is responsible for providing a range of support, health and detention services while a foreign fisher is in immigration detention. Foreign fishers are provided with the same level of services as other detainees in the onshore detention network.

The department is also responsible for removing foreign fishers to their country of origin as soon as it is reasonably practicable to do so. All foreign fishers who are minors, or are suspected of being minors, are prioritised in the removal process.

Performance

Table 58 shows that there were 171 foreign fishers taken into immigration detention in 2013–14.

At 30 June 2014 there were two foreign fishers in immigration detention. All foreign fishers detained in 2013–14 were placed in accommodation appropriate to their needs.

Table 58:   Foreign fishers taken into immigration detention

Foreign fishers	In	Out	In detention at 30 June 2014
Adults	166	165	1
Minors	5	4	1
Total	171	169	2

Programme 4.5 Regional cooperation and associated activities

Programme 4.5 consisted of one departmental item:

• Regional cooperation and associated activities.

There were five administered items under programme 4.5:

• Regional cooperation and capacity building

• Management and care of irregular immigrants in Indonesia

• Returns and reintegration assistance packages

• Regional support office

• Combating people smuggling—address irregular migration in region.[33]

Objectives

To strengthen the migration and border management capabilities of partner governments by providing advice on the development and provision of a range of support and other services in respect of regional cooperation and associated activities, which seeks to:

• assist the facilitation of *bona fide* people movements while preventing and deterring irregular movements, including people smuggling and trafficking, in countries of origin, first asylum and transit

• support international organisations for the care of irregular migrants intercepted en route to Australia

• provide assistance, training and resources to support, manage and oversee agreed bilateral and multilateral arrangements through the Bali Process regional support office and other measures for the effective management of asylum seekers across the region.[34]

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33 The regional cooperation and associated activities departmental item is reported in the international engagement section in outcome 2 of this report. The Regional Support Office and Combating people smuggling administered items are reported on throughout programme 4.5.

34 Change between the PBS 2013–14, p.51, and the PAES 2013–14, p.57. Last objective changed.

Deliverables

The following reports against the programme 4.5 deliverables as published in the PBS 2013–14 and the PAES 2013–14.

Regional cooperation and associated activities—deliverables
Deliverable: Work collaboratively with international organisations to enhance the capacity of foreign governments to manage migration including through enhancements to legislation, governance and organisational structures, business processes, returns and reintegration assistance, cross-agency coordination mechanisms and policy frameworks, identity management, immigration intelligence initiatives and support for regional forums.
Result: In collaboration with international organisations such as the IOM and the UNHCR, the department funds an extensive range of capacity-building initiatives which strengthen the migration and border management capabilities of partner governments.   The department continues to collaboratively implement initiatives that strengthen regional cooperation on border management and irregular migration through the Bali Process.   The department has also worked with the United Nations Office on Drugs and Crime (UNODC) on a range of enhanced migration management initiatives including data collection and analysis, and capacity-building activities.
Deliverable: Support the regional support office to implement a range of practical initiatives to combat people smuggling, human trafficking and transnational crime.[35]
Result: The department has provided funding to establish and meet the ongoing costs of the regional support office (RSO), including funding the Australian co-manager and the IOM senior policy officer. The department has provided funding for a range of practical initiatives that strengthen cooperation to combat people smuggling, human trafficking and related transnational crime.
Deliverable: Work collaboratively with international organisations to develop policy and services for support and care of irregular migrants intercepted en route to Australia.
Result: The department continues to promote regional cooperation and undertake associated activities through bilateral and multilateral engagement with foreign governments, international organisations, and international consultative forums and processes.   Under the regional cooperation arrangements (RCA), the department funds the IOM to provide food, accommodation, emergency medical assistance, counselling and transport to asylum seekers in Indonesia, Timor-Leste and PNG. Under the RCA, the IOM also provides assistance to people who wish to return voluntarily to their country of origin.   At 30 June 2014 there were 5222 irregular migrants under IOM's care in Indonesia, eight in PNG, and none in Timor Leste.

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35 Change between the PBS 2013–14, p.62, and the PAES 2013–14, p.66. Deliverable changed.

Key performance indicators

The following reports against the programme 4.5 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.

Regional cooperation and associated activities—key performance indicators

Indicator: The capacity of states to manage irregular migration through the region, including that of asylum seekers, is enhanced.

Result: The department undertakes a comprehensive programme of bilateral engagement in the region, designed to enhance the capacity of partner governments to improve border security and manage irregular migration. There is a significant programme of capacity-building activity in the region which is underpinned by formal engagement through immigration working groups.

During 2013–14 the department hosted the inaugural Vietnam-Australia Senior Immigration Management Consultations, the 7th Malaysia-Australia Immigration Cooperation Working Group, a high-level delegation from the Thai Immigration Bureau, and the Australia and New Zealand Immigration Forum. The department also hosted the China Senior Officials Exchange Programme, the Australia and PNG Immigration Forum, and a Middle East Dialogue on Strategic Border Management in Jordan with a range of Middle Eastern and North African countries. The department co-chaired the inaugural Malaysia–Australia Joint Working Group on Transnational Crime, and the second Sri Lanka–Australia Joint Working Group (JWG) on People Smuggling and Other Transnational Crime.

The department continued to cooperate with countries throughout the region to help strengthen border management and controls by:

- providing specialist advice and assistance on border management processes and systems architecture
- facilitating the development of eLearning border training packages to be shared with member states through the Bali Process
- working with countries to strengthen legislation, policy and procedures to deter and disrupt irregular movement of people in the region.

The department facilitated workshops in the Lao People's Democratic Republic, Cambodia and Burma on border programme management and the development of border systems architecture to help address irregular migration. Projects included helping to integrate border checkpoints in Cambodia and providing additional IT capability by sponsoring training in Cambodia and Laos. The department also developed a border management plan with Burma, and provided document examination equipment and training to several countries, including Vietnam. Facial Image Comparison and Immigration Intelligence Cycle eLearning packages are being developed and will be shared with Bali Process members when available.

The department also helps partner countries to develop capacity by arranging formal training and study tours for managers from counterpart agencies. In 2013–14 the department:

- continued to fund postgraduate masters scholarships in public administration, international relations and information technology for Indonesian immigration officials

- hosted an intensive study tour on border management for two Indonesian immigration officers, which was funded courtesy of the Australia Awards Fellowships grants programme

- delivered three courses of the border control agency management programme (BCAMP), a formal three-week training programme that exposes middle managers from Vietnam and the broader Mekong region to best practice in migration management, including the challenges posed by transnational organised crime and the importance of cross-agency communication

- hosted a study tour for middle-level managers from the Vietnamese Immigration Department and Border Guards focusing on Australia's border management capabilities and systems, including the observation of air and seaport operations in Sydney

- helped the Cambodian Department of Immigration to enhance its refugee-status determination capability by delivering training in collaboration with the UNHCR in Cambodia. This was followed up by a mentoring visit to Phnom Penh by a departmental expert. The department also hosted an officer from the Cambodian Refugee Office to further develop skills and knowledge in conducting interviews and assessments to determine refugee status.

The department has continued to work closely with its ASEAN and Bali Process counterparts to combat irregular migration. It conducted workshops on visa integrity, people smuggling and border operations analysis, and undertook a threat and risk desktop exercise.

Indicator: The regional support office is effectively acting as a focal point and coordination point for implementing practical measures to combat people smuggling, human trafficking and transnational crime.[36]

Result: The RSO is actively pursuing a range of initiatives to enhance migration management and protection capacity in the region by coordinating activities, including:

- finalising a research project on enhancing data collection, use and sharing among member states and international organisations of the Bali Process

- continuing the assisted voluntary return support and reintegration (AVRR) project.

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36 Change between the PBS 2013–14, p.62, and the PAES 2013–14, p.66. Indicator changed.

Administered items

Objectives:

- To strengthen the migration and border management capabilities of partner governments.

- To assist the facilitation of *bona fide* people movements while preventing and deterring irregular movements, including people smuggling and trafficking, in our region and in source/transit countries.

- To support international organisations for the care of asylum seekers intercepted en route to Australia.

Deliverables:

- Provide assistance with a strong focus on working in partnership with international organisations to enhance migration management (enhancements to legislation, governance and organisational structures, business processes, cross-agency coordination mechanisms and policy frameworks), identity management and document examination, immigration intelligence initiatives, support for regional forums and English language training.

- Provide support to international organisations for the care of asylum seekers intercepted en route to Australia.

Result: The department continued to work closely with governments and international organisations in the region to deliver an extensive capacity-building programme aimed at strengthening migration and border management capabilities, and combating irregular migration.

Key projects in the Pacific include:

- PNG: capacity-building and technical assistance in developing border management and governance initiatives, including the continued roll-out of the border management system which incorporates visa, movement and alerts processing, and reporting functionality. In addition, the Strongim Gavman programme (SGP) is a whole-of-government engagement programme involving Australian Government agencies that provide advice and assistance to help counterpart PNG agencies develop their capabilities. The programme is intended to establish strong links between Australian and PNG government agencies. The department deploys four SGP advisors on two- to three-year deployments to work with their PNG counterparts to strengthen and support PNG immigration capacity

- Vanuatu: a continuing programme of activities to improve Vanuatu's border management capability

- Solomon Islands: a continuing programme of activities to strengthen border management capability in the Solomon Islands

- Kiribati: support for developing a machine-readable travel-document issuing system.

Key projects in South and North Asia and the Middle East include:

- Sri Lanka: continuing to work with the Sri Lankan Department of Immigration and Emigration to strengthen border management capability by including biometrics at the passport application stage

- Pakistan: providing funding to the UNODC to enhance Pakistan's migration and border management capabilities

- Iraq: continuing partnership with the IOM to assist the Government of Iraq to improve its border and migration management operations and reduce irregular migration.

Key projects in Southeast Asia include:

- Southeast Asia: continuing delivery the BCAMP, demonstrating best practice in governance and organisational processes, cross-agency communication and migration management to middle managers from key partner agencies

- Indonesia:

  - postgraduate masters' scholarships in public administration, international relations or information technology for Indonesian immigration officials

  - funding the IOM to maintain a network of outreach offices in Indonesia to help the Indonesian Government to monitor migration flows, coordinate responses to irregular migration activity, and ensure suitable treatment of intercepted irregular migrants

  - supporting, through the IOM, improvements to Indonesia's IDC network

  - funding the UNHCR to deliver increased registration, refugee status determination and resettlement activities, including community services and counselling support to people of concern with specific needs

- Timor-Leste: supporting the Migration Service of Timor-Leste in developing border management systems and processes.

Under the RCA, the department funds the IOM to provide food, accommodation, emergency medical assistance, counselling and transport to asylum seekers in Indonesia, Timor-Leste and PNG. Under the RCA, the IOM also helps people who wish to return voluntarily to their country of origin. At 30 June 2014, 5222 people in Indonesia were receiving IOM support under the RCA.

The department also continued its comprehensive and targeted training programmes for immigration and border agencies throughout Asia, the Pacific and the Middle East. Training is designed to increase the capacity of foreign government officials in specific areas of migration management including:

- document examination equipment and training for front-line immigration officers in airports and at land borders to help deter irregular migration by enabling these officers to confidently and accurately detect fraudulent travel documentation

Administered item: Regional cooperation and capacity building *continued*

- facial image comparison training for front-line immigration officers at airport and land borders to help detect impostors
- training in intelligence analysis to boost agencies' capacity to capture data and analyse and report on trends in irregular migration. This training also facilitates the exchange of intelligence information about irregular arrivals between Australia and foreign governments
- Australia-based and in-country English-language training programmes to help officers from counterpart immigration agencies to develop a working level of English so they can conduct immigration enquiries, and better detect irregular people movements, people trafficking and fraudulent documents:
  - immigration officials from Timor-Leste, Indonesia, Laos, Cambodia, Burma, Sri Lanka, Thailand and Vietnam received English-language training in Australia
  - in-country training was undertaken in Timor-Leste, Laos, Cambodia, Thailand and Vietnam.

Administered item: Management and care of irregular immigrants in Indonesia

Objectives:

- Strengthen regional cooperation arrangements in Indonesia to support international organisations to provide for asylum seekers who are intercepted in Indonesia en route to Australia.
- Provide training and support to Indonesian immigration officials, in particular on the management of intercepted asylum seekers in line with international human rights standards.

Deliverables:

- Asylum seekers are provided with appropriate support.
- Training sessions conducted for Indonesian immigration officials.

Result: Not reported on because no funding received in the 2013–14 financial year.

Administered item: Returns and reintegration assistance packages

Objective: The primary objective is to provide support for the returnee to rebuild their life in the country of return and to reduce the risk of further irregular migration.

Deliverable: IOM will develop and deliver reintegration assistance tailored to the needs of the individual.

Result: Reintegration assistance is designed to help returnees to rebuild their lives and to reduce the risk of further irregular migration. The IOM maintains contact with returnees for up to 12 months to monitor their situations.

The number of people who returned to their home country with reintegration assistance increased significantly in 2013–14. The number of clients returned with reintegration assistance was 1127 compared with 272 in 2012–13.

Outcome

5

Equitable economic and
social participation of migrants
and refugees, supported
through settlement services,
including English language
training, refugee settlement,
case coordination, translation
services, and settlement policy
advice and programme design.

Programme 5.1 Settlement services for migrants and refugees

Under the Administrative Arrangements Order (AAO) issued on 18 September 2013, the majority of this outcome was transferred to the Department of Social Services (DSS), with the adult migrant English programme (AMEP) transferring to the Department of Industry (DOI).[37]

The Department of Immigration and Border Protection (DIBP) retained responsibility for the translating and interpreting service (TIS), Refugee Council of Australia (RCOA) resources, and the supervision and settlement of unaccompanied humanitarian minors (UHMs) under outcome 5. This section reports on the deliverables and key performance indicators for programme 5.1 as published in the DIBP *Portfolio Budget Statements 2013–14* (PBS) and *Portfolio Additional Estimates Statements 2013–14* (PAES).

During 2013–14 the RCOA functions under programme 5.1 were managed by the Refugee, Humanitarian and International Policy Division, UHM functions were managed by the Community Programmes and Children Division, and TIS functions were managed by the Visa and Offshore Services Division.

Outcome 5 settlement service functions transferred to DSS and can be seen in its PAES 2013–14 under outcome 9 on pp.105–106. Outcome 5 AMEP functions transferred to DOI and can be seen in its PAES 2013–14 under programme 5.3 on p.56.

Strategy

Following the AAO, DIBP retained one of the six strategies identified in the PBS.

To achieve this outcome DIBP will:

• provide translating and interpreting services.[38]

The remaining five strategies were transferred to DSS and DOI.[39]

Following the AAO, DIBP retained two of the seven administered items supporting this outcome:

• The grant to the Refugee Council of Australia (RCOA) for advice on the views of the refugee and humanitarian non-government sector on the Australian Humanitarian Programme and its related impact on settlement processes.

• Supervision and settlement of unaccompanied humanitarian minors (UHMs).

The remaining administered items were transferred to DSS and DOI.[40]

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37 Change between the PBS 2013–14, p.69, and the PAES 2013–14, p.73. AAO changes reported.
38 The PBS 2013–14, p.79, and the PAES 2013–14, p.83 refer.
39 The PBS 2013–14, p.69, and the PAES 2013–14, p.73 refer.
40 The PBS 2013–14, p.70, and the PAES 2013–14, p.74 refer.

Overview

The translating and interpreting service, TIS National, delivered phone and on-site interpreting services to improve access to the department's interpreting services for non-English speakers as well as other Australian Government agencies, non-government organisations (NGOs), service providers and private businesses. TIS National also administered a free document translating service for eligible clients on behalf of DSS.

Major achievements

In June 2013 TIS National launched a new website (www.tisnational.gov.au) designed to deliver better access and equity to clients and non-English speakers. The website provides non-English speakers with information in their native language and enables agencies and businesses to conveniently gain access to information and services to communicate with their non-English-speaking clients.

The website plays an important role helping government departments and agencies to fulfil the access and equity obligations outlined in their agency multicultural plans (AMPs). These AMPs ensure government programmes and services respond to the needs of the nation's culturally and linguistically diverse population.

The website continues to be developed to enrich TIS National's online services, which will include an automated online booking request and allocation system.

TIS National implemented a new Telstra Internet Protocol Telephony platform in June 2014, enhancing its ability to provide more phone interpreting services and improve business continuity practices. The new platform provides increased access to both operator-assisted and automated telephone services, with additional multilingual features to be introduced in the future.

Following the AAO, the UHM service delivery network, previously supported by DIBP settlement officers based in all state and territory offices and settlement programmes and services not retained by the department, was consolidated into a successful 'hub model' established within the Victorian state office.

Table 59: Outcome 5 financial resource summary 2013–14

	Budget[a] 2013–14 $'000	Actual expense 2013–14 $'000	Variations 2013–14 $'000	Budget estimate 2014–15 $'000
Outcome 5: Equitable economic and social participation of migrants and refugees, supported through settlement services, including English language training, refugee settlement, case coordination, translation services, and settlement policy advice and programme design.[41]				
Programme 5.1: Settlement services for migrants and refugees				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	116,928	120,211	3,283	19,311
Departmental expenses:				
(Appropriation Acts 1 and 3)and revenue from independent sources (s. 31 FMA Act)	70,962	64,558	(6,404)	42,483
Expenses not requiring appropriation in the budget year[b]	4,430	5,341	911	3,265
Total expenses for outcome 5	192,320	190,110	(2,210)	65,059
Average staffing level (number)	376	370	-6	217

a The 2013–14 budget represents the estimated actual expenses published in the PBS 2014–15.

b Expenses not requiring appropriation in the budget year are expenses relating to depreciation, amortisation and write down/impairment of assets

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41 Change between the PBS 2013–14, p.69, and the PAES 2013–14, p.73. Following the AAO of 18 September 2013, the majority of this outcome was transferred to the DSS, with the AMEP transferring to DOI.

Programme 5.1 Settlement services for migrants and refugees

Following the AAO of 18 September 2013, DIBP retained four of the eight departmental items under programme 5.1:

- TIS—on-site interpreting
- TIS—telephone interpreting.

The remaining departmental items were transferred to DSS and DOI.[42]

Following the AAO, DIBP retained two of the six administered items under programme 5.1:

- Grant to Refugees Council of Australia (RCOA).
- Supervision and welfare for unaccompanied humanitarian minors.

The remaining administered items were transferred to DSS and DOI.[43]

All key performance indicators were transferred to DSS, therefore no KPIs will be reported for outcome 5.

Objectives

Following the AAO of 18 September 2013, DIBP retained one of the three objectives under programme 5.1.

- Ensure that services are responsive and accessible, and eligible client groups are able to access services as appropriate.[44]

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42 The PBS 2013–14, p.73, and the PAES 2013–14, p.77 refer.
43 Ibid.
44 The PBS 2013–14, p.72, and the PAES 2013–14, p.76 refer.

Deliverable

The following reports against the programme 5.1 deliverable as published in the PBS 2013–14 and the PAES 2013–14.

Settlement services for migrants and refugees—deliverable
Deliverable: Supervision and settlement of UHMs.
Result: A UHM is an unaccompanied minor who has been found to be a refugee under Australia's offshore Humanitarian Programme or has been granted a permanent Protection visa in Australia. UHMs include minors who fall under the Minister's guardianship under the *Immigration (Guardianship of Children) Act 1946* (IGOC Act) as well as minors living with relatives or community links, depending on their state/territory of residence. Throughout 2013–14 the Australian Government and state and territory governments worked together to oversee the national delivery of the UHM programme including providing assistance, support and advocacy in relation to UHMs' welfare, settlement and transition to adulthood. In 2013–14 the department conducted a procurement process to seek new service providers for the programme and has now contracted new providers in Melbourne, Sydney, Brisbane and Adelaide. The UHM programme began providing care and welfare support to eligible unaccompanied minors found to be owed Australia's protection and granted a substantive temporary visa, such as the Temporary Humanitarian Concern or Temporary Humanitarian Stay visa.

Administered items

Administered item: Grant to Refugee Council of Australia
Objective: Provide a grant to the RCOA for advice on the views of the refugee and humanitarian non-government sector on the Humanitarian Programme, including resettlement and onshore protection, and humanitarian settlement issues.
Deliverable: Funding agreement meets government objectives.
Result: In 2013–14 RCOA continued its role as the peak organisation representing the views of more than 125 member organisations that are involved in refugee and humanitarian issues. As the peak body, RCOA engaged constructively with a number of government agencies to ensure those agencies were made aware of the issues affecting the successful settlement of refugees and asylum seekers, and that accurate and factual information on government policies and services is disseminated to the wider community through its member organisations. RCOA was an active participant on government consultative forums, including the biannual DIBP–NGO Dialogue and the Onshore Protection Consultative Group, as well as at meetings with senior departmental executives on a range of matters including the Humanitarian Programme, changes to onshore protection policies, and issues relating to detention policies and practice. RCOA was regularly involved in forums run by other government agencies, including the Department of Human Services (DHS) and DSS. In relation to international engagement on resettlement the RCOA, as the Australian NGO focal point, actively participated in the Annual Tripartite Consultations on Resettlement and promoted Australia's expertise as an experienced resettlement country.

Administered item: Supervision and welfare for unaccompanied humanitarian minors (UHMs)
Objective: To have in place guardianship, monitoring and settlement support arrangements for UHMs until they reach 18 years of age or otherwise exit the programme.
Deliverable: Supervision and settlement of UHMs.
Result: The UHM programme delivered accommodation, care, welfare and settlement services to UHMs and unaccompanied minors (UAMs) on substantive temporary visas (such as the Temporary Humanitarian Concern or Temporary Humanitarian Stay visa) throughout 2013–14. At 30 June 2014, there were 390 minors in the programme.

Translating and interpreting services— on-site interpreting

Objective

TIS National arranges for interpreters to attend face-to-face appointments when using a telephone interpreter is not suitable to enable accessible, high-quality communication between people who do not speak English, and agencies and businesses that need to communicate with their non-English-speaking clients.

The service is used by the department's clients as well as by government agencies, NGOs, service providers and private businesses. On-site interpreting services can be arranged for any location in Australia subject to interpreter availability.

New technology enhancements will soon allow clients and interpreters to manage their on-site booking requests through a new, web-based automated booking service. The new service will provide more service channel options for clients to access TIS National's on-site interpreting services.

Case study

New TIS National website

The department's commitment to helping Australians better understand one another was given a big boost in June 2013 when the national translating and interpreting service, TIS National, launched a new website (www.tisnational.gov.au) to improve access and equity to non-English-speaking clients.

TIS National provides interpreting services for people who do not speak English and for agencies and businesses that need to communicate to their non-English-speaking clients. It provides information in a range of languages as well as access to more than 2600 interpreters across Australia who between them speak a total of 160 languages and dialects.

TIS National also helps other Australian Government agencies to meet their access and equity obligations to ensure that government programmes and services meet the needs of Australia's culturally and linguistically diverse population.

The new website offers tailored frequently asked questions in 19 languages that help clients to gain better access to services and work with interpreters. Languages comprise Arabic, Dari, Greek, Italian, Khmer, Korean, Nepali, Pashto, Farsi (Persian), Russian, Serbian, Simplified Chinese, Somali, Spanish, Tamil, Traditional Chinese, Turkish, Urdu and Vietnamese.

The website also provides agencies and businesses with TIS National news and a range of new online tools, including improved electronic forms and calculators to help them more easily gain access to services and communicate with their non-English-speaking clients.

A voice-prompted phone service—ATIS Voice—is also available, which enables callers to connect with an interpreter automatically, without help from a contact centre operator.

'TIS National is committed to providing innovative, cost-effective and readily available services in line with the government's digital first strategy,' TIS National director, Trevor Neroy, said. 'We are developing new ways to deliver language services relevant to the Australian community.

'The website continues to be developed to enrich TIS National's online service offering, which will include an automated online booking request and allocation system in October 2014,' Trevor said.

'Developing new digital service channels will enhance TIS National's capability to provide more interpreting services to the Australian community. A diversified service offering will allow clients to select their preferred method or mix of channels to better access interpreting services.'

Photo: Departmental officer Laura Geisler Watson tries out TIS National's new website in Melbourne.

Performance

In 2013–14 TIS National experienced a 12.1 per cent growth in the number of on-site interpreting services delivered and provided 81,823 services. Figure 12 represents the number of on-site interpreting services provided by TIS National during previous financial years.

A significant portion of this increase can be attributed to a marked growth in demand in the health sector for the provision of on-site interpreters.

There was a significant increase in demand for on-site interpreting services in recently introduced community languages where accreditation by the National Accreditation Authority for Translators and Interpreters (NAATI) is not available.

The number of on-site services performed by NAATI-accredited or recognised interpreters remained stable in 2013–14, and represented 81.1 per cent of all on-site services provided.

TIS National continues to work with its interpreters to improve their credentials through collaboration with NAATI to establish new language testing panels, the interpreter improvement scholarship and sponsorship programme, and other initiatives. The 10 languages most in demand for on-site services were (in descending order): Arabic, Farsi (Persian), Vietnamese, Mandarin, Dari, Tamil, Turkish, Nepali, Hazaragi and Cantonese.

Figure 12: On-site interpreting
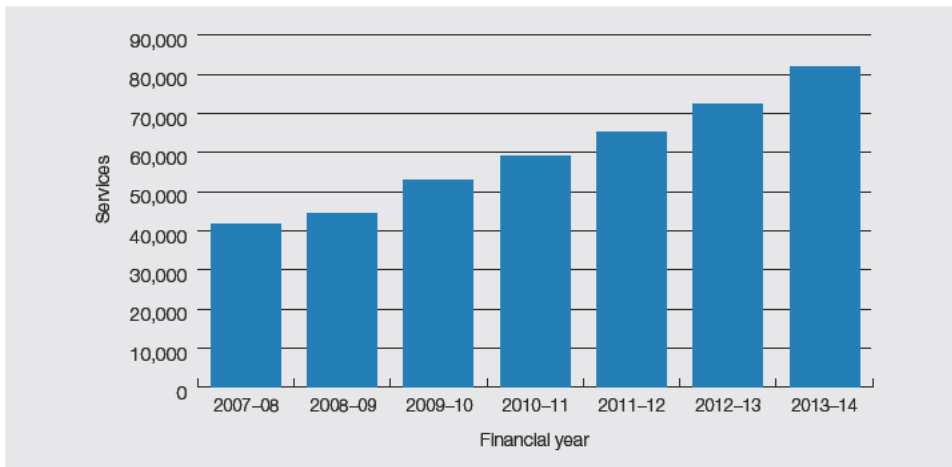
Translating and interpreting services—telephone interpreting

Objective

TIS National provides immediate telephone interpreting, automated telephone interpreting and pre-booked telephone interpreting to enable accessible, high-quality communication between people who do not speak English and agencies and businesses that need to communicate with their non-English-speaking clients.

The service is used by the department's clients as well as government agencies, NGOs, service providers and private businesses.

TIS National provides access to immediate telephone interpreters 24 hours a day, every day of the year. The service facilitates three-way conversations between English-speaking and non-English-speaking parties and an interpreter through the use of a national phone number (131 450). People who do not speak English can also directly request interpreting services using this number.

TIS National also provides an automated voice-prompted telephone interpreting service, ATIS Voice. ATIS Voice allows English-speaking clients to access an immediate telephone interpreter without assistance from a TIS National operator 24 hours a day, every day of the year. The number of languages available through ATIS Voice will be expanded in 2014–15.

TIS National also provides priority lines for emergency services and medical practitioners.

Performance

In 2013–14 TIS National provided more than 1.4 million services, a 38.1 per cent increase on the number of services provided in 2012–13. Figure 13 represents the number of telephone interpreting services provided by TIS National during previous financial years. It is important to note that the number of services provided in 2012–13 was abnormally lower due to a major disruption to all services caused by an electrical fire in the TIS National office in August 2012.

Non-English-speaking clients directly initiated 47.1 per cent of requests for an immediate telephone interpreter.

The 10 languages most in demand for telephone services were (in descending order): Mandarin, Farsi (Persian), Arabic, Vietnamese, Tamil, Hazaragi, Korean, Cantonese, Dari and Turkish.

Figure 13: Telephone interpreting
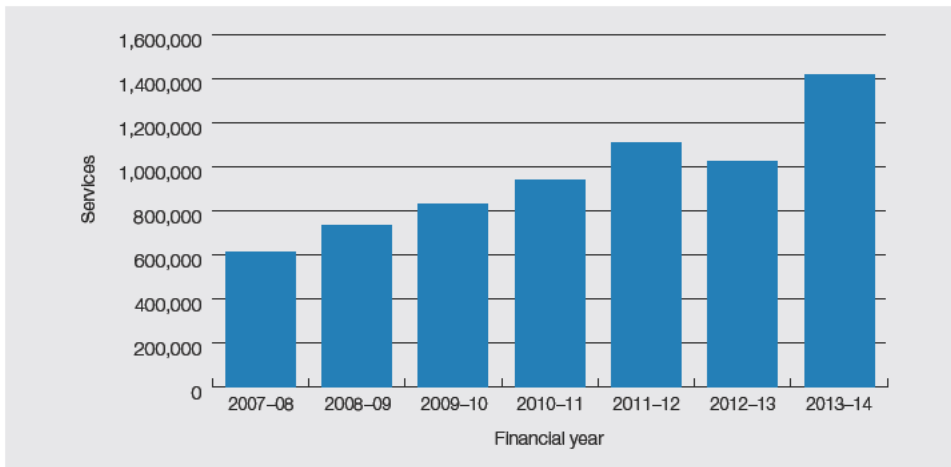
Outcome

6

A cohesive, multicultural Australian society through promotion of cultural diversity and a unifying citizenship, decisions on citizenship status, and multicultural and citizenship policy advice and programme design.

Programme 6.1 Multicultural and citizenship services

Under the Administrative Arrangements Order (AAO) of 18 September 2013, the multicultural affairs function transferred to the Department of Social Services (DSS).

The Department of Immigration and Border Protection retained responsibility for citizenship services under outcome 6. This section reports on the deliverables and key performance indicators for programme 6.1 as published in the *Portfolio Budget Statements 2013–14* (PBS) and *Portfolio Additional Estimates Statements 2013–14* (PAES).

During 2013–14 citizenship functions under programme 6.1 were managed by the Migration and Citizenship Policy (MCP) Division.

Outcome 6 multicultural affairs functions transferred to DSS can be seen in its PAES 2013–14 under outcome 10 on pp.107–108.

Strategy

To achieve this outcome, the importance of respect, fairness, inclusion and a sense of belonging in a culturally diverse society and the value of Australian citizenship will be promoted.

Following the AAO, DIBP retained the following strategies under this outcome:

• To ensure that citizenship policies and procedures support the objectives of Australia's citizenship law.

• To implement Australian Government policy in relation to Australian citizenship.

• To encourage the community to value citizenship.

• To promote the acquisition of Australian citizenship.

The remaining strategy—promote the benefits of a united and diverse Australia— was transferred to DSS.[45]

Following the AAO, DIBP retained two of the nine departmental items and will report on these through:

• a communication strategy that promotes the value of Australian citizenship

• lawful decision-making in accordance with Australian citizenship legislation.

• The remaining departmental items were transferred to DSS.[46]

Following the AAO, DIBP retained no administered items.[47]

All administered expenses were transferred to DSS.[48]

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45 The PBS 2013–14, p.78, and the PAES 2013–14, p.82 refer.
46 The PBS 2013–14, pp.78–79, and the PAES 2013–14, pp.82–83 refer.
47 The PBS 2013–14, p.79, and the PAES 2013–14 p.83 refer.
48 Ibid.

Overview

In 2013–14 the department continued to:

- administer the Australian citizenship programme as a unifying element of Australia's multicultural society

- develop and implement strategies to facilitate the lawful, efficient and effective delivery of the Australian citizenship programme

- promote the value of Australian citizenship to prospective new citizens and the broader community.

Major achievements

A record number of 163,017 people took the final step in their migration journey and became Australian citizens in 2013–14. This was a particular achievement given that 2014 marked the 65th anniversary of Australian citizenship. On Australia Day 2014, another record number of 17,863 people from 155 countries made the pledge at 396 citizenship ceremonies across the country. This significant increase in people becoming citizens was the result of the department's strong performance in managing an increased application rate in 2013–14. The department succeeded in finalising 74.8 per cent of conferral applications within the service standard, an increase of 11.9 per cent over the previous year.

Also coinciding with the 65th anniversary of Australian citizenship, the department administered its 650,000th citizenship test.

The department established an agreement with the Department of Human Services (DHS) to provide citizenship testing services in regional Australia and in 2013–14 rolled out services to 29 DHS offices across the country. This innovative partnership gave a large number of Australian residents living outside capital cities a better opportunity to attend citizenship test appointments.

Challenges

Interest in acquiring Australian citizenship remained high in 2013–14, with the application rate for citizenship by conferral 10.1 per cent higher than the previous year and 45.9 per cent higher than 2011–12. To meet the resulting increased demand for citizenship ceremonies, the department provided support to local councils in areas of high demand by offering additional ceremonies to enable clients to become Australian citizens.

Table 60: Outcome 6 financial resource summary 2013–14

Outcome 6: A cohesive, multicultural Australian society through promotion of cultural diversity and a unifying citizenship, decisions on citizenship status, and multicultural and citizenship policy advice and programme design.[49]

	Budget[a] 2013–14 $'000	Actual expense 2013–14 $'000	Variations 2013–14 $'000	Budget estimate 2014–15 $'000
Programme 6.1: Multicultural and citizenship services				
Administered expenses:				
Ordinary annual services (Appropriation Acts 1 and 3)	489	2,151	1,662	-
Departmental expenses:				
(Appropriation Acts 1 and 3) and Revenue from independent sources (s. 31 FMA Act)	67,488	70,973	3,485	60,025
Expenses not requiring appropriation in the budget year[b]	11,595	5,873	(5,722)	5,241
Total expenses for outcome 6	79,572	78,997	(575)	65,266
Average staffing level (number)	500	529	-29	465

a   The 2013–14 budget represents the estimated actual expenses published in the PBS 2014–15.

b   Expenses not requiring appropriation in the budget year are expenses relating to depreciation and amortisation.

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49 Following the AAO of 18 September 2013, the majority of this outcome was transferred to the DSS. Change between the PBS 2013–14, p.78, and the PAES 2013–14, p.82.

Programme 6.1 Multicultural and citizenship services

Following the AAO of 18 September 2013, the department retained two of the three departmental items under programme 6.1:

• Decision on citizenship status

• Promoting the value of Australian citizenship.

The remaining departmental item was transferred to DSS.[50]

There were three administered items under programme 6.1 and all three items were transferred to DSS.[51]

Objectives

Following the AAO, DIBP retained two of the three objectives under programme 6.1. These are:

• efficient and effective delivery of the Australian citizenship programme in line with Australia's citizenship law and government policies

• promoting the value of Australian citizenship.

Deliverables

The following reports against the programme 6.1 deliverables as published in the PBS 2013–14 and the PAES 2013–14.

Multicultural and citizenship services—deliverables
Deliverable: Deliver lawful citizenship decisions under Australian citizenship legislation.
Result: In 2013–14 a total of 213,885 decisions were made on client applications for citizenship by conferral or descent and resumption of citizenship. To ensure the delivery of lawful citizenship decisions, the department provided training on citizenship law and policy to 213 citizenship officers.   Policy support was provided to decision-makers through the citizenship helpdesk, and the Australian Citizenship Instructions were amended twice to provide further guidance on decision-making, especially on the following topics: the best interests of the child, determining whether a parent-child relationship exists, and defining 'responsible parent' under the *Australian Citizenship Act 2007*.

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50 The PBS 2013–14, p.82, and the PAES 2013–14, p.86 refer.
51 Ibid.

Deliverable: Continue to provide a communication strategy that promotes the value of Australian citizenship and encourages eligible non-citizens to become Australian citizens.

Result: The department continued to promote the value of Australian citizenship in 2013–14, resulting in Australian citizenship being conferred on a record number of 163,017 people across Australia during the year.

Targeted media strategies resulted in strong, positive media coverage across press, radio and television focused on key celebrations including Australia Day (26 January 2014), which experienced a 48 per cent increase in media coverage over the previous year.

The year-long celebrations marking the 65th anniversary of Australian citizenship were launched on 26 January 2014, supported by a social media strategy incorporating a dedicated hashtag (#AusPledge), activities on the department's social media channels (ImmiTV, Facebook, Instagram, migration blog) and a publicly accessible eCard.

A targeted communication campaign to motivate key stakeholders (including government departments, local government, community organisations, schools and aged care facilities) to participate in Australian Citizenship Day on 17 September 2013 resulted in a 66 per cent increase in community event registrations and a 71 per cent increase in affirmation product orders through the citizenship website compared with 2012.

Key performance indicators

The following reports against the programme 6.1 key performance indicators as published in the PBS 2013–14 and the PAES 2013–14.

Multicultural and citizenship services—key performance indicators

Indicator: Percentage of refusal decisions for Australian citizenship overturned through an appeal process is less than 1 per cent.

Result: Less than 1 per cent of refusal decisions for conferral, descent and resumption applications were overturned at review.

Indicator: Percentage of client conferral applications decided within service delivery standards is 80 per cent.

Result: The service delivery standard for conferral applications is to decide 80 per cent of applications within 60 calendar days of lodgement. In 2013–14, 74.8 per cent of applications were decided within the service standard.

Indicator: Increased awareness of, and interest in, Australian citizenship— visits to the Citizenship Wizard reaches 300,000.

Result: In 2013–14, there were 361,169 visits to the department's online Citizenship Wizard, compared with 380,245 in 2012–13. A total of 407,331 phone calls to the Citizenship Information Line were answered by an information officer compared with 432,040 in 2012–13.

Decision on citizenship status

3

Objective

The item 'Decision on citizenship status' provides for the administration of Australian citizenship law and policy. In particular, this is managed through decisions on applications for citizenship by conferral, descent, adoption under full and permanent Hague Convention arrangements, and resumption. It is also managed through applications for evidence of citizenship and renunciation of citizenship.

In addition, this item includes arrangements for conferring citizenship and provides citizenship information services.

Performance

In 2013–14, 213,885 decisions were made on client applications for citizenship status by conferral, descent and resumption, compared with 178,826 in 2012–13. This represents an increase of 19.6 per cent and was largely the result of more people applying for citizenship following large migration programmes over recent years. The overall approval rate of applications for conferral (approved decisions) was 82.6 per cent in 2013–14 (Table 61).

The total number of people on whom citizenship was conferred in 2013–14, details of their former nationality/citizenship, and the country in which they were ordinarily resident before entering Australia is outlined in Appendix 5.

Table 61:   Outcomes of citizenship applications 2011–12 to 2013–14

Citizenship outcome	Results		
	2011–12	2012–13	2013–14
People approved for conferral of Australian citizenship	95,776	137,062	158,870
People issued with Certificates of Evidence of Australian citizenship	18,942	18,417	16,228
People registered as Australian citizens by descent	18,718	19,075	19,471
People resuming Australian citizenship	191	234	229
People registered as losing Australian citizenship[a]	240	463	327

a   Loss statistics include renunciation of Australian citizenship.

Case study

Regional locations no barrier on road to citizenship

From Bunbury to Bundaberg, South Hedland to Shepparton, it is now easier for regional clients across the country to sit their citizenship tests locally, thanks to a new partnership between the Department of Immigration and Border Protection (DIBP) and the Department of Human Services (DHS).

The partnership was formed in 2013–14 and has expanded citizenship services in regional Australia, making it easier for residents outside capital cities to sit a citizenship test.

Under the new outreach model, DIBP now refers regional clients to DHS sites, such as Centrelink and Medicare offices, for citizenship test appointments. These offices verify the identity of clients who want to apply for Australian citizenship and facilitate interviews and tests locally. DIBP then decides on the citizenship application.

Previously, DIBP staff would periodically travel to regional areas and use Centrelink and Medicare offices to deliver citizenship tests to clients. However, this approach was demand-driven and clients often had to wait until a sufficient number of applications had been lodged in their area for a visit to occur.

DIBP and DHS had a trial of the new regional delivery model in 2012 with outstanding success—clients surveyed during the trial period were strongly in favour of more regular appointments being available.

'Interviews with DHS staff also found they were very positive about the project and felt a strong sense of contributing to the promotion of Australian citizenship,' citizenship programme management officer Elizah Abdul-Hamid said.

The new model was progressively rolled out during 2013–14 and became fully operational in June 2014. More than 270 appointments are now available each week across 29 regional and remote centres.

As well as being more efficient, the new service delivery model also provides a more streamlined, consistent, regular, weekly service to regional clients, and removes workplace health and safety risks involved with DIBP officers travelling long distances, often with computing equipment and client files.

'The DIBP–DHS citizenship service delivery partnership is a positive example of working collaboratively with other government agencies to find more efficient ways of doing our business,' Elizah said.

The department continues to closely monitor application patterns and should a viable level of demand emerge, it will consider further locations in consultation with DHS.

For more information on the citizenship test, visit www.citizenship.gov.au/learn/cit_test/.

Photo: DHS officers now conduct regional citizenship tests for DIBP.

Citizenship computer-based test outcomes

Outcomes of the Australian citizenship computer-based test administered during 2013–14 were as follows:

- 121,304 clients sat the Australian citizenship test

- 119,084 clients (98.2 per cent) passed the test

- 155,385 tests were administered, including re-sittings where clients did not pass the test on their first attempt.

Citizenship course-based test outcomes

The citizenship course-based test continued to meet its objectives of providing an alternate pathway to citizenship for vulnerable clients who face disadvantage in meeting citizenship test requirements.

In 2013–14, 42 courses were delivered by relevant adult migrant English programme service providers in metropolitan Adelaide, Brisbane, Melbourne, Sydney and Perth.

Table 62 shows the total number of clients enrolled in the course (788). Of these, 746 clients (95 per cent) passed the course-based test, 37 clients failed the course-based test (5 per cent) and five clients (1 per cent) withdrew from the course-based test.

Table 62:   Citizenship course-based test outcomes

Number of clients[a]	2013–14
Enrolled	788 (100%)
Passed the course	746 (95%)
Failed the course	37 (5%)
Withdrew from the course	5 (1%)

a   Percentages of components do not tally to 100 per cent due to rounding.

Promoting the value of Australian citizenship

Objective

The department undertakes a range of communication and public relations activities to promote the value of Australian citizenship and to encourage eligible non-citizens to acquire citizenship.

Performance

Australian Citizenship Day, 17 September 2013

Australian Citizenship Day 2013 saw around 2250 new citizens from 92 countries conferred at 46 citizenship ceremonies hosted by the department and local councils at venues around the country, including Tasmania's Museum of Old and New Art, Government House Darwin, Perth Town Hall and Parramatta Riverside Theatre.

The then Governor-General, Dame Quentin Bryce AD CVO, presided at a ceremony for 100 conferees at the National Arboretum, Canberra, staged in partnership with the Australian Capital Territory Government as a Centenary of Canberra event.

In 2013 the department implemented a targeted communications and media campaign to encourage key stakeholders to participate in the celebrations and incorporate the Australian citizenship affirmation into their events. This resulted in an increase of 66 per cent in community event registrations and an increase of 71 per cent in affirmation product orders through the citizenship website, compared with 2012.

Media coverage of the day was very positive, with 48 newspaper articles and 39 television and radio reports received during the campaign period. Social media channels used included YouTube, Instagram, Twitter, Facebook and Storify promoting the hashtag #AustCitzDay.

65th anniversary of Australian citizenship (1949–2014)

Australia Day 2014 launched the year-long celebrations marking the significant milestone of 65 years of Australian citizenship.

On 26 January 1949 the *Nationality and Citizenship Act 1948* came into effect, creating the new status of Australian citizen. Before this most people living in Australia were known as British subjects. This important piece of legislation meant that for the first time we could truly call ourselves Australians.

The 65th anniversary is an opportunity to promote the value of citizenship and celebrate the role of citizenship in shaping modern Australia. The anniversary celebration is a key theme for citizenship activities throughout the year and is featured in media releases, speeches and a message by the Minister for Immigration and Border Protection, the Hon Scott Morrison MP, to promote the citizenship ceremonies held on Australia Day. A 65th anniversary logo was also developed and applied to citizenship products such as banners, commemorative certificates, programmes, posters, websites and social media.

The year-long social media campaign includes *The Pledge*—a video mini-series providing insight to the citizenship journeys of Australians from different walks of life, including celebrity chef Miguel Maestre and synchronised swimming star Aoife McCann.

Mr Niels-Jorgen Toxvaerd from Denmark, a conferee who celebrated his 65th birthday on Australia Day 2014, cut the 65th anniversary cake alongside Prime Minister Tony Abbott and then Governor-General Quentin Bryce at the Canberra citizenship ceremony.

Australia Day, 26 January 2014

Australia Day continues to be the most popular day of the year for citizenship conferrals. Australia Day 2014 saw citizenship conferred upon a record number of 17,863 new citizens from 155 countries at 396 citizenship ceremonies.

Prime Minister Tony Abbott presided at the National Flag Raising and Citizenship Ceremony in Canberra, his first citizenship ceremony since becoming Prime Minister. Dame Quentin Bryce led the Australian citizenship affirmation at the Canberra ceremony, her last official citizenship engagement before her term as Governor-General concluded in March 2014.

The Minister presided at two ceremonies in Sydney, one at Sutherland Entertainment Centre and the other at the National Maritime Museum, Darling Harbour.

Australia Day citizenship ceremonies were strongly supported by the department's citizenship stakeholders including local government councils, sporting organisations (the Australian Football League, Football Federation Australia, Cricket Australia and the Australian Baseball League) and community organisations (Rotary, Lions and Apex clubs, and the Kensington Street Festival). These partnerships played an important role in engaging the community.

Stakeholder and community engagement

The department conducted a range of stakeholder and community engagement activities to promote the value of Australian citizenship, encourage eligible non-citizens to apply and to provide support to key stakeholders, and encourage use of Australian citizenship resources.

Liaison with local government councils continued throughout the year and at the Australian Local Government Association National General Assembly in Canberra in June 2014.

The department also built on successful partnerships with sporting organisations, scouts and schools.

The department continued to work with the National Australia Day Council to promote the value of Australian citizenship by sponsoring Australia's Local Hero Award, one of the four categories of the Australian of the Year Awards, and to promote use of the Australian citizenship affirmation on Australia Day.

Australia's Local Hero Award

In 2013–14 the department again sponsored Australia's Local Hero Award, a category of the Australian of the Year Awards, to acknowledge the extraordinary contributions made by Australians in their local community and to promote the value of Australian citizenship. The department has sponsored the award since its inception in 2003.

Australia's Local Hero for 2014 is children's charity founder Mr Tim Conolan, from Victoria. Mr Conolan established TLC for Kids in 1998 with the goal of ensuring that every child in hospital in Australia would have the emotional and practical support required. To date the charity has helped more than four million sick children and their families across the country.

Part 4

Management and accountability

Corporate governance

Statement of main governance practices

The Department of Immigration and Border Protection has responsibility for administering legislation, policy development, programme management and service delivery, and conducting investigation, enforcement and compliance activities. The breadth of these responsibilities makes it essential that the department has a clear framework for its governance and decision-making processes, and that roles and responsibilities are delineated to ensure it can meet its objectives effectively and efficiently.

The department's management structure includes the Executive Committee and four key governance committees (Figure 14). In late 2013 the department introduced some strategic changes to its organisational and governance structures to help key committees make informed, evidence-based, risk-focused decisions. The changes included the establishment of a Portfolio Investment Office (PIO), an Enterprise Programme Management Office (EPMO) and three business capability boards.

Governance structure

The governance bodies and the role of decision-making groups are key to processes that further the best use of organisational capabilities to achieve departmental goals and objectives.

The introduction of the business capability boards provides a more networked structure by ensuring an enterprise-wide perspective on operational, tactical and strategic issues, and by creating horizontal channels for knowledge exchange and collaboration while supporting executive decision-making. Figure 14 illustrates the high-level governance structure with broad cross-representation from policy to service delivery business areas.

Figure 14: Strategic committee structure

Secretary

Executive Committee

Strategic Business Support Committee (SBSC)
Responsibilities
Monitor
• Significant projects • Innovation framework • Benefits management framework
Analyse
• Organisational capabilities • Capital plan • Investment priorities
Recommend
• Strategic direction • Investment priorities • Benefits management framework

Resources and Finance Committee (RaFC)
Responsibilities
Monitor
• Asset management strategy • Budget planning • Contracts, procurement and assets management • Financial health and sustainability
Analyse
• Financial management strategies • Capital plan
Recommend
• Financial management strategies • Financial and accounting policies • Capital investment

People and Values Committee (PVC)
Responsibilities
Monitor
• Health and wellbeing policy • Professional values policy • People strategy implementation
Analyse
• People strategies
Recommend
• Staff health and wellbeing • Adoption and application of departmental values

Departmental Audit Committee (DAC)
Responsibilities
Monitor
• Internal and external audit findings • Governance performance reporting framework • Risk management • Financial statements
Analyse
• Business risk • Fraud control • Assurance activities
Recommend
• Risk management and assurance • Internal and external audit reviews • Legislative and policy compliance

The primary functions of various governance bodies are:

Executive Committee—provides assurance to the Secretary on strategic issues and matters of organisational and operational significance.

Departmental Audit Committee—functions under section 46 of the *Financial Management and Accountability Act 1997* (FMA Act). Provides independent advice to the Secretary on all aspects of departmental governance including audit, risk management, financial management, quality management, fraud control and other compliance obligations. From 1 July 2014 the committee will function under section 45 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

Strategic Business Support Committee—provides advice and assurance to the Executive Committee and the Secretary on portfolio matters, particularly in relation to the investment priorities, benefits management, information and communication technology change releases, significant projects and assurance of business rules.

Resources and Finance Committee—provides advice and assurance to the Executive Committee and the Secretary and makes recommendations on strategic financial operational and governance initiatives in the context of the broader financial operating environment.

People and Values Committee—provides advice and assurance to the Secretary and the Executive Committee on strategies to monitor and enhance departmental processes, systems and practices in ways that support departmental values, staff health and wellbeing, and drive integrity in decision-making and dealings with clients.

Portfolio Investment Office—undertakes an independent advisory role providing assurance in assessing all change initiatives across the department, based on risk and benefits analysis. It supports the Strategic Business Support Committee and business capability boards in making evidence-based decisions to direct the portfolio investment at initiatives most likely to achieve strategic outcomes.

Enterprise Programme Management Office—supports effective programme and project governance and improves the department's ability to realise benefits from investment. With the PIO, the EPMO undertook a rigorous review of new programmes and work projects through the 2014–15 capital investment planning process. The EPMO is driving an effort to strengthen the department's capabilities in initiating programmes and projects, managing oversight and governance, and adopting recognised industry best practice.

Business capability boards—foster stewardship of core capabilities. The boards provide strategic input into cross-divisional investment decisions. They play a key role in supporting senior accountable officers on long-term strategy, investment, capability management, risk and performance. The three boards are the Borders, Visa and Citizenship Capability Board; the Humanitarian and Status Resolution Capability Board; and the Enabling and Corporate Capability Board.

Change management framework

The change management framework provides a portfolio-wide view of the department's programmes and projects which are initiated by a change proposal. This is a structured document that defines all major aspects of a programme or project and forms the basis on which relevant stakeholders can be involved and resources allocated.

The framework also provides a robust level of business consultation on proposed projects and initiatives to ensure that important risks have been identified and business impacts considered by all relevant stakeholders.

Corporate and operational planning

The department's strategic intent sets out the department's direction, strategic priorities and capability targets. It is the department's key corporate planning document and is used in conjunction with the enterprise risk map (ERM) that underpins the department's business planning process. Staff refer to the strategic intent to prioritise tasks (inputs and outputs) and ensure the department moves towards its intended outcomes.

Following the Administrative Arrangements Order (AAO) of 18 September 2013, the strategic intent was revised to reflect machinery of government (MOG) changes to the department's outcomes structure. The department reflected these changes in its *Strategic Intent 2014–15* launched by the Secretary in May 2014.

Figure 15 shows how the department's business plans, and individual performance and development agreements, are linked to the strategic intent, which in turn provides a direct line of sight to the Portfolio Budget Statements (PBS).

Figure 15: Business planning framework—hierarchy of plans
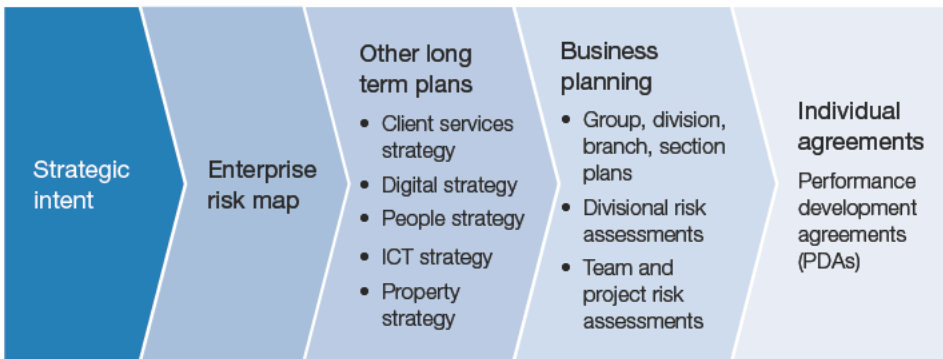
The business planning process allows sections, branches, global managers, divisions and groups to map their work back to PBS outcomes and helps them to manage resources and risks. Because the business planning process is flexible, the department can respond quickly as new demands arise.

Reporting against divisional business plans occurs biannually and allows the department to track organisational progress against objectives. This reporting process provides the department with measures of performance that are directly linked to the PBS, ensuring portfolio outcomes are accurately measured and reported.

Professional integrity and assurance

On 10 February 2014 the department established the Professional Integrity and Assurance Branch (PIAB) to safeguard against internal fraud and corruption. The branch manages the Departmental Audit Committee (DAC) secretariat, the internal audit programme, fraud control framework, quality management framework and the public interest disclosure scheme.

Departmental Audit Committee

The Secretary established the DAC in accordance with s. 46 of the FMA Act. It provides the Secretary with independent advice on all aspects of departmental governance including audit, risk management, financial management, quality management, fraud control and other compliance obligations. The DAC is chaired by an external member, consistent with better practice guidelines issued by the Australian National Audit Office (ANAO).

The DAC operates a financial statements subcommittee which is responsible for overseeing the preparation of annual financial statements. This includes helping to resolve issues that have been identified in a timely manner. The DAC reviews and clears the department's annual financial statements before they are submitted to the Secretary.

The department works cooperatively with the ANAO to coordinate audit activity in the department and to ensure that auditing effort is not duplicated. ANAO officers are invited to participate in meetings of the DAC and its financial statements subcommittee.

Internal audit

The internal audit function is managed by the department's internal audit section, which reports to the Assistant Secretary, PIAB. In 2013–14 the internal audit programme was delivered by a panel of two service providers, KPMG and Ernst & Young. The panel was established on 1 July 2013 using an open tender process.

The 2013–14 internal audit programme involved 19 audits, developed with reference to key departmental strategic and tactical risks.

Fraud control

This function provides independent corporate oversight of the fraud control framework across the department. Reports and briefings to the executive on the adequacy of fraud control measures are provided as required.

The Fraud Control Plan 2013–15 sets out the department's strategies and operational responses to prevent, detect, investigate and prosecute fraud. A single fraud control plan will be developed in 2015 to address fraud and corruption risk across the immigration and border protection portfolio, in anticipation of the integration of DIBP and the Australian Customs and Border Protection Service (ACBPS) from 1 July 2015.

Quality management

In February 2014 a dedicated quality management function was established within PIAB to update and improve quality management. The branch oversees the department's approach to managing quality in its programmes under the guidance of Secretary's Instruction 8: Quality assurance.

Public interest disclosure scheme

The *Public Interest Disclosure Act 2013* (PID Act) took effect on 15 January 2014. The purpose of the PID Act is to promote integrity and accountability in the Australian Government by:

- encouraging and facilitating the disclosure of information by public officials about suspected wrongdoing in the public sector
- ensuring that public officials who make public interest disclosures are supported and protected from adverse consequences
- ensuring that disclosures by public officials are properly investigated and dealt with.

In accordance with the PID Act, the Secretary appointed authorised officers to receive disclosures. Mandatory awareness training has also been developed for all departmental staff and contractors.

Authorised officers had received 61 public interest disclosures at 30 June 2014.

The department also played a lead role in establishing a PID community of practice comprising representatives from the Commonwealth Ombudsman's Office and other large agencies. Two meetings were held in 2013–14, both chaired by and held at the department. Representatives shared experiences and lessons from implementing and operating the scheme.

Risk, fraud and integrity measures

The Risk, Fraud and Integrity Division (RFID) is the central point for controlling risk and fraud and strengthening integrity in the department. RFID works in partnership, across the department, nationally and internationally, to deliver professional risk, fraud, intelligence, investigation and identity services in a risk-based approach that reinforces the integrity of Australia's border, migration, humanitarian and citizenship programmes.

RFID's approach involves:

- enhancing the department's intelligence and analytics capability
- better use of biometric processes to improve identity management
- working closely with other agencies to manage information and respond to risk
- enhancing the layered border by strengthening potential 'control points', with an emphasis on enhanced integrity in the visa and border process
- integrating risk tools with new visa systems and processes, and focusing on risk and intelligence-led investigations of fraud and serious organised criminal activities.

Risk management

The ERM outlines the department's key risks at the strategic and tactical levels. It is part of the department's risk management framework and supports the department's business activities. The development of the 2014–15 ERM was aligned to the Strategic Intent 2014–15 and was launched at the same time in May 2014. Together, these documents shape the department's direction and priorities for the next 12 months.

The ERM identifies seven strategic risks and 34 tactical risks, and determines which senior managers are responsible for ensuring each risk is effectively managed.

In 2013–14 the department achieved significant outcomes in risk management, including:

- continuing to align the internal audit programme with identified risks
- launching a new risk management eLearning course to provide staff with introductory background and information on risk management in the department
- participation in Comcover's annual risk management benchmarking survey— the department achieved a score of 8.7 out of 10, resulting in a 9.2 per cent discount on the department's 2014 insurance premium, an improvement from the 2013 result.

The average score for the 135 participating agencies was 7 out of 10.

Public interest criterion 4020

Public interest criterion (PIC) 4020 was introduced in April 2011 to prevent visa fraud by allowing a visa grant to be refused when bogus or tampered documents or false or misleading information is provided on a visa application.

On 22 March 2014 the Migration Regulations 1994 were changed to introduce an identity requirement into PIC 4020. The amendment provides a ground for refusing a visa application where the Minister is not satisfied of the applicant's identity.

The amendment helps to maintain the integrity of the visa programme and protect Australia's borders by ensuring the onus of proof, to provide identity information and documents, rests with the applicant—consequently ensuring the more accurate identification of people who are granted a visa to enter Australia.

The change affects visas in the skilled, temporary, students and family caseloads. PIC 4020 does not apply to refugee, humanitarian and protection visas.

From April 2011 to 30 June 2014, a total of 7801 visas were considered for refusal under PIC 4020. Of this total 5281 had been finalised as refused and 2520 remained under review at 30 June 2014.

Criminal investigations

The national criminal investigations (NCI) section conducts specialised intelligence-led criminal investigations to support the department's core activities, and is primarily governed by the Commonwealth Fraud Control Policy and the Australian Government Investigations Standards. NCI focuses on serious and organised criminal activity that affects the integrity of the department's migration and citizenship programmes.

During 2013–14 the NCI significantly refined its analytical processes to increase focus on systemic organised criminal activity that affects the department's migration programmes. This approach yielded stronger sentencing outcomes over the programme year, including seven custodial sentences, that provide a greater deterrent to offenders. In addition, the department identified further criminal offences made possible by visa and migration fraud detection, and has partnered with federal and state law enforcement agencies to disrupt organised criminal groups.

The NCI maintained a strong formal and strategic relationship with key law enforcement organisations, including the Australian Federal Police (AFP), the Australian Transaction Reports and Analysis Centre (AUSTRAC) and the Australian Crime Commission. This included leading and supporting a number of joint agency and other large-scale fraud investigations involving organised criminal groups across the country.

The NCI achieved significant operational outcomes, including:

- charges relating to unregistered migration assistance and false and misleading information and the forfeiture of funds identified by the investigation under proceeds of crime legislation (*Proceeds of Crime Act 2002*). Pecuniary penalty orders issued and forfeiture orders amounted to approximately $1.5 million
- a custodial sentence of four years and seven months in relation to facilitating migration fraud. Offences were primarily in connection with the general skilled migration programme
- helping to execute search warrants in Western Australia (involving nine agencies) that led to the disruption of an alleged large-scale organised crime group. The action also helped to identify a significant unlawful workforce
- charges and custodial sentencing of 12 months and victim reparation of approximately $40,000 for inducement and influencing a visa decision which resulted in a dishonest financial advantage by deception.

Advanced analytics

RFID uses a range of new and innovative tools and capabilities to analyse risk and identify mitigation strategies. A key tool involves applying enhanced analytics in a range of areas, including fraud control, risk management and integrity scans.

The department uses mathematical, statistical and machine-intelligence techniques in a process known as 'advanced analytics' which produces evidence-based data that can be used in policy, operations and service delivery.

Big data technologies attract a great deal of attention in both government and the private sector and RFID is developing important capabilities that allow the department to interrogate the variety, volume, velocity and veracity of data needed to underpin a robust approach to integrity. The department is applying these techniques and tools to make better use of data already collected so that its officers can detect visa and citizenship fraud at the border or before.

Since establishing this capability in 2010, the department has continued to develop and implement the following analytics-based capabilities:

- Risk tiering—risk models that help to determine the nature and degree of risk associated with visa applications.
- Risk scoring service (RSS)—a state-of-the-art risk scoring engine that uses complex statistical models to process large amounts of data in real time to identify higher-than-acceptable levels of risk.
- Border risk identification system (BRIS)—a real-time risk identification system that scans information collected through the department's advance passenger processing (APP) system. All inbound travellers are screened and travellers representing potential risk are more closely examined by airport staff.
- Networks analytics capability—a system that can identify hidden connections between people, organisations, addresses and other data to support investigations and decision-making.
- Enhanced alerts—applying analytics with business intelligence processes allows the department to forecast more accurately future trends in traveller arrivals to Australia and generate alerts when unusual patterns are detected.

By identifying potential risk accurately, low-risk cases can be streamlined more effectively so that resources can focus on higher-risk caseloads. This predictive analysis is cutting-edge work and harnesses the potential of big data sets. The department is continually developing its capabilities in this field to ensure that it manages Australia's migration and citizenship programmes effectively and ensures well-managed movement of people across Australia's borders.

National integrity analysis service

The national integrity analysis service (NIAS) plays an essential role in the integrity of the department's operations by identifying risks and proposing mitigation strategies. It provides forward-looking advice to programme areas and the department's executive by identifying and analysing threats and trends in the strategic environment across the full spectrum of the department's visa, citizenship and border programmes. It covers fraud and integrity issues and emerging regional and global trends as well as providing analysis and advice on proposed policy and procedural changes.

Identity and biometrics

Five Country Conference data matching automation

Since October 2009 the department has exchanged de-identified fingerprints under the Five Country Conference (FCC) biometric data-matching programme with its partner countries: Canada, United Kingdom (UK), United States of America (USA) and New Zealand.

The department is also developing the capability for automated matching of non-FCC citizens' biometric data with its FCC partners. Automated biometric data matching between Australia and the USA and UK has begun and fully automated biometric data matching, and the legal requirements to enable it to be carried out, are expected to be implemented progressively between all FCC partners in the coming years.

The ability of biometric fingerprints to link departmental clients to prior international records demonstrates both the effectiveness of the technology and the importance of the department's information sharing arrangements with FCC member countries. Fingerprint matching against international data holdings has proven to be extremely valuable and has revealed information that supports a client's claims as well as important information that a client has not disclosed to the department.

Storage and matching of fingerprints on NAFIS

Since 21 August 2010 all fingerprints acquired by the department have been stored on the national automated fingerprint identification system (NAFIS). Fingerprints stored on NAFIS are automatically checked against the department's holdings and all state law enforcement records.

The ability to search NAFIS enhances the department's capacity to identify clients and to know whether they have a criminal record in Australia. This reduces repeat visa applications under different identities and increases the department's confidence that clients do not have serious undeclared character issues. Law enforcement agencies are able to check whether the fingerprints of someone suspected or convicted of a crime belong to a person known to the department.

To protect privacy, departmental data stored on NAFIS is de-identified. If a NAFIS search by another agency results in a match, that agency will need to seek additional personal information (such as the client's name or address) from the department. Such details are only shared in accordance with the legal requirements in the *Migration Act 1958* and the *Privacy Act 1988.*

United Kingdom biometrics collection

During 2013–14 the department began a pilot programme whereby its Adelaide office collects the biometrics of Australians applying for a visa to enter the UK. This has been successfully undertaken on behalf of UK Visas and Immigration (UKVI) and the Minister has approved the programme's expansion to other areas where UKVI does not have biometric enrolment capabilities. This programme has produced significant savings in travel costs and time for Australians applying for a British visa and has contributed to the department's deregulation agenda.

Biometrics from passengers denied entry at the border

When a passenger is denied entry to Australia at the border, they are detained and returned to their port of embarkation.

A pilot project to collect biometrics from all people denied entry at an Australian airport was introduced at Sydney International Airport in November 2012 using a custom-designed mobile data collection unit that contains biometric enrolment equipment. Similar mobile units are now operational at all Australian international airports. At June 2014 the biometrics of more than 1300 passengers who had been denied entry and returned to their point of embarkation have been collected and checked against previous immigration records or law enforcement records.

Biometric verification

By 30 June 2014 more than 10,379 people had had their fingerprints verified through the offshore biometrics programme which was introduced in December 2010.

Document examination network

Forensic document examiners completed 1502 cases during 2013–14. In doing so, they examined 2548 documents and determined that 119 were counterfeit and 197 fraudulently altered. Findings of counterfeit and fraudulently altered documents were referred to relevant visa programme areas to help them determine whether to grant or refuse a visa application.

International capacity-building

Ongoing international capacity-building work by the document examination (DE) team and the facial image comparison (FIC) team has increased travel security for Australia and the region.

The FIC team conducted 23 courses in facial image comparison in 2013–14, with more than 402 people from 12 regional government agencies receiving facial image comparison training. The DE team conducted 51 courses in document examination skills for more than 1200 officers from 18 foreign government organisations.

Intelligence

Intelligence is used to identify threats to immigration borders and inform strategic, operational and tactical decision-making. Immigration intelligence is derived from analysing information and intelligence from a number of sources, including data mining and analytics to identify abnormal occurrences and patterns of behaviour, information collected as a result of border operations, liaison with other government agencies and international partners, and a range of open sources.

Border intelligence officers and the tactical support unit

Border intelligence officers (BIOs) are located in the department's state and territory offices and maintain a presence at Australia's major international airports. They are connected to the intelligence resources of other agencies and participate in the joint airport intelligence groups (JAIGs) chaired by the AFP at Australia's major international airports.

BIOs collect information at the border, synthesise it with information from other sources, and analyse it to produce intelligence that supports targeting and intervention strategies that protect the borders. BIOs work in conjunction with the department's tactical support unit (TSU), which is embedded in ACBPS's passenger analysis unit (PAU).

Through an intelligence-led, risk-based focus on flight and passenger data, TSU analysts provide targeted operational support to identify travellers who are potentially high risk. In 2013–14 the TSU identified 47 improperly documented passengers attempting to fly to Australia. Of these, 33 were interdicted offshore and the remaining 14 arrived improperly documented in Australia. At 30 June 2014, of the 14 passengers who arrived improperly documented, four had been removed from Australia, one was awaiting removal and nine had sought to engage Australia's protection obligations. Of the nine who had sought protection, three were still being assessed, one was awaiting a protection decision outcome, and five had been refused. Of the five, four were before the Refugee Review Tribunal (RRT) and one had been subsequently arrested and charged with improper use or possession of a foreign travel document.

TSU referrals also led to identification of five genuinely documented passengers who were suspected of being facilitators or escorts of improperly documented travellers. This resulted in 12 passengers being refused immigration clearance on *bona fides* grounds, a further 12 who were identified as non-genuine visitors having their visas cancelled before travel, and three being referred to ACBPS and subsequently being found to be carrying narcotics upon their arrival in Australia.

In 2013–14 a new cohort of improperly documented travellers targeting Australia emerged— passengers whose travel by air had been organised by people smugglers using fraudulently altered passports. The TSU and ACBPS profile management team developed a collaborative targeting initiative, sharing information, intelligence holdings and IT systems.

DIBP analysts indicated that attempts at improperly documented travel were being coordinated by an organised syndicate that had successfully acquired the identity details of genuine travellers to Australia. TSU analysts worked closely with ACBPS colleagues to identify common traits and develop detailed profile criteria. For the first time a DIBP-specific profile was deployed on the ACBPS profiling tool on which match notifications occur in real time when a passenger checks in for an Australia-bound flight.

Initial results indicate that both the DIBP passenger profile and its deployment in ACBPS systems are effectively identifying improperly documented travellers from this specific cohort. Given the success of this collaboration, TSU analysts are looking to develop and deploy new profiles in ACBPS systems to target other known high-risk cohorts.

In 2013 BIOs at Adelaide noticed suspicious activity involving certain Taiwanese passengers which mirrored similar activity detected by Queensland BIOs in 2012 involving a suspected Taiwanese boiler-room scam.[1] The Adelaide officers initiated an intelligence probe, drawing on DIBP data-mining, systems searches and a range of information from other agencies. The investigation identified a group of around 70 Taiwanese 417 visa-holders who were using a range of similar identifiers and were involved in suspicious travel movements.

On the basis of BIO intelligence reporting, a special police squad investigated, raided a number of premises, and discovered equipment associated with a boiler-room operation. They seized assets, made arrests, and concluded that the raids had disrupted an organised crime group. The investigation will continue throughout 2014. Other Taiwanese nationals linked to boiler-room scams have been identified and refused clearance to travel to Brisbane Airport. BIOs continue to provide information to state police to help them prevent this Taiwanese group using Australian telecommunications to snare further victims.

Intelligence analysis

The intelligence analysis section (IAS) provides the department with an intelligence capability and has a multi-faceted role which includes:

- collecting and analysing a range of information and intelligence to identify threats to immigration borders and programmes, including people smuggling and irregular people movements targeting Australia's visa regimes that result in passengers arriving illegally by air

- supporting whole-of-government operational arrangements to combat maritime people smuggling, including hosting a joint AFP/DIBP analytical team to identify people smugglers, seconding officers to support ACBPS to prevent maritime people smuggling, and producing intelligence assessments to help other agencies understand people smuggling pipelines and illegal maritime arrivals (IMA) caseloads

- being the department's primary liaison point with the national intelligence and security community, including providing information, intelligence and specialist advice to intelligence agencies to support their operations

- undertaking immigration intelligence-related capacity-building for border security agencies in countries in the Middle East, South Asia, Southeast Asia, the South West Pacific and Africa to better equip them to target people smuggling, human trafficking and related irregular people movements

- supporting bilateral and multilateral initiatives such as the Bali Process on People Smuggling, Human Trafficking and Related Transnational Crime, including the provision of immigration-intelligence related training and workshops

- liaising with international partners to better understand global threats to immigration borders from transnational criminal networks to help develop migration strategies to mitigate potential risks at Australia's immigration borders.

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1   Serious and organised investment fraud, colloquially known as 'boiler-room' fraud due to the high-pressure sales tactics used, are usually initiated by cold-calling potential victims. www.crimecommission.gov.au/organised-crime/crime-types/frauds © Commonwealth of Australia, July 2013.

War crimes screening

Identifying and preventing the entry of people suspected of war crimes, crimes against humanity and genocide is an essential element in maintaining the integrity of Australia's borders. The war crimes unit (WCU) conducts war crimes screening by comparing the information provided by visa holders or clients[2] with available information about war crimes, including that drawn from international courts and tribunals. Where there is sufficient information to indicate that a person may have been involved in war crimes, the case is referred for decision on whether the client's visa or citizenship status should be further considered on character grounds—for example, to refuse or cancel a visa under s. 501 of the Migration Act. In parallel, the WCU also refers such cases to the AFP for further investigation and possible criminal prosecution.

The existing Memorandum of Understanding with Canada, the UK and USA was expanded to include New Zealand in April 2014.

Serious crimes allegations and reporting

The national security and serious crime reporting team (NSSCRT) works with the national assessments and allocation team (NAAT) in Operational Integrity Branch (OI) to help ensure that allegations of criminality are referred to the appropriate Australian Government or state and territory government agencies as well as the appropriate action area in the department.

Cases are recorded and information consolidated in departmental systems, including a central register. The caseload is the subject of regular reporting to the senior executive and Minister's office.

Interviews of illegal maritime arrivals

The illegal maritime arrivals entry services (IMAES) section conducts arrival and induction interviews of all illegal maritime arrivals (IMAs) aged 16 years or older to establish a range of relevant information for government agencies. This includes their identities, backgrounds and the circumstances under which they travelled to Australia. In 2013–14 IMAES interviewed a total of 9076 clients, with the section maintaining a permanent presence on Christmas Island and in Darwin to conduct interviews. Staff were deployed to other immigration detention facilities (IDFs) as operationally required.

IMAES provided capacity-building training and mentoring for Nauruan and Papua New Guinean government officials responsible for interviewing IMAs transferred to those countries. In 2013–14, 1252 transfer interviews were conducted on Nauru and 891 in Papua New Guinea (Manus).

Security referrals

Security checking is conducted to identify visa applicants or visa holders, including IMAs, whose entry to or continued stay in Australia would present a risk to national security. In particular, security checking is conducted to prevent terrorists gaining entry to Australia. DIBP refers individuals to the Australian Security Intelligence Organisation (ASIO) for security assessment under PIC 4002.

Visa screening arrangements are also in place to prevent the entry and stay of people whose presence in Australia may be directly or indirectly associated with the proliferation of weapons of mass destruction (WMD). DIBP refers individuals to the Department of Foreign Affairs and Trade (DFAT) for WMD assessment under PIC 4003(b).

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2   In this context, the person in question could be pre-application, an unlawful non-citizen in community or immigration detention, a visa applicant, a visa holder or a citizenship applicant.

Operational integrity

Allegations management

The information collection unit (ICU) is the single point of contact where all community phone allegations are recorded, classified and given priority to be forwarded to a range of stakeholders. The ICU is managed in partnership with the Global Manager Client Services. A total of 10,901 telephone calls were transferred to the ICU in 2013–14, and 9330 were acted on.

NAAT is the central unit for collecting, recording, assessing and disseminating allegations and fraud referrals about visas and citizenship which the department receives from all sources. These allegations and other fraud-related matters are referred to the appropriate business areas for investigation and relevant risk treatment.

NAAT actioned 26,106 allegations in 2013–14, an increase of almost 20 per cent from the previous year, and did so using a risk-based processing approach with no increase in overall resources. Of the total, NAAT referred 10,376 fraud allegations for further investigation, most of them to OI compliance and visa processing areas.

Programme integrity

The programme integrity unit (PIU) is responsible for monitoring Temporary Business Entry visa (subclass 457) and Temporary Work (Short Stay Activity) visa (subclass 400) sponsorship obligations, using inspectors and monitoring officers. This includes completing audits of sponsorship obligations and taking action against more serious breaches. This may result in sanctions, infringements or civil action.

The PIU undertakes onshore integrity verification site visits on behalf of visa programme areas to investigate integrity concerns relating to employment or relationship claims before a decision is made on a visa application. During 2013–14 the PIU completed 2284 monitoring events and 708 onshore referrals to support programme and policy areas. This included serving a total of 28 infringement notices and 365 sanctions.

Integrity liaison and analysis

The Integrity Liaison and Analysis Branch (ILAB) is made up of a liaison team and an analysis team and provides a comprehensive support service for visa caseload activity across programmes. Its role and responsibilities are determined by integrity partnership agreements (IPAs) which identify programme-level risks and articulate support activities undertaken by the integrity network.

The liaison team is the conduit and coordination point for offshore and onshore visa caseload integrity support. It regularly analyses operational caseloads to review and monitor risks, discern emerging risks and recommend ways to manage these risks.

The team of analysts in ILAB conducts sophisticated data analysis to validate or amend risk settings so that decision-makers receive effective support. It produces reports which support OI programme areas with caseload targeting. It also provides policy and programme areas with evidence-based risk treatment recommendations.

In 2013–14, after extensive consultation, IPAs were endorsed for the Temporary Business (subclass 457), student, family, citizenship and general skilled migration programmes, with a visitor visa programme expected to be finalised in the 2014–15 programme year. Each IPA is managed by a risk management group (RMG) that meets quarterly.

Evidence-based analysis from ILAB provides the basis for decision-making under the IPA framework. Work on IPAs for business skills, working holiday maker and the subclass 400 visa series programmes caseload will be carried forward in 2014–15.

In 2013–14, ILAB completed 16 large-scale commissioned analysis projects across a range of visa programmes, and 160 small-scale projects or data requests. It supported the establishment of the IPA governance framework and continued to deliver tools that prioritise workloads by risk for stakeholders.

National visa cancellations

National visa cancellations units maintain the integrity of temporary and permanent visa programmes by assessing the grounds for possible visa cancellation (except s. 501)[3] and take action in accordance with the relevant provisions of the Migration Act.

In 2013–14 around 42,000 visas were cancelled, an increase of about 30 per cent compared with 2012–13. This included 542 complex cancellations (excluding s. 501) with a further 1100 complex cases otherwise finalised and 14,238 requests for voluntary cancellations processed across all visa subclasses over this period.

Of the approximately 42,000 visas cancelled, 26,987 subclass 457 visas were cancelled,[4] with 2592 subclass 457 visas otherwise finalised. A further 7059 student visas, including student dependents, were cancelled. Of this number, 17 visas were cancelled under s. 109 (incorrect information), 2720 under s. 116 (general power), 3749 under s. 128 (holder overseas) and 543 under s. 140 (consequential) powers.

Operational integrity coordination

The OI coordination section provides strategic support to the OI network, Global Manager Operational Integrity (GMOI) and deputy GMOI, and manages a broad range of strategic projects. A priority is the management of business improvements to maximise the effectiveness and efficiency of OI operations. The section also coordinates core corporate functions on behalf of the OI network, including performance reporting via a monthly RFID performance report, business planning and budgetary matters. In addition, OI coordination manages the delivery of role-specific OI officer training (in partnership with the Global Learning and Change Branch, formally part of the People Strategy and Services Division [PSSD]) with courses in OI basics and field skills, and sponsored monitoring specialist training, including the inspector course.

Senior executive service remuneration

Senior executive service (SES) remuneration is outlined in the SES remuneration and performance management policy, which provides an efficient, transparent and effective way of administering SES remuneration and managing performance.

All SES employees are required to have a comprehensive individual determination under section 24(1) of the *Public Service Act 1999* (PS Act) which outlines their conditions of employment, salary, superannuation, cash in lieu of a vehicle and other applicable allowances.

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3 Section 501 of the *Migration Act 1958*, Refusal or cancellation of visa on character grounds.
4 The majority of subclass 457 visas were cancelled in response to requests from visa holders seeking to apply for another visa or to access superannuation payments.

Establishment and maintenance of appropriate ethical standards

The department's values and ethical standards are guided by the Australian Public Service (APS) values, APS code of conduct and the department's strategic themes, which include:

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

To reinforce the department's commitment that its employees exhibit appropriate values and ethical standards, the following training, development and awareness initiatives were undertaken during 2013–14:

- ongoing promotion of material to increase awareness among staff of changes to the PS Act, particularly relating to the new APS values and employment principles
- mandatory online code of conduct training undertaken by all new employees and then every two years as refresher training
- continued promotion of the immigration dilemmas, ethics, APS values and leadership (IDEAL) programme, under which all employees are encouraged to discuss ethical issues drawn from real life scenarios within their teams
- initial development of an eLearning bullying and harassment course to support the department's current face-to-face bullying and harassment training delivery programme
- engagement and ongoing training of an active harassment contact officer (HCO) network across the department, including the recruitment of five officers who identified as being Aboriginal or Torres Strait Islander.

External scrutiny

Significant developments in external scrutiny

Reports by external bodies

Commonwealth and Immigration Ombudsman

In 2013–14 the Commonwealth and Immigration Ombudsman did not publish any reports in relation to immigration matters.

Australian Human Rights Commission

Asylum seekers, refugees and human rights—snapshot report

In October 2013 the Australian Human Rights Commission (AHRC) published its report titled *Asylum seekers, refugees and human rights—snapshot report, 2013*. The purpose of the report was to provide an overview of the key human rights issues that arise from Australia's approach to asylum seekers and refugees who arrive by boat.

The report was critical of many processes applicable to the management of detainees, but particularly mandatory detention, the handling of children and unaccompanied minors, IMAs who have received adverse security assessments, offshore processing and the mental health of detainees. The department provided the AHRC with information for this inquiry.

National inquiry into children in immigration detention 2014

In January 2014 the AHRC began an inquiry to assess whether the laws, policies and practices relating to children in immigration detention meet Australia's human rights obligations. As part of the inquiry the AHRC visited immigration detention facilities, conducted public hearings and received public submissions.

In addition to responding to information requests made by the AHRC under the *Australian Human Rights Act 1986*, the department made a submission to the inquiry which highlighted the work undertaken by the department over the past decade, and the services and facilities currently available to children and their families. These have included the rapid expansion of the community detention (CD) programme and the programmes implemented to continue to ensure the government is meeting its international obligations under, amongst other treaties, the Convention on the Rights of the Child.

A report will be published by the AHRC in late 2014.

A number of human rights reports concerning immigration matters were tabled in the Australian Parliament, and subsequently published on the AHRC website in 2013–14.

In November 2013 the AHRC published a report titled *Ince v Commonwealth of Australia (Department of Immigration & Citizenship), report into arbitrary detention, the right to be treated with humanity and with respect for the inherent dignity of the human person and the right to be free from arbitrary interference with the family.*

In November 2013 the AHRC published a report titled *Paul family v Commonwealth of Australia (Department of Immigration & Citizenship), report into the best interests of the child and the right not to be subject to arbitrary or unlawful interference with the family.*

In December 2013 the AHRC published a report titled *Immigration detainees with adverse security assessments v Commonwealth, report into arbitrary detention and the best interests of the child.*

Judicial decisions and decisions of administrative tribunals

Notable decisions

One of the most significant judgments this year was *Plaintiff S156 v Minister for Immigration and Border Protection* [2014] HCA 2, in which the Full Court of the High Court unanimously upheld the validity of the regional processing regime, on 18 June 2014. Plaintiff S156, an IMA, was transferred to Papua New Guinea (PNG) under the regional processing provisions of the Migration Act. The Full Court found that:

- the regional processing provisions in the Migration Act are constitutionally valid
- the decision to designate PNG as a regional processing country and the Minister's direction as to whether IMAs should be taken to PNG or Nauru were both lawful.

In the judgments of *Plaintiff S297 v Minister for Immigration and Border Protection & Anor and Plaintiff M150 v Minister for Immigration and Border Protection & Anor* [2014] HCA 24, the Full Court of the High Court unanimously held that the Minister's purported determination, under s. 85 of the Migration Act, to 'cap' the number of Protection visas to be granted in the 2013–14 financial year, was invalid. The court found that the power in the Migration Act to cap a class of visas does not extend to Protection visas. The majority of the court found that s. 65A of the Migration Act, which requires the Minster to decide a Protection visa application within 90 days, is in conflict with the requirement that no more visas of a particular class be granted once the cap is reached. This is because the 90-day obligation cannot be complied with if the cap has been reached.

On 13 June 2014 the Full Court of the High Court revoked the grant of special leave in relation to the Minister's appeal from the judgment of the Full Federal Court in *Minister for Immigration, Multicultural Affairs and Citizenship v SZRNY* [2013] FCAFC 104. The issue before the High Court was whether the Full Federal Court was correct in finding that SZRNY's Protection visa application was not 'finally determined' until the Refugee Review Tribunal had notified both SZRNY and the Secretary of the department of its decision, as required by the Migration Act.

It seems likely the High Court revoked special leave because, on 28 May 2014, the *Migration Amendment Act 2014* commenced, negating the effect of the Full Federal Court's decision in respect of decisions made on and from that date. For decisions made on and from 28 May 2014, a visa application becomes 'finally determined' on the day and at the time the tribunal makes its written or oral decision. For decisions not caught by the legislative amendments, the Full Federal Court judgment remains the legal authority on when a visa application is 'finally determined' under s. 5(9) of the Migration Act.

Civil litigation

The department receives a relatively small number of claims for monetary compensation, including alleged instances of false imprisonment or negligence. The majority of negligence claims relate to harm suffered in immigration detention and may include claims of ongoing mental illness. Under the *Legal Services Directions 2005*, monetary claims can only be settled in accordance with legal principle and practice.

A settlement on the basis of legal principle and practice requires the existence of at least a meaningful prospect of liability being established. Legitimate claims are usually settled by mediation or negotiated settlement. However, complex claims may take some years to finalise.

At 30 June 2014 there were 68 claims for compensation in the courts or with the Fair Work Commission, including one matter involving members of the 247 cases that were referred to the Commonwealth Ombudsman in 2005 for events occurring between December 1998 and March 2006. At 30 June 2014 the department had resolved 245 of the 247 ombudsman-referred cases.

Reports by the Auditor-General

Agency-specific audits

In 2013–14 the Auditor-General tabled one performance audit report that was specific to the department.

Management of the central movement alert list: follow-on audit

The objective of this audit was to assess the effectiveness of the department's management of the central movement alert list (CMAL), including key stakeholder relationships, having particular regard to the recommendations contained in Audit Report No. 35 of 2008–09. The report was tabled in parliament in February 2014.

Cross-agency audits involving the department

No cross-agency reports by the Auditor-General that directly involved the department were tabled during 2013–14.

Complaints

4

Commonwealth and Immigration Ombudsman

The number of complaints referred to the department by the Commonwealth and Immigration Ombudsman in 2013–14 increased by 56 per cent on the previous year. In 2013–14 the department received 376 complaints and finalised 325, compared with 241 complaints received and 238 complaints finalised in 2012–13.

This increase was attributable to a large number of health-related complaints received following a visit by the ombudsman's office to Christmas Island Immigration Detention Centre (IDC) in March 2014 as part of its detention visits and oversight programme. The most common issues raised in complaints continue to concern visa refusals, visa cancellations or delays in visa processing.

Australian Human Rights Commission

The department received 136 new complaints from the AHRC in 2013–14 and finalised 98 of them. Most of these complaints raised issues regarding immigration detention. This was an increase on 2012–13 levels, when 128 complaints were received and 157 were finalised. A greater proportion of AHRC complaints received are progressing to formal reporting under the *Australian Human Rights Commission Act 1986.*

Freedom of information

In 2013–14 the department continued to build on the foundations laid in the 2012–13 financial year to improve its response to requests under the *Freedom of Information Act 1982* (FOI Act) while significantly reducing the number of overdue cases.

The number of FOI requests grew markedly over the course of the financial year. The total number of requests received in 2013–14, including amendment requests, was 14,714 with 14,923 requests finalised in 2013–14. At 30 June 2014, the department had a compliance rate of around 99.1 per cent of requests finalised within the statutory timeframe, and two overdue requests on hand. This compares favourably with a compliance rate of 88.7 per cent and more than 35 overdue requests at 30 June 2013.

Client service excellence

The department continues to improve the services it delivers to clients. The 2013–14 client satisfaction survey found that 91 per cent of visa and citizenship clients were satisfied or very satisfied with the service they received, an increase from 83 per cent in 2010.

During 2013–14 the department:

- launched its redesigned website
- implemented an ImmiAccount and associated enhancements to visa application lodgement functionality
- enabled online lodgement for partner applications
- extended the number of eligible nationalities that can electronically lodge visitor visas.

These initiatives make it easier for clients to engage with the department anytime, anywhere. As a result of a sustained effort to provide better client service, online lodgement volumes have continued to grow, with 64 per cent of permanent visa applications and 95 per cent of eligible temporary visa applications lodged online during the programme year.

To further improve services, the department has developed its digital strategy, setting down key elements and initiatives to embed digital as the default form of service delivery. Increasing the use of digital service delivery is necessary for both client satisfaction and efficiency, and will ensure the continuing sustainability of client services.

Phase one of the new translating and interpreting service website was launched by TIS National (the national translating and interpreting service) in June 2013. It helps the non-English-speaking community to acquire information that is better aligned to their needs and is written in their native language.

Phase two was released in July 2013 and offered access to improved interpreter booking services through a self-service, cost-effective and easy-to-use website. It also launched a range of promotional materials and guidelines for agency clients, as well as multilingual materials for use by non-English-speaking clients. TIS National is also developing natural language and voice recognition capabilities to improve non-English-speaker access to its telephony and automated booking systems.

Client feedback

The department is committed to ensuring that all service users are aware of their right to provide feedback. Users are encouraged to do so through the compliments and complaints link on the department's website, feedback brochures, client correspondence and visa decision records. Information brochures on how to engage with the department are displayed in all client service areas, including airports.

The department's well-established feedback channels are managed through the global feedback unit (GFU). By centralising the recording and active management of feedback,

the department is able to identify systemic issues, trends and service shortfalls, and overcome impediments to achieving good client service outcomes within service standards.

The GFU recorded 17,948 feedback cases in 2013–14. Feedback totals by category have remained consistent with the previous reporting period, comprising 64 per cent complaints, 14 per cent compliments, 11 per cent requests, 6 per cent general enquiries and 4 per cent suggestions. Less than 1 per cent were outside jurisdiction. The top three complaint issues were: status of application (863), outside standard processing time (821) and visa refusal (674). It is pleasing to note the top compliment was for good staff attitude (1924).

The department's complaint resolution performance has remained above the target of 90 per cent for each quarter, with 94 per cent of complaints resolved within the 10-day service standard. The GFU was able to resolve 48 per cent of feedback at first point of contact, including 37 per cent of all complaints.

Improving service centres

Enterprise knowledge support system

An enterprise knowledge support system (EKSS) was introduced in June 2013 at the Sydney and Melbourne service centres. The EKSS software will eventually house all information used to answer client enquiries. Since implementation, EKSS has been further enhanced to ensure that all phone and onshore counter staff provide clients with up-to-date, consistent and relevant information quickly and on the first contact. It is an easy-to-navigate system which will replace the client enquiry system.

New telephony platform

A new telephony system was deployed in the Sydney and Melbourne service centres in December 2013. The new system enables improved call routing by using a more streamlined interactive voice response. The platform provides new functionality to the department, including virtual hold technology, which allows callers to choose to be called back when an appropriately skilled staff member is available to answer their enquiry. This provides a better experience for clients. In April 2014 the department successfully offered this service 27,377 times. The new platform can also provide real-time messaging to clients during peaks in business.

Channel mix

In line with the whole-of-government strategy towards using lower-cost digital channels as the default for providing services, dealing with clients and promoting client self-service and online services, the department has embarked on an ambitious programme of reform under the service and support integration programme (SSIP).

The SSIP is intended to bring about the global integration of the department's four service centres, with service being provided 24/7. Its aim is to resolve 80 per cent of enquiries on first contact, with a maximum of one transfer to another processing area.

The work programme to achieve this will span four years and involve a range of initiatives over a number of work streams. Implementing the SSIP will provide clients with a smoother and more satisfying experience through improved self-service channels. Gradually 80 per cent of these interactions will be through the department's digital channel.

Case study

ImmiAccount—changing the way we do business

In December 2013 the department launched a new online service, ImmiAccount, which allows clients and agents to personally manage their visa application online, anywhere and at any time. After users set up an account, they can lodge, pay for and track their visa applications online.

ImmiAccount replaced three separate visa processing systems with a single global system. Clients now only need to log in once, making access to visa related services more convenient, quicker and easier.

More than 875,000 ImmiAccounts had been set up by 30 June 2014, including 840,000 personal client accounts and 35,000 accounts by organisations. These numbers are expected to increase to 1.2 million by September this year.

ImmiAccount also provides a single entry point to other online services, including the visa finder, visa entitlement verification online (VEVO), and the pricing estimator.

'The success of ImmiAccount was celebrated at the Australian Government ICT Awards, where it won the Excellence in eGovernment Award in the service delivery category,' the First Assistant Secretary Strategic Business Solutions, Phil Thurbon, said. 'This is an outstanding reflection of the work and attention to detail provided by staff to make ImmiAccount a useful and simple experience for clients.'

ImmiAccount was just one of a number of projects the department rolled out during the year to enhance its connections and interaction with its diverse client base and streamline its digital service delivery. This work was part of the department's continuing transformation of its client services and drew on extensive research, including online user analytics, to determine how best to provide a more streamlined and useful service that would also be user-friendly.

'The department's redesigned website was launched in November 2013 to provide a new look and feel while at the same time providing better and more timely information to our clients,' Phil said. 'The new design was based on extensive research, and incorporated the latest features and web technologies to ensure our clients can easily find the information they need, particularly visa-related information.'

The new website includes more accessible plain English content, better mobile optimisation for access by tablets and smartphones, a new 'find a visa' tool and better analytics capabilities for determining client usage patterns.

Looking ahead, the department will continue to consult its clients to ensure its service strategies are well-targeted and provide simple and user-friendly experiences.

Photo: Clients can use ImmiAccount anywhere, anytime.
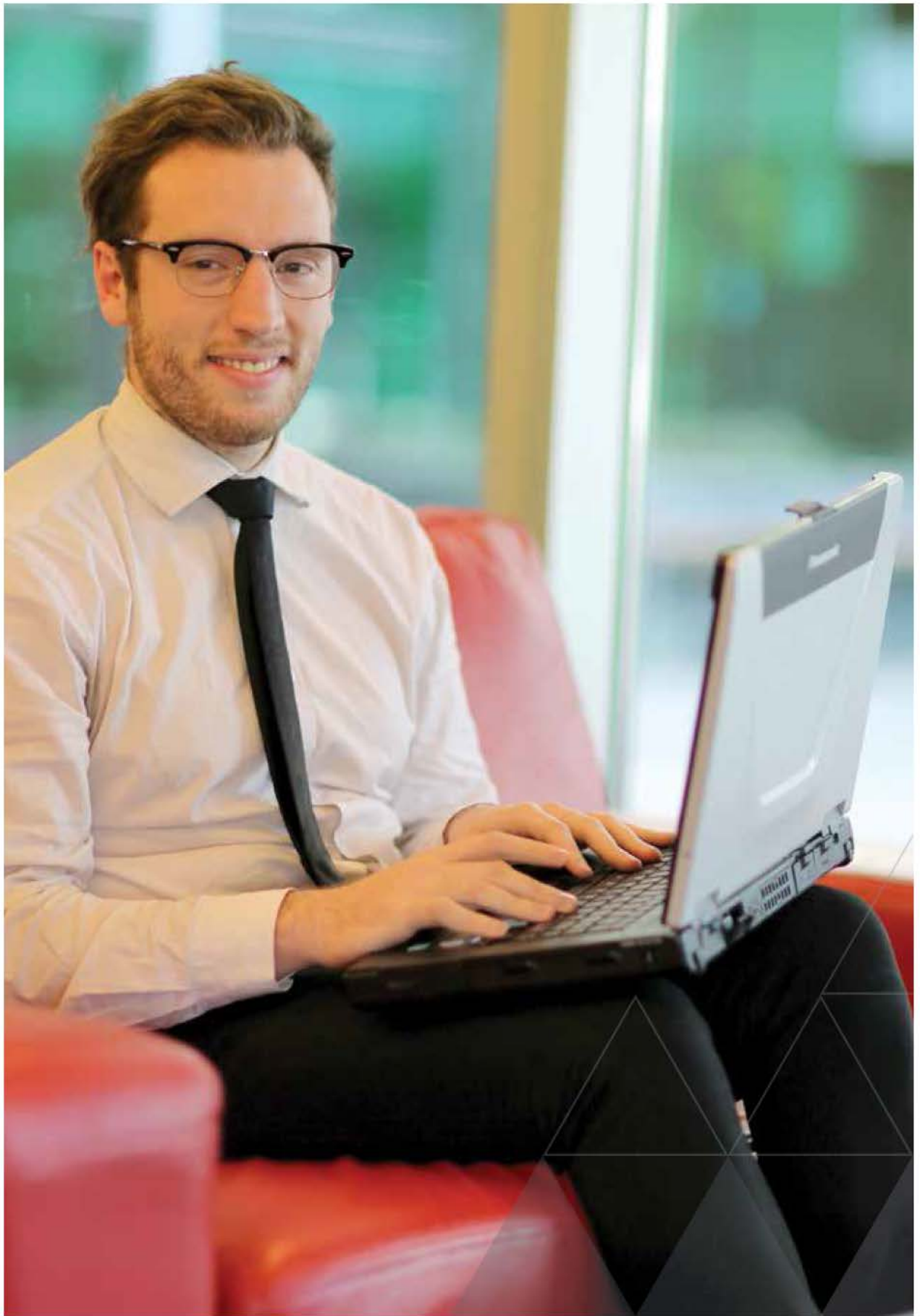
Translating and interpreting service

TIS National continues to administer and provide fee-free interpreting services on behalf of the Department of Social Services (DSS) to clients who do not speak English fluently.

In 2013–14 TIS National delivered more than 1.4 million interpreting services through telephone and onsite interpreting.

For further detail on TIS National, see outcome 5.

Purchaser-provider arrangements

The department has arrangements in place with DFAT and the Australian Trade Commission (Austrade) for the provision of management services at overseas posts.

The service-level agreements (SLAs) remove the potential for duplicating administrative services and help to ensure the efficient, whole-of-government use of resources overseas.

SLAs cover management services, agency responsibilities, performance indicators and cost-recovery arrangements. Management services include personnel, office, property and financial services.

The department signed a new three-year agreement with DFAT in June 2012 to cover the period from 1 July 2012 to 30 June 2015. It signed a new agreement with Austrade in August 2012 for the period 1 September 2012 to 30 June 2015.

The department pays DFAT and Austrade global service fees which are calculated on the cost of locally engaged staff salaries, the time those staff spend delivering management services for the department, and the number of departmental Australia-based and/or locally engaged employees at post. The department's total 2013–14 SLA costs were $5,231,703 (DFAT) and $659,703 (Austrade).

Ethnic Liaison Officer network

Ethnic liaison officers were established by the AAO on 18 September 2013 following the relocation of multicultural community liaison officers to DSS. Despite it being a new role, the department's 10 ethnic liaison officers continue the department's long tradition of engaging with key communities.

Ethnic liaison officers participate in targeted information campaigns and attend various community meetings, such as supporting the department's anti-people-smuggling 'No Way' communication campaign, and participating in Refugee Week in June 2014.

Feedback from key communities is incorporated into the department's policy development and the targeted information received through campaigns is used to inform strategies to achieve departmental outcomes.

Management of human resources

4

Workforce planning, staff retention and turnover

Workforce planning

The department is building a collaborative, capable, flexible, resilient and innovative workforce to deliver current and future business outcomes, and is doing so by investing in and valuing its people.

Workforce planning capability is continuing to mature and is becoming an integral component of overall planning. Ensuring the workforce is responsive and able to mobilise to meet current and emerging priorities continues to be a priority. The department is continuing to embed a workforce framework throughout the organisation, supported by detailed workforce metrics and the development of an operational workforce planning guide and toolkit. The guide and toolkit enable line areas to consider workforce factors that influence their ability to meet their objectives and to put in place required strategies.

The framework has been supported by a focus on enhancing the professionalisation of workforce planning capability. A crucial strategy to achieving this has been the establishment of a dedicated community of practice, a forum through which the organisation is able to establish consistent methodologies and share better practice.

The department continues to contribute actively to the broader APS reform agenda through its participation in a range of forums, including the review and development of improved APS classification management arrangements, and by hosting a special interest group of Australian Government agencies focused on job families.

Workforce composition

Departmental employees are located in every state and territory and at 52 overseas posts. At 30 June 2014 the department employed 8489 ongoing and non-ongoing staff.[5] There were 3625 staff in National Office, 4661 in state and territory offices, and 203 providing services overseas. The department also had 137 Australia-based staff at overseas posts, 14 airline liaison officers, five employees on short-term missions, four employees in PNG working as part of the whole-of-government Strongim Gavman programme, one employee involved in the Five Country Exchange Programme, one employee involved in the Bali Process, 18 employees deployed to Manus, and 22 employees deployed to Nauru.

At overseas locations, the department employed an additional 1125 locally engaged employees who are administered by the Department of Foreign Affairs and Trade (DFAT) on the department's behalf.

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5   This figure includes A-based overseas based staff but does not include locally engaged staff.

The department's workforce consists of:

- 95 per cent ongoing employees and 5 per cent non-ongoing employees
- 85 per cent full-time employees and 15 per cent part-time employees
- 61 per cent female staff and 39 per cent male staff.

The department's voluntary separation rate of ongoing employees increased from 4.1 per cent in 2012–13 to 4.4 per cent in 2013–14. The average age of employees had increased from 40.8 years at 30 June 2013 to 41.5 years at 30 June 2014.

Table 63 shows the staffing headcount by classification. Table 64 shows the SES headcount by gender. Table 65 shows the staffing headcount by location.

Table 63:   Staffing headcount by classification

Actual classification	30 June 2013			30 June 2014		
	Ongoing	Non-ongoing	Total	Ongoing	Non-ongoing	Total
Cadet	9	0	9	7	0	7
Graduate	35	0	35	57	0	57
APS Level 1	15	4	19	18	1	19
APS Level 2	34	12	46	25	2	27
APS Level 3	644	386	1,030	736	236	972
APS Level 4	1,578	149	1,727	1,687	64	1,751
APS Level 5	1,631	118	1,749	1,502	42	1,544
APS Level 6	1,915	81	1,996	1,737	44	1,781
Executive Level 1	1,608	47	1,655	1,479	13	1,492
Executive Level 2	543	9	552	529	3	532
Medical Officer 2	7	1	8	5	0	5
Medical Officer 3	5	0	5	5	0	5
Medical Officer 4	1	0	1	1	0	1
Public Affairs Officer 1	7	3	10	5	0	5
Public Affairs Officer 2	12	0	12	5	0	5
Public Affairs Officer 3	16	3	19	16	0	16
Senior Public Affairs Officer	4	0	4	6	0	6
Legal Officer	36	4	40	37	4	41
Senior Legal Officer	71	6	77	82	3	85
Principal Legal Officer	18	1	19	17	1	18

Table 63: Staffing headcount by classification *continued*

Actual classification	30 June 2013 Ongoing	30 June 2013 Non-ongoing	30 June 2013 Total	30 June 2014 Ongoing	30 June 2014 Non-ongoing	30 June 2014 Total
SES Band 1	91	0	91	90	1	91
SES Band 2	19	2	21	23	0	23
SES Band 3	7	0	7	5	0	5
Secretary	1	0	1	1	0	1
Total	8,307	826	9,133	8,075	414	8,489[a]

a   Figures are actual classifications and include employees acting at 30 June 2014 (results exclude locally engaged employees).

Table 64: Senior executive service headcount by gender

Actual classification	30 June 2013 Male	30 June 2013 Female	30 June 2013 Total	30 June 2014 Male	30 June 2014 Female	30 June 2014 Total
SES Band 1	51	40	91	50	41	91
SES Band 2	14	7	21	15	8	23
SES Band 3	4	3	7	3	2	5
Total	69	50	119	68	51	119

Table 65: Staffing headcount by location

	30 June 2013	30 June 2014
National Office	3,775	3,625
New South Wales	1,619	1,512
Victoria	1,239	1,178
Queensland	641	567
South Australia	449	432
Western Australia[a]	796	661
Tasmania	169	150
Northern Territory	204	123
ACT and Regions Office	50	38
Overseas (Australia-based staff)	137	137
Overseas (other)	54[b]	66[c]
Ongoing and non-ongoing total	9,133	8,489
Overseas (locally engaged employees)[d]	1,106	1,125
Total	10,239	9,614

a   Figure includes staff located on Christmas Island.

b   Figure includes 15 airline liaison officers, 11 employees on short-term missions located overseas and four employees in PNG as part of the whole-of-government Strongim Gavman programme.

c   Figure includes 14 airline liaison officers, six employees on short-term missions located overseas, four employees in PNG as part of the whole-of-government Strongim Gavman programme, one employee involved in the Five Country Exchange Programme, one employee involved in the Bali Process, and 18 employees on Manus and 22 on Nauru.

d   Locally engaged employees are staff administered by DFAT on behalf of the department.

People management initiatives

People strategy

The People Strategy 2013–16 aligns with the department's strategic intent and supports the commitment to build a sustainable workforce that can deliver departmental outcomes and government objectives. The department aims to establish a collaborative, capable, flexible, resilient and innovative workforce and the people strategy is the highest level of strategic human resources planning in the department. Progress against the initiatives and actions in the People Strategy Implementation Plan 2013–16 was reviewed in May 2014.

Talent management

In 2013 the department began the second iteration of the next step programme for Executive Level 2 (EL2) employees with potential to succeed at the SES Band 1 level. Participants were identified by the department's succession planning process as having high leadership potential. As part of the programme, participants undertake a six-month placement in the department or another agency or organisation. Placements were arranged with the Red Cross, the Treasury, Department of Industry, Department of the Prime Minister and Cabinet, Department of Climate Change, Department of Defence, DFAT, and the then Department of Broadband, Communications and the Digital Economy.

The department continues to run quarterly collaborate and connect (CoLab) events for EL2s who participated in the department's succession planning process. These events give EL2s an opportunity to network with peers while benefiting from interaction with leaders in the public and private sector.

SES development strategy

In October 2013 the Executive Committee endorsed the SES development strategy, which identifies core principles for SES development in the department, roles and expectations for employees and managers, mandatory learning, development pathways and a strategy for mobility. The strategy was based on the Australian Public Service Commission (APSC) Leadership and Core Skills Strategy.

Secretary's leadership council

The department established the Secretary's leadership council to build on the focus on leadership over the past couple of years. The council provides advice to the Secretary about encouraging and reinforcing positive leadership behaviour at all levels in the department so that it is better able to deliver on its strategic priorities.

Council members are drawn from staff at various levels and locations within the department and represent the diversity of the organisation.

EL2 leadership effectiveness survey

The department participated in a leadership benchmarking study in partnership with the Corporate Executive Board (CEB), an institution with 30 years of experience working with companies to share, analyse and apply proven practices.

All EL2s were invited to enrol in the leadership study and over 40 per cent were elected to participate. Detailed feedback will be given to participants in late 2014 about their individual leadership strengths and development opportunities. The activity will help the department to prioritise leadership investments and identify development opportunities for current and future leaders.

Workforce diversity

The department is committed to creating a workforce that reflects the community it serves and is taking steps to provide employment opportunities for all Australians. Removing the barriers some people have faced in gaining employment or seeking development opportunities has been identified as a priority. The Workplace Diversity Strategy (WDS) 2011–13 and Workplace Diversity Implementation Plan (WDIP) 2011–13 support and establish a culture where diversity is embraced and valued. The WDS and the WDIP will shortly be reviewed in consultation with ACBPS, with a view to developing a portfolio-wide strategy and implementation plan in the lead up to July 2015 when the consolidated department will come into effect.

To work towards this goal, a range of initiatives have been implemented through the WDS and WDIP to help the department meet its obligations under the National Disability Strategy 2010–20, the department's Reconciliation Action Plan 2013–16, and the National Carer Strategy.

The WDS and the WDIP also contributed to framing the department's inaugural Disability Action Plan 2013–16 and the Reasonable Adjustment Policy 2013. Successful participation in programmes such as the Australian Network on Disability's PACE Mentoring, and the APSC's *As One* videos have also helped to develop a work environment with a high level of disability confidence.

The department recognises that additional innovative and flexible strategies are required if it is to build on its successes and continue to attract, recruit and retain the best people and remain competitive in the employment market as workforce demographics evolve.

The department continued its membership of peak bodies in 2013–14, including the Diversity Council of Australia and the Australian Network on Disability. It also maintained its accreditation as a breastfeeding-friendly workplace at all office locations across Australia.

The department includes workplace diversity components in orientation training for new employees and in foundational training for future supervisors and leaders. It continues to support employees in trying to achieve a balanced approach to work and other commitments by facilitating work in virtual teams across interstate locations, job relocation, flexible work options and work-from-home arrangements.

The department also continues its internal promotional efforts to acknowledge and raise awareness of diversity events and days of celebration.

Indigenous Australians

The department is committed to closing the gap on Aboriginal and Torres Strait Islander disadvantage and continues to increase Indigenous employment rates.

Between 30 June 2013 and 30 June 2014, the number of Indigenous employees increased by 6 per cent. Over the same period, the Indigenous employment rate increased from 1.4 per cent to 1.6 per cent of all staff. This increase can be attributed to increased participation in the APSC Indigenous Pathways programme, with 17 additional APSC pathways employees joining the department in 2014.

The department's second Reconciliation Action Plan 2013–16 continues to build on the progress made since the 2012–13 reporting period. Several events were held in each state and territory during National Reconciliation Week 2014 and were well received by internal and external stakeholders.

The reconciliation action plan also had other successes since the last reporting period, such as the implementation of certificate IV training, participation in the Jawun Executive Level leadership programme, and membership in Supply Nation—an organisation which aims to connect corporate and government bodies with Indigenous business suppliers.

The department's People and Values Committee endorsed the Indigenous employment strategy in May 2014. A guide to recruiting and supervising Indigenous Australians was also developed. The department continues to build networks to support the employment of Aboriginal and Torres Strait Islander people.

People with disability

At 30 June 2014 staff who self-identified as having a disability (under the Australian Bureau of Statistics' definition)[6] represented 2.6 per cent of the department's workforce.

Since developing its disability action plan in 2013, the department has implemented a range of effective initiatives to attract, recruit and retain people with disability.

One initiative, the development of the department's reasonable adjustment policy, will provide consistent and timely provision of adjustments to staff who have a disability by centralising requests and increasing the use of JobAccess services.

The department's user-centred design competency centre has developed a web accessibility implementation plan to ensure that the department's IT services comply with Web Content Accessibility Guidelines 2.0.

The department's disability support network has expanded significantly and now includes a consultancy forum whose members represent each of the department's offices around Australia. The forum provides a powerful consultative mechanism which enables the department to harness the experience of employees with disability. The forum and network raise disability awareness and are consulted on the development of disability policy, strategies and initiatives.

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6   The Australian Bureau of Statistics *Disability, Ageing and Carers: Summary of Findings 2003* states '… a person has a disability if they report that they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least 6 months and restricts everyday activities', ABS website www.abs.gov.au/AUSSTATS/abs@.nsf/DS SbyCollectionid/4926CFF764B65A25CA256BD000288447?opendocument, accessed 18 August 2014.

The National Injury Prevention and Management Plan 2013–16 ensures that staff with injuries are identified and managed to ensure, where possible, that their condition does not deteriorate. The department's Caring for Our Colleagues policy enables supervisors and co-workers to provide coordinated, timely and sensitive support to employees who have a life-threatening illness, or who are caring for someone with an illness.

The department actively supports people with mental health conditions through a framework, mental health policy and guidelines that help managers and colleagues to support employees with mental health issues.

The department regularly promotes the benefits of its employee assistance programme (EAP). Managers and supervisors are encouraged to use the ManagerAssist component of this programme, and employees are directed to the range of services they may find beneficial.

The department regularly consults other APS agencies and key disability stakeholders to ensure it stays informed of best practice initiatives, programmes and strategies.

The intergenerational workforce

At 30 June 2014, 33 per cent of the department's workforce and 71 per cent of the SES were aged over 45 years. To offset the risk of a large number of retirements occurring within a short space of time, the department implemented a succession planning process to identify a pool of high-potential EL2s to fill possible future SES vacancies. In addition, to manage the ageing workforce and ensure that skills and corporate knowledge are not lost, the department offers staff a number of options to transition to retirement, including phased retirement, special projects and flexible work options.

At 30 June 2014, employees under 25 years of age were 4 per cent of the department's workforce. A youth survey in 2013 prompted the department to explore new strategies to engage younger employees and meet needs that are unique to that generation.

The lesbian, gay, bisexual, transgender and intersex cohort

To further its commitment to supporting lesbian, gay, bisexual, transgender and intersex (LGBTI) employees, the department participated in the 2014 Australian Workplace Equality Index.

Departmental employees made up more than 25 per cent of all responses and results from the survey will be used to develop initiatives to support LGBTI employees.

Women in the workplace

At 30 June 2014 the department employed 5206 women or 61.3 per cent of its total workforce (excluding contractors/externals). This compares favourably with the APS average (at 30 June 2013) of 57.9 per cent. Women occupy 45 per cent of SES Band 1 positions, 35 per cent of Band 2 positions, and 40 per cent of Band 3 positions.

Twenty-two per cent of EL2s took part in the 2013 succession planning process, and 66 per cent of the 35 individuals assessed as having high leadership potential were women. This meant that 23 women were assessed as having the potential to transition into SES Band 1 positions in the coming 12 months.

The department celebrated International Women's Day 2014 by hosting an event titled 'The status of women on International Women's Day 2014'. The event was chaired by Deputy Secretary Dr Wendy Southern PSM and attended by several members of the executive. The event featured presentations by Emeritus Professor Meredith Edwards AM, Academic Fellow of the ANZSOG Institute for Governance at the University of Canberra, and Senator the Hon Michaelia Cash, Minister Assisting the Prime Minister for Women and Assistant Minister for Immigration and Border Protection.

Employees from culturally and linguistically diverse backgrounds

Employees from diverse cultural and linguistic backgrounds made up 22.4 per cent of the department's workforce at 30 June 2014. This compared favourably with the APS average (at 30 June 2013) of 15.5 per cent.

The department has developed an Agency Multicultural Plan 2013–15 to ensure that the intended benefits of the multicultural access and equity policy are realised and fully delivered.

Impact and features of enterprise or collective agreements, determinations, common law contracts and Australian Workplace Agreements (AWAs)

The 2013–14 financial year was the third year of operation of the department's Enterprise Agreement 2011–14 (EA), which took effect on 6 October 2011 and nominally expired on 30 June 2014. The third and last instalment of salary increases under the EA was effected for all staff on 4 July 2013. Over the second half of the financial year, the department commenced preparation for a replacement EA, and began negotiations with bargaining representatives in June 2014.

Enterprise agreements and individual employment arrangements

4

The EA provides for flexible remuneration arrangements. Table 66 shows the department's salary range by classification level. The range reflects what is available under both the EA and individual flexibility arrangements. Appendix 1 provides a breakdown of classifications and salary ranges as prescribed in the EA.

Table 66:   Salary ranges for employees at 30 June 2014

Classification	Range of salaries
APS Level 1	$25,451–$47,004
APS Level 2	$47,424–$53,353
APS Level 3	$53,937–$60,103
APS Level 4	$60,452–$71,683
APS Level 5	$67,638–$83,780
APS Level 6	$74,321–$105,081
Executive Level 1	$92,801–$140,760
Executive Level 2	$109,959–$258,506
SES Band 1	$162,302–$244,078
SES Band 2 / SES Band 3	$212,242–$310,365

Note: Classifications such as Medical Officers, Public Affairs Officers and Legal Officers have been reported under the relevant APS classification in accordance with the Public Service Classification Rules 2000.

Salary ranges reflect the department's EA and employees on individual employment arrangements.

The APS Level 1 classification also includes salaries for the Indigenous cadet pay rates during full time study (60 per cent of full time APS Level 1).

Individual employment arrangement

Table 67 shows a number of employees are on section 24(1) determinations under the PS Act or individual flexibility arrangements pursuant to clause 11.22 of the EA.

Table 67: Number of departmental employees on individual employment arrangements at 30 June 2014

Classification	Employees on section 24(1)s	Employees on individual flexibility arrangements	Total
APS Level 5	0	3	3
APS Level 6	0	5	5
Executive Level 1	0	63	63
Executive Level 2	0	72	72
SES	94	0	94
Total	94	143	237

Other non-salary benefits

The range of benefits, other than base salary, provided to employees under the department's EA and individual employment arrangements include:

- flexible working arrangements including flextime, flexible time-off arrangements, variable working hours, part-time employment, job sharing and home-based work
- flexible leave such as adoption/foster leave, annual leave at both full and half pay, ceremonial leave, community service volunteer leave, compassionate or bereavement leave, defence reserve leave, maternity leave, NAIDOC leave, parental leave, personal leave, purchased leave and war service sick leave
- carers' rooms
- access to the EAP
- salary packaging
- allowances which include community language allowance, first aid allowance, IMA allowance, restriction allowance and uniform allowance.

Performance pay

The department's remuneration strategy does not include performance pay, so no such payments were made to employees in 2013–14.

Impact of training and development   4

The department improves the capability of staff in Australia and overseas through training and development programmes. Learning and development builds skills, knowledge and behaviour in the following areas:

- Learning for new employees—includes the orientation programme, the graduate development programme and mandatory training in the code of conduct, fraud awareness, records awareness, security essentials, work health and safety law, public interest disclosure, TRIM basics (a record-keeping platform), and Aboriginal and Torres Strait Islander cultural awareness.

- Core foundations—concentrates on the core skills and knowledge a departmental employee requires, and includes courses on client service skills, writing skills, intercultural effectiveness and interview skills.

- Role specific—develops capability for operationally sensitive roles, including courses for visa decision-makers, border officers, integrity officers, case managers, and compliance and status resolution officers.

- Leadership training—develops the skills and knowledge an officer needs to lead people effectively and manage business programmes and processes. It includes training on supervision and coaching, the overseas preparation programme and the SES leadership programme.

The department delivers training in numerous formats, including:

- face-to-face training, where experienced trainers deliver sessions from a catalogue of 257 courses. There were more than 12,000 staff registrations for face-to-face training between 1 July 2013 and 30 June 2014

- eLearning, where departmental staff accessed around 63,000 training modules from a catalogue of 317 courses during the 12 months

- virtual classroom, a cost-effective online training channel with wide reach across the department. Some 14,400 staff used virtual classrooms between 1 July 2013 and 30 June 2014

- partnering with business areas to support on-the-job training and development.

Blended learning

Blended learning incorporates numerous training formats into one integrated and cohesive programme, offering a cost-effective, flexible training channel that reflects best practice. Initiatives in this format include:

- the coaching conversations programme, where participants complete online learning, attend formal training sessions and can attend regular coaching community-of-practice meetings for continuing support as they apply their new skills in the workplace

- the ongoing graduate development programme, where a range of learning and development opportunities is available through on-the-job learning, formal training, eLearning courses and participation in the department's mentoring programme

- role-specific learning programmes for several functions, including visa decision-makers and integrity officers. The programmes combine virtual classroom, distance learning and face-to-face methods.

Learning and development support for change management

Learning and development supports change in policy and priorities including:

- adapting training to help border, detention, compliance and case management staff meet changes in government policy. An example is the regional processing essentials course (Manus and Nauru) developed this year

- facilitating global consistency in the use of departmental IT systems and related business process change through 'point of need' training and performance support. For example, a training programme was conducted for offshore staff in the use of the department's prime IT system, the integrated client service environment. More recent training initiatives have prepared staff for the launch of ourPeople, the fully integrated system for recruitment, performance and learning management

- rapid deployment of eLearning to help managers and staff understand the public interest disclosure scheme, their roles and responsibilities, procedures for making disclosures and conducting investigations, and the protection available to disclosers.

Work health and safety

In 2013–14 the department continued to embed work health and safety (WHS) within its business operations to mitigate hazards associated with high-risk business areas. The Executive Committee endorsed a professional support framework (PSF) in November 2013 to tailor enhanced support to all staff deploying to immigration detention facilities (IDFs) and offshore processing centres (OPCs). Additionally, a new WHS strategic intent and assurance framework was implemented to assure ongoing compliance with the *Work Health and Safety Act 2011* (WHS Act).

Professional support framework

Following the election of a new government, the department experienced a significant period of change. This included MOG changes and significant policy shifts in the short to medium term. This period of change presented an opportunity for the department to review and strengthen the current support provided to employees.

As a result, the professional support framework (PSF) was developed to capitalise on current support mechanisms and, where appropriate, enhance services to different groups as required. The PSF includes the following initiatives:

- national delivery of change management workshops with separate focus on staff and managers

- enhanced support mechanisms for staff, including comprehensive pre-deployment health clearances

- mandatory post-deployment debriefs with the EAP and home managers

- a professional support training programme for staff going on deployment that includes the following topics:
  - deployment skills
  - leadership
  - expectations and challenges
  - duty of care
  - values and conduct
  - health and safety
  - resilience and self-care
- extension of on-site counselling support for Manus and Nauru
- an IDF manager support programme for high-risk onshore and offshore locations
- a more robust performance management process for staff on deployment.

Health and safety policy

The health and safety policy facilitates the management, promotion and improvement of the health and safety of all workers (as defined by the WHS Act) and departmental employees. The arrangements enable effective cooperation between the department and workers in promoting and developing measures to ensure health, safety and welfare at work. The policy is being reviewed, followed by a period of further consultation. Final endorsement by the People and Values Committee is planned for October 2014.

Health and safety representatives

Under s. 51 of the WHS Act, work groups are established whenever the department opens new office locations. Nominations are sought for health and safety representatives (HSRs) as vacancies are identified, and accredited training is provided to all departmental HSRs as they are appointed. Under these arrangements, the department has established new HSRs on Nauru and Manus.

Work health and safety training

A national WHS eLearning module is in place across the department. All staff must complete this module annually.

WHS modules continue to be delivered in a number of departmental training programmes, including the overseas preparation course, deployment essentials training, and IDF executive leadership training.

A new deployment essentials training course was developed in 2014 as part of the PSF initiatives (replacing the detention essentials training) to ensure that the requirements of all IMA business areas were considered adequately. This programme provides a more integrated pathway for staff working in the IMA network.

Health and safety committees

In line with legislative requirements to consult workers and their representatives on WHS issues, the department convenes quarterly health and safety committee meetings in all national, state and territory offices, IDFs and OPCs. Key WHS issues are referred to the National Work Health and Safety Committee, which met three times during 2013–14.

Health, safety and wellbeing

The department delivered a range of services and activities in 2013–14 to promote physical and psychological health, safety and wellbeing within the organisation, including:

- a national influenza vaccination programme
- rehabilitation services to reduce the human and financial costs of work-related and non-work-related injury and illness
- enhanced EAP and support services to provide employees with confidential and professional counselling
- introduction of the managers' WHS toolkit
- eyesight testing for screen-based activities
- ergonomic workstation assessments and ergonomic office furniture
- training for all new health and safety representatives
- first aid kit refreshers and training for first aid officers
- enhanced general health assessment and resilience, and self-care support programmes for staff going on deployment
- extensive on-site EAP counselling support for departmental staff and interpreters deployed to IDFs and OPCs
- a pre-deployment infectious disease screening and vaccination programme
- audit and assurance activities in rehabilitation case management and WHS
- annual WHS environmental scans for all IDFs
- annual WHS IDF and OPC staff survey.

Health and safety outcomes

The department's underlying Comcare premium was expected to increase in 2013–14 to 2.04 per cent, but Comcare recently revised the department's premium rate and reduced it to 1.92 per cent as a result of improved performance by the department. The premium rate comparison to all agencies combined is shown in Table 68.

Table 68:   Premium rate for the department compared to all agencies 2011–12 to 2013–14

Premium rate	2011–12	2012–13	2013–14
Department	1.15%	1.47%	1.92%
All agencies	1.41%	1.77%	1.81%
Variation	-0.26%	-0.30%	0.11%

To keep its share of overall Comcare scheme costs as low as possible, the department focuses on reducing the lifetime cost of injury claims through active injury prevention and management strategies. These strategies, which include the work of specialised early intervention rehabilitation case managers, aim to minimise the number of compensation claims and to rehabilitate and return staff to the workplace as quickly as possible.

Mechanism of injury

The department, in consultation with Comcare, identifies actions, events and situations that can cause serious injury and disease. Mechanism of injury descriptors are based on a national classification system that helps to identify injury trends and set injury prevention targets. Table 69 shows how the level of injury claims for the department that have been accepted by Comcare for 2013–14 has decreased when compared with 2011–12 and 2012–13.

Table 69: Three-year summary of mechanism of injury for accepted claims

Accepted claims	2011–12	2012–13	2013–14
Falls, trips and slips	22	11	9
Hitting objects	2	2	1
Being hit by moving objects	1	2	3
Sound and pressure	0	2	0
Body stressing	50	31	38
Heat, electricity and other environmental	1	1	0
Chemicals and other substances	0	0	2
Biological factors	2	1	0
Mental stress	13	8	16
Other or unspecified	1	3	2
Total	92	61	55[a]
Total number of staff	8,510	9,133	8,489[b]
Percentage of injury claims	1.08%	0.67%	0.65%

a   The number of accepted claims for 2013–14 may increase over time as workers compensation claims continue to be lodged and accepted by Comcare for injuries/illnesses that occurred in 2013–14.

b   This figure includes A-based overseas based staff but does not include locally engaged staff.

Regulatory activity

The department regularly liaises with Comcare on all regulatory and cooperative compliance matters, particularly in relation to the management of WHS at IDFs and OPCs. This includes the provision and monitoring of incident reports and information as required under the WHS Act, or as Comcare requests.

From 1 July 2013 to 30 June 2014, Comcare conducted regulatory inspections at Villawood, Christmas Island, Yongah Hill, Pontville, and Melbourne immigration transit accommodation (MITA) IDFs. Comcare also carried out inspections on Manus and Nauru.

Notification and reporting of accidents and dangerous occurrences

Between 1 July 2013 and 30 June 2014 the department notified Comcare of 449 incidents. Table 70 summarises all incidents notified by the department for the 2011–12, 2012–13 and 2013–14 financial years.

Table 70:   Incidents notified to Comcare under sections 35, 36 and 37 of the *Work Health and Safety Act 2011*

Notifiable incident classification	Number of incidents notified 2011–12	Number of incidents notified 2012–13	Number of incidents notified 2013–14
Death	4	3	8
Serious injury/illness (SII)	377	188	338
Dangerous incident (DI)	1,140	107	103
Total	1,521	298	449

The higher number of incidents reported to Comcare in 2013–14, compared with 2012–13, can primarily be attributed to the department's continued focus on improving the quality of guidance materials, training and support to help staff make decisions in accordance with the legislative requirements and to ensure all notifiable incidents are reported immediately. This ensures the department reports all incidents that meet the notifiable threshold. Consequently, the department appears to have over-reported, although this ensures that all serious incidents are visible to Comcare. The department continues to liaise with Comcare on its incident-reporting activity and related systems.

It should be noted that 83 per cent (374 out of 449) of incidents the department notified to Comcare in 2013–14, including deaths, involved detainees and transferees in IDFs and OPCs, and did not directly involve workers.

Support programmes for staff

The department has in place a range of programmes to ensure the physical and psychological health and safety of staff deployed at IDFs, OPCs and at overseas posts. These programmes include the PSF and other support mechanisms as detailed below:

- General health assessments—all DIBP officers and interpreters being deployed to Christmas Island, Manus and Nauru (irrespective of length of deployment) must undertake a general health assessment before being deployed. All officers deployed to remaining IDFs for more than three months must also undertake a general health assessment before being deployed. These assessments are conducted by providers from the department's health services panel.

- Psychological resilience and self-care support programme—identifies psychological health and safety risks associated with staff working with IMAs and puts in place measures to mitigate the risks, where required. All departmental officers and interpreters deployed to Christmas Island, Manus and Nauru must undertake the resilience programme. Other employees may undertake the programme based on length of deployment.

- On-site psychological support—to complement the resilience programme, the department has implemented on-site counselling services for departmental staff working with IMAs. These services began on Christmas Island in April 2009 and are also in place at Curtin, Villawood, Darwin, MITA and Yongah Hill. As part of the PSF, on-site monthly counselling support for Manus and Nauru was implemented for all departmental staff and interpreters.

- Mandatory post-deployment debriefings for all staff with the department's EAP provider and relevant home manager—within one month of completing a deployment, staff are required to complete a post-deployment debriefing with the EAP provider and their home manager to ensure that staff returning to their regular work role are adequately supported.

- 24/7 EAP telephone counselling service—available to all on-site IDF and OPC staff and interpreters.

- Infectious disease and vaccination programme—this programme has been enhanced to include departmental staff and interpreters, irrespective of length of deployment, to reduce the risk of exposure to infectious disease when working in high-risk roles and environments. The programme has been developed in consultation with Medibank Health Solutions and the department's Chief Medical Officer.

- The IDF centre manager and OPC lead SES support programme—supports IDF and OPC managers at remote and offshore locations. An SES mentor will provide enhanced leadership support to centre managers on Manus, Nauru and category 3 remote IDFs, including Curtin and Christmas Island. This programme will be extended to include SES mentors for all other IDF centre managers.

- The Work Environment Branch working group—includes representatives from PSSD and IMA business areas who meet to discuss implementation and resolve issues consultatively. The group has contributed to the development of improved deployment processes, implementation of a central deployment register, and delivery of more targeted and streamlined deployment training modules. The group will continue to ensure smooth transition of PSF enhancements into business-as-usual activity.

Case study

Split-servicing model pays dividends across the board

With English, German, French, Italian and Polish language fluency under her belt, Monika Obodzinska is a star recruit for the department's Europe service centre (ESC), which was established in 2011 to provide expert multilingual support to clients both pre- and post-lodgement.

The ESC is an integral part of the department's global service centre footprint. The call centre, managed by a senior migration officer, includes 23 multilingual information officers, supported by four support and development officers and two managers.

During 2013–14 the ESC introduced the 'split-servicing model', an innovative but simple and cost-effective method for managing multilingual client support. Under the new method, service hours were split to provide for non-English-speaking clients between 9 am and midday, and for English-speaking clients between 1 pm and 4 pm.

'The main difference we noticed was the significant improvement in service we were able to provide to clients,' Monika said. 'Split-servicing meant that the volume of phone calls was balanced between the morning and afternoon, allowing clients to connect to us faster.'

Almost immediately there was a positive response from clients, with fewer complaints about waiting time.

'The call answer rate jumped from an average of 64 per cent to 86 per cent,' Monika said. 'As a team, we became more efficient at answering queries, as we could focus on non-English in the morning and then English in the afternoon. Before this model was introduced, we were constantly changing between languages and topics, which slowed things down.'

The nature of enquiries made to the ESC varies and often depends on the time of year and where people are calling from. The centre continues to receive a lot of queries about visitor, skilled, partner and student visas in particular.

'One of the biggest challenges is keeping across all the changes, as we receive calls based on our language skills— not topics—so we need to know everything. This includes legislation, policy, systems and processes,' Monika said.

'It is great to be able to use our language skills to support the department's work. We give clients correct information to lodge applications and general advice on how their application is progressing.'

The new split-servicing model has made life easier for both clients and ESC staff.

Photo: Europe service centre staff member Monika Obodzinska.

Additional support for managers

Managers and supervisors play a critical role in supporting employees with injury or illness. In addition, managers have an important role in ensuring WHS risks and processes are understood and implemented to ensure the wellbeing of people in their teams.

A manager's toolkit has been developed to provide managers with additional information to support employees and ensure compliance with WHS obligations. The toolkit contains information on:

- managing unscheduled absences
- manager roles and responsibilities in supporting staff with illness or injury
- managing WHS risks in the workplace
- manager's guides on:
  - mental health in the workplace
  - chronic health conditions in the workplace
  - fitness for duty
  - incident reporting guidelines
  - information about the EAP.

Purchasing

The department's purchasing and procurement policies are based on the FMA Act and the Commonwealth Procurement Rules (CPRs).

The Business Services Group provides specialist advice and assistance to all areas of the department engaged in procurement and contract management, through:

- self-service, which includes streamlined information, guidance and tools for procurement under $80,000, supported by a helpdesk function
- dedicated procurement staff to provide support and advice for approaches to market
- centralised management of high-value/high-risk procurement and an assurance function to manage risk and compliance with legal and policy requirements, and to ensure value for money
- developing and maintaining policy documentation and guidance
- coordinating the department's external procurement reporting responsibilities
- legal and probity advice.

Procurement documentation is published on AusTender in accordance with the requirements of the CPRs and other relevant guidelines. In addition to the information published on AusTender, the department has an in-house contract reporting system. There are quality assurance measures and assurance processes in the system to maintain the accuracy and completeness of procurement information.

Consultants and consultancy services

The department's policy for selecting and engaging consultants is in accordance with the CPRs and is based on the core principle of value for money. Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website (www.tenders.gov.au).

In 2013–14 the department entered into 74 new consultancy contracts involving total actual expenditure of $4,183,497.79 (GST inclusive). In addition, 11 ongoing consultancy contracts were active during 2013–14, involving total actual expenditure of $760,615.68 (GST inclusive).

ANAO access provisions

The department's standard contract templates include provisions allowing the Australian National Audit Office (ANAO) to access a contractor's premises. The department does not have any contracts that do not contain the ANAO access provisions.

Exempt contracts

The department does not have any contracts with a value of $10,000 or more (GST inclusive) or any standing offers that have been exempted by the chief executive from being published on AusTender on the basis that they would disclose exempt matters under the FOI Act.

Details of all other contracts with a value of $10,000 or more have been published on AusTender in accordance with the reporting requirements of the CPRs.

Asset management

The department manages non-current assets with a gross book value of $2.210 billion (net value of $1.778 billion), the majority of these assets (gross book value of $1.374 billion) being administered property that supports the care and management of detainees, including IMAs in immigration detention. The department's main asset classes are land and buildings, leasehold improvements, plant and equipment, and intangible assets (software).

During the 2013–14 financial year, the gross book value of departmental and administered assets increased by $425 million, which was primarily due to the construction of additional detention facilities and the ongoing development of software to meet the business requirements.

The department manages its asset replacements through an annual capital plan which reflects both government priorities and ongoing business requirements. The department regularly monitors the management of this capital plan to ensure that the planned expenditure reflects the department's business requirements.

The department undertakes an annual stocktake of its non-current assets and performs an annual revaluation and asset impairment review, which is used to update and verify the accuracy of asset records and to review the condition and ongoing utility of assets. The review includes a reassessment of expected useful lives and residual values. The outcomes of the process are considered by the ANAO as part of its assessment of the annual financial statements.

The department's property, plant and equipment assets, including those leased under contract from various service providers, are maintained through specific maintenance programmes.

Additional information on the value, acquisition and disposal of assets is available in the 2013–14 financial statements in Part 5 of this report.

Advertising and market research

During 2013–14 (Table 71) the department conducted the following advertising campaigns:

• By boat, no visa

• No way.

Where the total amount paid against a contract is less than $12,400 (GST inclusive) details have not been included. Further information on those advertising campaigns is available at www.immi.gov.au and in reports on government advertising prepared by the Department of Finance. These reports are available at www.finance.gov.au/advertising/index.html.

Table 71:   Advertising and market research expenditure 2013–14

Media advertising and market research	Total amount paid against contract (GST inclusive)
Market research organisations	
Cubit Media Research Pty Ltd: Media positioning analysis (Phase 1)	$26,950.00
Cubit Media Research Pty Ltd: Media positioning analysis (Phase 2)	$38,999.99
Essence Communications Trust: Concept testing market research for the *No way* campaign	$76,395.00
McNair Ingenuity Research Pty Ltd: Tracking market research for the *By boat, no visa* campaign	$38,849.80
McNair Ingenuity Research Pty Ltd: Evaluation market research for the *By boat, no visa* campaign	$67,300.00
McNair Ingenuity Research Pty Ltd: Benchmarking market research for the *No way* campaign	$128,478.00
Taylor Nelson Sofres Australia Pty Limited: Developmental market research for the Humanitarian Programme	$75,900.00

Table 71: Advertising and market research expenditure 2013–14 *continued*

Media advertising and market research	Total amount paid against contract (GST inclusive)
Media advertising organisations	
Adcorp Australia Limited: Advertising for building multicultural community	$36,816.92
Mediabrands Australia Pty Ltd: Advertising for the *By boat, no visa* campaign	$7,152,093.03
Mediabrands Australia Pty Ltd: Advertising for the *No way* campaign	$163,610.84
Mediabrands Australia Pty Ltd: Voluntary return services advertising	$97,842.36
Mediabrands Australia Pty Ltd: Online advertising campaign for skilled migration (Phase 1)	$99,996.53
Mediabrands Australia Pty Ltd: Online advertising campaign for skilled migration (Phase 2)	$21,993.52
Mediabrands Australia Pty Ltd: Online advertising for the Office of the Migration Agents Registration Authority	$14,203.84
Mediabrands Australia Pty Ltd: Advertising for visa overstayers	$194,193.71
Mediabrands Australia Pty Ltd: Advertising to employers raising awareness of hiring legally	$44,000.00
Advertising agencies	
Red Bean Republic Pty Ltd: Advertising concept and promotional videos	$29,920.00

Ecologically sustainable development and environmental performance

National environment policy

The national environmental policy, endorsed by the Secretary in 2009, is the foundation for environmental stewardship within departmental offices. It sets out the level of environmental responsibility and performance expected by the department.

Under the national environmental policy, the department will:

• review and improve its environmental performance by setting objectives and targets appropriate to the nature, scale and impact of its operations

• ensure the use of processes, practices, techniques, materials, products, services and/or energy to avoid, reduce or control the creation, emission or discharge of any type of pollutant or waste in order to reduce adverse environmental impacts

• comply with applicable Australian Government and state and territory government environmental legislation, regulations, policies, initiatives and other requirements which relate to the department's environmental aspects.

Environment management system

The department employs an environmental management system (EMS) to help meet its environment policy objectives. The EMS is a strategic tool for managing the impact of the department's activities on the environment. It also provides a structured approach to daily operations in helping to plan and implement environmental protection measures.

The development of the EMS was based on international standard AS/NZS ISO 14001.

Green initiatives

The department undertook several environmental initiatives in 2013–14, including:

- promoting and participating in Earth Hour

- continued participation in mobile phone recycling in National Office

- ongoing recycling of used printer cartridges for multi-function devices

- decreasing its national vehicle fleet from 199 in 2012–13 to 179 in 2013–14

- ongoing replacement of six-cylinder leased vehicles with four-cylinder vehicles. The department further reduced the proportion of six-cylinder vehicles to 15 per cent of its national fleet, down from 15.2 per cent in the previous financial year

- increasing the percentage of Australian-made vehicles in the department's fleet from 65 per cent in 2012–13 to 66 per cent in 2013–14

- leasing vehicles which are ethanol fuel suitable and nominating E10 as the department's preferred fuel type

- nominating four-cylinder vehicles as the preferred choice of hire vehicle except in cases where a larger vehicle is required for a specific business purpose

- including the green lease schedule (GLS) in new building leases within Australia, as required by the energy efficiency in government operations (EEGO) policy. In accordance with GLS obligations the department has established a management committee for each GLS. The committees ensure ongoing environmental performance to National Australian Built Environment Rating System (NABERS) standards, including a continuing commitment to sourcing properties with NABERS ratings of at least 4.5 stars

- implementing 24 recommendations from the department's office accommodation level two energy audits, which have reduced the department's energy consumption

- continued participation in the government agencies environmental network to initiate and share best-practice ideas and initiatives across government agencies.

Information and communication technology sustainability initiatives

The department continues to work towards achieving whole-of-government targets for ICT energy efficiency, with a focus on data centres and desktop computing.

New investment in blade server infrastructure and virtualisation, as recommended in the 2012–15 infrastructure management plan, has seen a continuing reduction in mid-range server equipment in data centres and an increase in their energy efficiency.

The power usage effectiveness (PUE) metrics for the Hume data centre site (PUE 1.54) and the in-house 6 Chan St Belconnen data centre site (PUE 1.6) continue to be low. Both sites met the July 2015 target (PUE from 1.7 to 2.2) ahead of schedule.

With regards to end-user computing, the refreshed desktop infrastructure and standard operating environment has delivered sleep mode capability so that desktops automatically go into the lower-power 'sleep' mode after 30 minutes of inactivity (during the day or after hours). This mode is equivalent to powering the machines off, and thus meets whole-of-government requirements for an after-hours shut-down regime.

The requirements have been met even with the introduction of a corporate screen saver which displays for a further 20 minutes after 10 minutes of user inactivity. Tenancy energy usage reports continued to indicate that energy billing had decreased from previous years, and improved desktop energy-state reporting confirmed desktops were shutting down after hours.

Energy performance

The EEGO policy aims to reduce the energy consumption by government operations, with particular emphasis on building energy efficiency. A key EEGO objective was for government office buildings in all portfolios to achieve an energy intensity target of 7500 megajoules per person per annum for tenant light and power by June 2012.

The department continues to improve on compliance with this target. In 2013–14 consumption was 5155 megajoules per person per annum, a significant decrease from usage in 2012–13 (Table 72) and the second year in a row of significant decreases in energy consumption. The fall is attributed to continued ICT sustainability initiatives and the implementation of selected recommended efficiencies from the department's level two energy audits.

Table 72:   The department's energy performance against EEGO policy intensity target

EEGO policy intensity target	2009–10	2010–11	2011–12		2013–14
Tenant light and power at 7,500 MJ pp pa[a] by June 2012	6,618	6,003	6,322	5,829	5,155

a   MJ pp pa means 'megajoules per average staff level per annum'.

Heritage strategy

The department continues to manage its obligations under the *Environmental Protection and Biodiversity Conservation Act 1999* in regard to the preservation and promotion of Commonwealth heritage sites. The Villawood IDC is the only departmental property included on the Commonwealth Heritage List.

A heritage precinct has been established on the northern boundary of the Villawood IDC, facing Miowera and Gurney Roads. A Heritage Precinct Master Plan will ensure the continuing protection of the site's remaining heritage values.

The precinct will feature key elements of the Villawood migrant hostel, with two Nissen accommodation huts, the former dining room and the boilers from the original laundry. These buildings have already been relocated and a qualified heritage specialist has been engaged to repair them.

Grant programmes

Discretionary grants are payments where the portfolio Minister has discretion in determining the outcome of a grant application, and may impose conditions on the grantee in return for the grant. The Minister's decision is final and there are no review or appeal processes.

The department administered the following discretionary grants programmes in 2013–14:

- building multicultural communities programme
- diversity and social cohesion programme
- settlement grants programme
- multicultural arts and festivals grants programme.

Following the AAO of 18 September 2013, many of the department's grants programmes transferred to DSS.[7]

The remaining two administered grants in 2013–14 were:

- illegal migration research
- Refugee Council of Australia.

Social justice and equity

All government departments and agencies were required to prepare biennial agency multicultural plans (AMPs) commencing on 1 July 2013. The plans set out actions taken by departments to improve their performance on access and equity.

The department's plan was launched to staff on 14 August 2013. It has over 40 action items and seeks to enhance a culture in the department that embraces multicultural access and equity principles in all aspects of work.

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7 Change between the PBS 2013–14, p.12, and the PAES 2013–14, p.11.

Part 5

Financial statements

INDEPENDENT AUDITOR'S REPORT

To the Minister for Immigration and Border Protection

I have audited the accompanying financial statements of the Department of Immigration and Border Protection for the year ended 30 June 2014, which comprise: a Statement by the Secretary and Chief Financial Officer; Statement of Comprehensive Income; Statement of Financial Position; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; Schedule of Contingencies; Administered Schedule of Comprehensive Income; Administered Schedule of Assets and Liabilities; Administered Reconciliation Schedule; Administered Cash Flow Statement; Schedule of Administered Commitments; Schedule of Administered Contingencies; and Notes comprising a Summary of Significant Accounting Policies and other explanatory information.

Secretary's Responsibility for the Financial Statements

The Secretary of the Department for Immigration and Border Protection is responsible for the preparation of financial statements that give a true and fair view in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards, and for such internal control as is necessary to enable the preparation of financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I have conducted my audit 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 about 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 for Immigration and Border Protection's preparation of the financial statements that give a true and fair view 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 for Immigration and Border Protection's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting

estimates made by the Secretary of the Department for Immigration and Border Protection, 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 my audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

Opinion

In my opinion, the financial statements of the Department for Immigration and Border Protection:

(a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards; and

(b) give a true and fair view of the matters required by the Finance Minister's Orders, including the Department for Immigration and Border Protection's financial position as at 30 June 2014 and its financial performance and cash flows for the year then ended.

Australian National Audit Office

S. Buchanan
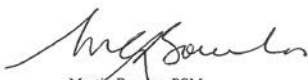
Serena Buchanan
Executive Director

Delegate of the Auditor-General

Canberra
1 September 2014

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION
STATEMENT BY THE SECRETARY AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2014 are 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.

Martin Bowles, PSM
Secretary

/ September 2014

Charlotte Tressler
A/g Chief Financial Officer

\ September 2014

Department of Immigration and Border Protection
Statement of comprehensive income

For the period ended 30 June 2014

	Notes	2014 $'000	2013 $'000
Net cost of services			
Expenses			
Employee benefits	3A	875 686	829 779
Suppliers	3B	634 551	627 533
Depreciation and amortisation	3C	120 053	98 449
Finance costs	3D	948	1 098
Writedown and impairment of assets	3E	18 485	17 975
Foreign exchange losses	3F	297	502
Losses from asset sales	3G	14	10
Assistance to foreign governments	3H	833	178
Other expenses		257	86
Total expenses		1 651 124	1 575 610
Less:			
Own-source income			
Own-source revenue			
Sale of goods and rendering of services	4A	34 703	31 236
Recovery of costs	4B	12 530	7 698
Fees and fines	4C	9 518	7 984
Rental income	4D	1 752	2 157
Royalties	4E	1 201	2 034
Comcover insurance recoveries		262	881
Other revenue		322	526
Total own-source revenue		60 288	52 516
Gains			
Gain from sale of assets	4F	24	29
Foreign exchange gains	4G	-	173
Reversals of previous asset writedowns and impairment	4H	2 076	1 306
Other gains	4I	726	719
Total gains		2 826	2 227
Total own-source income		63 114	54 743
Net cost of services		1 588 010	1 520 867
Revenue from government	4J	1 482 355	1 429 644
(Deficit) on continuing operations		(105 655)	(91 223)
Other comprehensive income			
Items not subject to subsequent reclassification to profit or loss			
Changes in asset revaluation reserves		6 850	3 555
Total other comprehensive income		6 850	3 555
Total comprehensive (loss)		(98 805)	(87 668)

The above statement should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Statement of financial position

As at 30 June 2014

	Notes	2014 $'000	2013 $'000
Assets			
Financial assets			
Cash and cash equivalents	7A	2 906	2 435
Trade and other receivables	7B	429 067	394 796
Other financial assets	7C	1 380	1 761
Total financial assets		433 353	398 992
Non-financial assets			
Land and buildings	8A,C	52 723	56 539
Property, plant and equipment	8B,C	50 383	39 596
Intangibles	8D,E	303 712	315 955
Other non-financial assets	8F	27 873	15 297
Total non-financial assets		434 691	427 387
Total assets		868 044	826 379
Liabilities			
Payables			
Suppliers	9A	136 341	119 456
Other payables	9B	71 383	55 553
Total payables		207 724	175 009
Interest bearing liabilities			
Leases	10	1 152	1 893
Total interest bearing liabilities		1 152	1 893
Provisions			
Employee provisions	11A	223 581	221 162
Other provisions	11B	44 088	32 775
Total provisions		267 669	253 937
Total liabilities		476 545	430 839
Net assets		391 499	395 540
Equity			
Parent entity interest			
Contributed equity		674 881	580 117
Reserves		122 899	116 049
(Accumulated deficit)		(406 281)	(300 626)
Total equity		391 499	395 540

The above statement should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Statement of changes in equity

For the period ended 30 June 2014

	Retained earnings 2014 $'000	Retained earnings 2013 $'000	Asset revaluation reserve 2014 $'000	Asset revaluation reserve 2013 $'000	Contributed equity/capital 2014 $'000	Contributed equity/capital 2013 $'000	Total equity 2014 $'000	Total equity 2013 $'000
Opening balance								
Balance carried forward from previous period	(300 626)	(209 133)	116 049	112 494	580 117	478 737	395 540	382 098
Adjustment for errors	-	(270)	-	-	-	-	-	(270)
Adjusted opening balance	(300 626)	(209 403)	116 049	112 494	580 117	478 737	395 540	381 828
Comprehensive income								
Other comprehensive income—changes in asset revaluation reserve	-	-	6 850	3 555	-	-	6 850	3 555
(Deficit) for the period	(105 655)	(91 223)	-	-	-	-	(105 655)	(91 223)
Total comprehensive income	(105 655)	(91 223)	6 850	3 555	-	-	(98 805)	(87 668)
Transactions with owners								
Distributions to owners								
Returns of capital:								
Return of contributed equity	-	-	-	-	(12 988)	-	(12 988)	-
Contributions by owners								
Equity injection—appropriations	-	-	-	-	26 056	25 115	26 056	25 115
Departmental capital budget	-	-	-	-	81 765	76 187	81 765	76 187
Restructuring (Note 12)	-	-	-	-	(70)	78	(70)	78
Total transactions with owners	-	-	-	-	94 764	101 380	94 764	101 380
Closing balance as at 30 June	(406 281)	(300 626)	122 899	116 049	674 881	580 117	391 499	395 540

The above statement should be read in conjunction with the accompanying notes.

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Department of Immigration and Border Protection
Cash flow statement

For the period ended 30 June 2014

	Notes	2014 $'000	2013 $'000
Operating activities			
Cash received			
Goods and services		64 835	59 152
Appropriations		1 511 720	1 427 395
Net GST received		32 101	48 593
Other cash received		14 545	10 736
Total cash received		1 623 201	1 545 876
Cash used			
Employees		886 539	824 332
Suppliers		700 881	676 672
Borrowing costs		948	1 098
Cash transferred to the Official Public Account		32 582	41 954
Other cash used		1 075	1 012
Total cash used		1 622 025	1 545 068
Net cash from operating activities	13	1 176	808
Investing activities			
Cash received			
Proceeds from sales of property, plant and equipment		36	38
Total cash received		36	38
Cash used			
Purchase of property, plant and equipment		14 480	22 920
Purchase of intangibles		78 056	83 132
Total cash used		92 536	106 052
Net cash (used by) investing activities		(92 500)	(106 014)
Financing activities			
Cash received			
Contributed equity		92 536	106 052
Total cash received		92 536	106 052
Cash used			
Repayment of borrowings (finance leases)		741	797
Total cash used		741	797
Net cash from financing activities		91 795	105 255
Net increase in cash held		471	49
Cash and cash equivalents at the beginning of the reporting period		2 435	2 386
Cash and cash equivalents at the end of the reporting period	7A	2 906	2 435

Department of Immigration and Border Protection
Schedule of commitments

As at 30 June 2014

	2014 $'000	2013 $'000
By type		
Commitments receivable		
Sublease rental income	(2 480)	(4 637)
Other receivables	(90)	(165)
Net GST recoverable on commitments	(57 366)	(54 465)
Total commitments receivable	(59 936)	(59 267)
Commitments payable		
Capital commitments		
Land and buildings	1 491	8 261
Property, plant and equipment	1 292	-
Intangibles	9 469	12 748
Total capital commitments	12 252	21 009
Other commitments		
Operating leases [1]	315 696	318 639
Information technology services [2]	350 586	288 689
Other [3]	5 344	33 048
Total other commitments	671 626	640 376
Total commitments payable	683 878	661 385
Net commitments by type	623 942	602 118
By maturity		
Commitments receivable		
Operating lease and others		
Within 1 year	(1 286)	(1 913)
Between 1 to 5 years	(1 284)	(2 889)
Total operating lease and others	(2 570)	(4 802)
GST receivable		
Within 1 year	(17 716)	(15 697)
Between 1 to 5 years	(36 973)	(34 783)
More than 5 years	(2 677)	(3 985)
Total GST receivable	(57 366)	(54 465)
Total commitments receivable	(59 936)	(59 267)

Schedule of commitments continued next page.

Department of Immigration and Border Protection
Schedule of commitments *continued*

As at 30 June 2014

	2014 $'000	2013 $'000
Commitments payable		
Capital commitments		
Within 1 year	12 235	9 309
Between 1 to 5 years	17	11 700
Total capital commitments	12 252	21 009
Operating lease commitments		
Within 1 year	89 814	85 397
Between 1 to 5 years	211 256	205 546
More than 5 years	14 626	27 696
Total operating lease commitments	315 696	318 639
Other commitments		
Within 1 year	116 632	109 903
Between 1 to 5 years	223 921	194 868
More than 5 years	15 377	16 966
Total other commitments	355 930	321 737
Total commitments payable	683 878	661 385
Net commitments by maturity	623 942	602 118

Note: Commitments are GST inclusive where relevant.
1. Operating lease commitments include leases for onshore and offshore office and staff accommodation.
2. Information technology service commitments primarily includes costs for contracted services.
3. Other commitments include costs primarily relating to the provision of accommodation cleaning and maintenance services.

Nature of lease/general description of leasing arrangement
Lease for office accommodation

Lease payments are subject to fixed annual increases or annual increases in accordance with upward movements in the Consumer Price Index. Leases of office accommodation may be renewed for up to five years at exercise of option.

Agreements in relation to support costs for computer equipment, software and telecommunications

The department has three agreements relating to support costs. The two agreements for desktop infrastructure and software and midrange infrastructure and software expire on 30 June 2018. The agreement for telecommunications services will continue until 30 September 2014 and options for extension are available.

The above schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Schedule of contingencies

As at 30 June 2014

	2014 $'000	2013 $'000
Contingent liabilities		
Indemnities	948	920
Claims for damages or costs	291	2 570
Total contingent liabilities	**1 239**	**3 490**

Details of each class of contingent liabilities and contingent assets listed above are disclosed in Note 14: Contingent liabilities and assets, along with information on significant remote contingencies and contingencies that cannot be quantified.

The above schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Administered schedule of comprehensive income

For the period ended 30 June 2014

	Notes	2014 $'000	2013 $'000
Net cost of services			
Expenses			
Suppliers	19A	2 551 742	2 110 849
Personal benefits	19B	303 112	146 569
Grants	19C	25 562	62 442
Depreciation and amortisation	19D	61 937	53 943
Writedown and impairment of assets	19E	100 280	3 231
Losses from asset sales	19F	3 969	15
Foreign exchange losses	19G	634	2 466
Other expenses	19H	28	92
Total expenses		3 047 264	2 379 607
Income			
Revenue			
Non-taxation revenue			
Fees and fines	20A	1 645 095	1 209 272
Recovery of detention costs		6 768	3 456
Other revenue		11 215	(487)
Total non-taxation revenue		1 663 078	1 212 241
Total revenue		1 663 078	1 212 241
Gains			
Sale of assets	20B	8	24
Reversal of previous asset writedowns and impairments	20C	123	128
Foreign exchange	20D	355	322
Total gains		486	474
Total income		1 663 564	1 212 715
Net cost of services		1 383 700	1 166 892

The above schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Administered schedule of assets and liabilities

As at 30 June 2014

	Notes	2014 $'000	2013 $'000
Assets			
Financial assets			
Cash and cash equivalents	23A	32 747	22 126
Trade and other receivables	23B	25 931	30 255
Other financial assets	23C	17 025	11 790
Total financial assets		75 703	64 171
Non-financial assets			
Land and buildings	24A,C	1 172 204	866 144
Property, plant and equipment	24B,C	157 604	138 671
Other non-financial assets	24D	103 899	104 899
Total non-financial assets		1 433 707	1 109 714
Assets held for sale	24A,B	41 798	-
Total assets administered on behalf of government		1 551 208	1 173 885
Liabilities			
Payables			
Suppliers	25A	406 428	380 249
Personal benefits	25B	3 648	15 851
Grants	25C	125	17 142
Other payables	25D	260	249
Total payables		410 461	413 491
Provisions			
Bonds	26A	17 551	19 306
Total provisions		17 551	19 306
Total liabilities administered on behalf of government		428 012	432 797
Net assets		1 123 196	741 088

The above schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Administered reconciliation schedule

	2014 $'000	2013 $'000
Opening assets less liabilities as at 1 July	741 088	572 549
Net (cost of)/contribution by services		
Income	1 663 564	1 212 715
Expenses (non CAC)	(3 047 264)	(2 379 607)
Transfers (to)/from Australian Government:		
Appropriation transfers from Official Public Account:		
Annual appropriations for administered expenses (non CAC)	2 940 176	2 398 120
Administered assets and liabilities appropriations	639 220	366 025
Appropriation Transfers to Official Public Account	(1 946 059)	(1 434 206)
Restructuring	9 183	-
Transfer from the Department of Finance	112 359	-
Administered revaluations taken to reserves	10 929	5 492
Closing assets less liabilities as at 30 June	1 123 196	741 088

The above schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Administered cash flow statement

For the period ended 30 June 2014

	Notes	2014 $'000	2013 $'000
Operating activities			
Cash received			
Immigration fees		1 658 464	1 223 894
Bonds received		54 855	37 330
Sales of goods and rendering of services		-	-
Fines		1 533	2 056
Net GST received		228 150	186 906
Other		2 941	2 525
Total cash received		1 945 943	1 452 711
Cash used			
Grants paid		26 261	52 993
Bonds paid		53 917	30 223
Personal benefits		315 314	144 529
Suppliers		2 761 097	2 391 405
Refunds paid		13 723	4 385
Total cash used		3 170 312	2 623 535
Net cash (used by) operating activities	27	(1 224 369)	(1 170 824)
Investing activities			
Cash Received			
Proceeds from sale of property, plant and equipment		118	30
Total cash received		118	30
Cash used			
Purchase of property, plant and equipment		398 463	161 730
Total cash used		398 463	161 730
Net cash (used by) investing activities		(398 345)	(161 700)
Financing activities			
Cash received			
Contributed equity		398 463	161 730
Total cash received		398 463	161 730
Net cash flows from financing activities		398 463	161 730
Net (decrease) in cash held		(1 224 251)	(1 170 794)
Cash and cash equivalents at the beginning of the reporting period		22 126	24 708
Cash from Official Public Account for:			
Appropriations		3 180 932	2 602 418
Total cash from Official Public Account		3 180 932	2 602 418
Cash to Official Public Account for:			
Appropriations		1 946 060	1 434 206
Total cash from Official Public Account		1 946 060	1 434 206
Cash and cash equivalents at the end of the reporting period	23A	32 747	22 126

This schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Schedule of administered commitments

As at 30 June 2014

	2014 $'000	2013 $'000
By type		
Commitments receivable		
GST recoverable on commitments	(50 386)	(60 030)
Total commitments receivable	(50 386)	(60 030)
Commitments payable		
Capital commitments		
Land and buildings	-	8 800
Infrastructure, plant and equipment	46 087	5 497
Total capital commitments	46 087	14 297
Other commitments		
Suppliers [1]	592 802	468 020
Health and medical services [2]	143 787	133 429
Operating leases [3]	70 594	93 918
Grants [4]	-	63 915
Policing services [5]	49 633	24 437
Education services [6]	417	3 029
Other commitments	75 250	50 930
Total other commitments	932 483	837 678
Net commitments by type	928 184	791 945

Department of Immigration and Border Protection
Schedule of administered commitments *continued*

As at 30 June 2014

	2014 $'000	2013 $'000
By maturity		
Other commitments receivable		
Within 1 year	(44 969)	(54 512)
Between 1 to 5 years	(5 417)	(5 518)
Total other commitments receivable	(50 386)	(60 030)
Total commitments receivable	(50 386)	(60 030)
Commitments payable		
Capital commitments		
Within 1 year	46 085	12 885
Between 1 to 5 years	2	1 412
Total capital commitments	46 087	14 297
Operating lease commitments		
Within 1 year	69 159	78 426
Between 1 to 5 years	1 435	15 492
Total operating lease commitments	70 594	93 918
Other commitments		
Within 1 year	707 956	682 217
Between 1 to 5 years	153 933	61 543
Total other commitments	861 889	743 760
Net commitments by maturity	928 184	791 945

Note: Commitments are GST inclusive where relevant.

1. Supplier commitments mainly relate to the cost of operating detention centres, including the offshore processing centres on Manus and Nauru.

2. Health and medical services commitments predominantly relate to the provision of health services by International Health and Medical Services (IHMS).

3. Operating leases includes the leasing of a facility at Wickham Point and Blaydin Point in the Northern Territory to accommodate illegal maritime arrivals (IMAs) and residential leases to house contractors and interpreters.

4. Grant commitments relate primarily to the delivery of the grant settlement programme. As a result of Administrative Arrangement Order (AAO) of 18 September 2013, this programme transferred to the Department of Social Services (DSS).

5. Policing services commitments relate to the provision of policing services by Australian Federal Police and states and territories.

6. Education services commitments primarily relate to the provision of education services by states and territories.

The above schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Schedule of administered contingencies

As at 30 June 2014

	2014 $'000	2013 $'000
Administered contingent assets		
Claims for damages or costs	19 809	-
Total administered contingent assets	19 809	-
Contingent liabilities		
Guarantees	(2 044)	-
Claims for damages or costs	(1 860)	(2 670)
Total contingent liabilities	(3 904)	(2 670)
Net administered contingent assets (liabilities)	15 905	(2 670)

Details of each class of contingent liabilities in the above table are disclosed in Note 28: Administered contingent assets and liabilities, along with information on significant remote contingencies and contingencies that cannot be quantified.

The above schedule should be read in conjunction with the accompanying notes.

Department of Immigration and Border Protection
Notes to and forming part of the financial statements

Note 1: Summary of significant accounting policies

1.1 Objectives of the department

The Department of Immigration and Border Protection is a government controlled entity. It is a not-for-profit entity. The department's purpose is to build Australia's future through the well-managed entry and settlement of people.* The department's business is to:

- contribute to Australia's future through managed migration
- protect refugees and contribute to humanitarian policy internationally
- contribute to Australia's security through border management and traveller facilitation
- make fair and reasonable decisions for people entering or leaving Australia, ensuring compliance with Australia's immigration laws and integrity in decision making
- support migrants and refugees to settle in the community and participate in Australian society*
- promote Australian citizenship and a multicultural Australia.*

The department is structured to meet six outcomes:**

Outcome 1: Managed migration through visas granted for permanent settlement, work, study, tourism, working holidays or other specialised activities in Australia, regulation, research and migration policy advice and programme design.

Outcome 2: Protection, resettlement and temporary safe haven for refugees and people in humanitarian need through partnering with international agencies; assessing humanitarian visa applications; and refugee and humanitarian policy advice and programme design.

Outcome 3: Lawful entry of people to Australia through border management services involving *bona fide* traveller facilitation, identity management, document verification, intelligence analysis, partnerships with international and domestic agencies and border policy advice and programme design.

Outcome 4: Lawful stay of visa holders and access to citizenship rights for eligible people through promotion of visa compliance responsibilities, status resolution, citizenship acquisition integrity, case management, removal and detention, and policy advice and programme design.

Outcome 5: Equitable economic and social participation of migrants and refugees, supported through settlement services, including English language training, refugee settlement, case coordination, translation services and settlement policy advice and programme design.*

Outcome 6: A cohesive, multicultural Australian society through promotion of cultural diversity and a unifying citizenship, decisions on citizenship status, and multicultural and citizenship policy advice and programme design.*

The continued existence of the department in its present form and with its present programmes is dependent on government policy and on continuing funding by parliament for the department's administration and programmes.

The department's activities contributing toward these outcomes are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the department in its own right. Administered activities involve the management or oversight by the department, on behalf of the government, of items controlled or incurred by the government.

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*   Following the AAO of 18 September 2013, the majority of the settlement and multicultural functions were transferred to DSS, with the adult migrant English programme (AMEP) being transferred to the Department of Industry (DOI). Following the Machinery of Government changes the department's purpose changed to that specified in part 2 of this report.

**   From the 2014–15 financial year, the department will report on a three outcome structure. For details of the revised outcome structure, refer to the *Portfolio Budget Statements 2014–15* Immigration and Border Protection Portfolio, p.21.

Note 1: Summary of significant accounting policies *continued*

The department conducts the following administered activities on behalf of the government:

Programme 2.1: refugee and humanitarian assistance	- Allowances for persons granted temporary visas in the Humanitarian Programme
	- Immigration advice and application assistance scheme—onshore protection
	- Initiatives to address the situation of displaced persons and promote sustainable returns
	- International Organization for Migration—contribution
	- Payments to the Australian Red Cross Society for the asylum seeker assistance scheme
	- Refugee and humanitarian passage, associated costs and related services
	- Secretariat for Inter-Governmental Consultations on migration, asylum and refugees—membership contribution
Programme 3.1: border management	- Enhanced border management
Programme 4.1: visa compliance and status resolution	- Compliance resolution, community care and assistance
Programme 4.2: onshore detention network	- Community and detention services
	- Payments under s. 33 (FMA Act)—*act of grace* payments
Programme 4.3: offshore asylum seeker management	- Community and detention services
Programme 4.4: foreign fishers	- Community and detention services
Programme 4.5: regional cooperation and associated activities	- Regional cooperation and capacity building
	- Regional support office
	- Returns and reintegration assistance packages
	- Combating people smuggling—addressing irregular migration in the region
Programme 5.1: settlement services for migrants and refugees	- Adult migrant English programme*
	- Grants for community settlement*
	- Humanitarian settlement services*
	- National Accreditation Authority for Translators and Interpreters Ltd—contribution
	- Grant to the Refugee Council of Australia
	- Supervision and welfare for unaccompanied humanitarian minors (UHMs)
Programme 6.1: multicultural and citizenship services	- Diversity and social cohesion programme*
	- Grants for multicultural affairs*

The government continues to have regard to developments in case law, including the High Court's most recent decision on Commonwealth expenditure in *Williams v Commonwealth [2014] HCA 23*, as they contribute to the larger body of law relevant to the development of government programmes. In accordance with its general practice, the government will continue to monitor and assess risk and decide on any appropriate actions to respond to risks of expenditure not being consistent with constitutional or other legal requirements.

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* Following the AAO of 18 September 2013, the majority of the settlement and multicultural functions have been transferred to DSS, with the AMEP being transferred to the DOI.

Note 1: Summary of significant accounting policies *continued*

1.2   Basis of preparation of the financial statements

These financial statements are general purpose financial statements as required by section 49 of the *Financial Management and Accountability Act 1997* (FMA).

These financial statements have been prepared in accordance with:

- Finance Minister's Orders (FMOs) for reporting periods ending on or after 1 July 2011
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

These financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities which have been reported at fair value. Except where stated, no allowance has been made for the effect of changing prices on the results or the financial position.

These financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

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 to the department or a future sacrifice of economic benefits will be required and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under executory contracts are not recognised unless required by an accounting standard. Liabilities and assets that are unrecognised are reported in the schedule of commitments or the schedule of contingencies.

Unless an alternative treatment is specifically required by an accounting standard, income and expenses are recognised in the Statement of Comprehensive Income when, and only when, the flow, consumption or loss of economic benefits has occurred and can be reliably measured.

1.3   Significant accounting judgements and estimates

In the process of applying the accounting policies listed in this note, the department has made the following judgements that impact on the amounts recorded in the financial statements:

The fair value of land and buildings has been taken to be the market value of similar properties as determined by an independent valuer. In some instances, entity buildings are purpose-built and may in fact realise more or less in the market if they were disposed.

The fair value of property, plant and equipment has been taken to be the market value of similar assets or depreciated replacement value as determined by an independent valuer.

The employee provisions have been determined by reference to advice from the government Actuary.

In 2013–14 the department continued to make provisions for onerous contracts and restoration obligations (see Note 11B). The provision for onerous contracts has been impacted by fluctuations in the property market and the likelihood of the department's ability to sublease that space. The value of this provision will be affected by future changes in the property market as well as future changes in visa activity levels and government policy.

The provision for restoration relates to leased accommodation both in Australia and overseas where the department is required to restore the premises upon termination of the lease. Although the estimated quantum for restoration was provided by property consultants, the value of this provision will be affected by future changes in inflation rates as well as foreign exchange rates.

No accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Note 1: Summary of significant accounting policies *continued*

1.4 New Australian Accounting Standards

Adoption of new Australian Accounting Standard requirements

No accounting standard has been adopted earlier than the application date as stated in the standard.

The following new standards, amendments and interpretations, which were issued prior to the signing of the statement by the Chief Executive and Chief Financial Officer, were applicable to the current reporting period:

AASB 7 (NFP)	Financial Instruments: Disclosures [for not-for-profit entities]—December 2012 (Compilation)
AASB 13	Fair Value Measurement—December 2012 (Compilation)
AASB 101 (NFP)	Presentation of Financial Statements [for not-for-profit entities]—December 2012 (Compilation)
AASB 116	Property, Plant and Equipment—September 2012 (Compilation)
AASB 119	Employee Benefits—December 2012 (Compilation)
AASB 132 (NFP)	Financial Instruments: Presentation [for not-for-profit entities]—December 2012 (Compilation)
AASB 136 (NFP)	Impairment of Assets [for not-for-profit entities]—December 2012 (Compilation)
AASB 138 (NFP)	Intangible Assets [for not-for-profit entities]—December 2012 (Compilation)
AASB 139 (NFP)	Financial Instruments: Recognition and Measurement [for not-for-profit entities]—December 2012 (Compilation)

All new standards, amendments and interpretations that were issued prior to the signing of the statement by the Chief Executive and Chief Financial Officer and are applicable to the current reporting period did not have a financial impact, and are not expected to have a future financial impact on the entity.

Future Australian Accounting Standard requirements

The following new standards, amendments to standards or interpretations have been issued by the AASB prior to the signing of the statement by the Chief Executive and Chief Financial Officer, but are effective for future reporting periods:

AASB 9	Financial Instruments—December 2013 (Compilation)
AASB 1031	Materiality—December 2013 (Principal)
AASB 1055	Budgetary Reporting—March 2013 (Principal)
AASB 1056	Superannuation Entities—June 2014 (Principal)
AASB 2010-7	Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127]
AASB 2011-7 (NFP)	Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Interpretations 5, 9, 16 & 17] [for not-for-profit entities]
AASB 2012-3	Amendments to Australian Accounting Standards—Offsetting Financial Assets and Financial Liabilities [AASB 132]
AASB 2013-1	Amendments to AASB 1049—Relocation of Budgetary Reporting Requirements
AASB 2013-3	Amendments to AASB 136—Recoverable Amount Disclosures for Non-Financial Assets

The adoption of these pronouncements may have a future financial impact on the department. The financial impact of these new requirements, if any, on future reporting periods cannot be quantified at this stage.

Note 1: Summary of significant accounting policies *continued*

All other new standards, amendments and interpretations that were issued prior to the signing of the statement by the Chief Executive and Chief Financial Officer and are applicable to the future reporting period are not expected to have a future financial impact on the entity.

1.5 Revenue

Revenue from the sale of goods is recognised when:

a) the risks and rewards of ownership have been transferred to the buyer

b) the department retains no managerial involvement nor effective control over the goods

c) the revenue and transaction costs incurred can be reliably measured

d) it is probable that the economic benefits associated with the transaction will flow to the department.

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:

a) the amount of revenue, stage of completion and transaction costs incurred can be reliably measured

b) the probable economic benefits associated with the transaction will flow to the department.

The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day trading terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at the end of the reporting period. Allowances are made when collectability of the debt becomes less probable.

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*.

Revenue from government

Amounts appropriated for departmental appropriations for the financial year (adjusted for any formal additions and reductions) are recognised as revenue from government when the department gains control of the appropriation, 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.

The department has two funding models which inform appropriations receivable from government. As part of the annual reconciliation process of the funding models, any movements in funding earned are recognised as adjustments to revenue from government in the current financial year.

The current price-based funding model was approved by government and took effect from 1 July 2008. The funding model has fixed and variable components, with variable funding adjusted to reflect actual movements in workload in line with movements in the department's key workload drivers, for example visa finalisations, citizenship decisions and border movements. The variable component comprises fixed unit prices and estimated activity levels that are adjusted, in year, through the Additional Estimates process and reconciled with the Department of Finance (Finance) following completion of the financial year when final activity levels are known and validated.

The fixed funding element and unit prices are adjusted each financial year by the Wage Cost Index less the Efficiency Dividend.

From 1 July 2013 a structured funding model (the demand driven model) applies to departmental activities supporting programme 4.3 offshore asylum seeker management. Funding under the demand driven model is driven by agreed cost and volume factors related to service delivery for irregular maritime arrival management that are adjusted, in year, through the Additional Estimates process and reconciled with Finance following completion of the financial year when final activity levels are known and validated. The cost elements of this model are adjusted each financial year by the Wage Cost Index less the Efficiency Dividend.

Note 1: Summary of significant accounting policies *continued*

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 those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature.

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 agency or authority as a consequence of a restructuring of administrative arrangements (Refer to Note 1.7).

Sale of assets

Gains from disposal of 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 financial year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised as movements in contributed equity in that year.

Restructuring of administrative arrangements

Net assets received from or relinquished to another government entity under a restructuring of administrative arrangements are adjusted at their book value as movements against contributed equity.

Other distributions to owners

The FMOs require that distributions to owners be deducted from contributed equity unless these are in the nature of a dividend. In 2013–14, the department had no returns of contributed equity (2013: nil).

1.8   Employee benefits

Liabilities for 'short-term employee benefits' (as defined in AASB 119 *Employee Benefits*) and termination benefits due within twelve months of the end of reporting period, are measured at their nominal amounts.

The nominal amount is calculated with regard to the amounts expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as the net present value of the obligation at the end of the reporting period less the fair value at the end of the reporting period of plan assets (if any) from which the obligations will be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave.

No provision has been made for personal or 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 at the estimated salary rates that will apply at the time the leave is taken, 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 has been determined by reference to the work of an actuary conducted in April 2013. 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 (DFAT) on behalf of the department. These contracts are negotiated at post level in order to ensure compliance with local labour laws and regulations.

Note 1: Summary of significant accounting policies *continued*

The individual contracts are supported and expanded upon by the department's LEE Conditions of Service Handbook which is specific to each post. Where there is conflict between the two documents the individual contract takes precedence. Provisions for employee entitlements, including unfunded liabilities, are recognised in accordance with conditions of service at each post.

LEE conditions at some posts include separation payments, for any cessation of employment, based on years of service. The provisions recognised for these entitlements do not represent termination payments.

Separation and redundancy

Provision is made for redundancy benefit payments. As at 30 June 2014 a provision exists in relation to individual offers of voluntary redundancy.

As at 30 June 2014 the department had no broader redundancy program. In the case of a planned broader redundancy program, the department would recognise a provision for termination payments when it had developed a detailed formal plan for the terminations and had informed employees affected that it would carry out the terminations.

Superannuation

The department's staff 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 Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the government in due course. This liability is reported in administered schedules and disclosure notes.

The department makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the government. The department accounts for the contributions as if these were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June 2014 represents outstanding contributions for the final fortnight of the financial year.

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 assets. An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains the majority of ownership risks and benefits.

Where an asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract and a liability is recognised at the same time 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 and interest expense.

Finance leases exist in relation to information technology and communications equipment, and are non-cancellable.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the lease arrangements. Where leased premises are considered surplus, the operating rent has been brought to account in accordance with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*.

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.

Note 1: Summary of significant accounting policies *continued*

1.11   Fair value measurement

The entity deems transfers between levels of the fair value hierarchy to have occurred at 30 June.

No transfers between levels of the fair value hierarchy were recognised during the 2013–14 financial year.

1.12   Cash

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

   a) cash on hand

   b) demand deposits in bank accounts with an original maturity of three months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value

   c) cash held by outsiders

   d) cash in special accounts.

1.13   Financial assets

The department classifies its financial assets in the following categories:

   a) financial assets at fair value through profit or loss

   b) loans and receivables.

The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition.

Financial assets are recognised and derecognised upon trade date.

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset or where appropriate, a shorter period.

Income is recognised on an effective interest rate basis except for financial assets that are recognised at fair value through profit or loss.

Loans and receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. Loans and receivables are measured at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period.

Financial assets carried at amortised cost—if there is objective evidence that an impairment loss has been incurred for loans and receivables or held to maturity investments held at amortised cost, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. The carrying amount is reduced by way of an allowance account. The associated loss is recognised in the Statement of Comprehensive Income.

1.14   Financial liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities.

Financial liabilities are recognised and derecognised upon trade date.

Financial liabilities at fair value through profit or loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Note 1: Summary of significant accounting policies *continued*

Other financial liabilities

Other financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs.

These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability or where appropriate, a shorter period.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received and irrespective of having been invoiced.

1.15   Contingent liabilities and contingent assets

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the relevant schedules and disclosure notes. These may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain, and contingent liabilities are disclosed when the probability of settlement is greater than remote.

1.16   Financial guarantee contracts

As at 30 June 2014 the department held no financial guarantee contracts (2013: nil).

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 income 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 at 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 statement of financial position, except for purchases with a cost of less than $2,000 which are expensed in the financial year of acquisition (other than where these purchases form part of a group of similar items which are managed as a group and significant in total cost).

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 'make good' 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 'make good' recognised.

Revaluations

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 do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant asset categories.

Revaluation adjustments are made on an asset 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 as an expense. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit, except to the extent that they reversed a previous revaluation increment for that class.

Note 1: Summary of significant accounting policies *continued*

Any accumulated depreciation, as at the revaluation date, is eliminated against the gross carrying amount of the asset and the asset is then restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the department using 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 rates applying to each class of depreciable asset are based on the following useful lives:

	2014	2013
Buildings on freehold land	25 to 40 years	25 to 40 years
Leasehold improvements	Lesser of lease term or 10 years	Lesser of lease term or 10 years
Plant and equipment	3 to 40 years	3 to 40 years

Useful lives are determined by the managing business unit on capitalisations and are reviewed regularly as part of the asset revaluation.

Impairment

All assets were assessed for impairment as at 30 June 2014. 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 of disposal 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.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

1.19   Intangibles

The department's intangibles primarily comprise internally developed software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses. 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 range from three to 10 years.

Useful lives are determined by the managing business unit on capitalisations and are reviewed annually as part of the software impairment exercise.

All software assets were assessed for indications of impairment as at 30 June 2014.

Note 1: Summary of significant accounting policies *continued*

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 and assets are recognised net of GST except:

a) where the amount of GST incurred is not recoverable from the Australian Taxation Office

b) for receivables and payables.

Commitments are reported GST inclusive where relevant.

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 Reporting of administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related disclosure notes.

Except where otherwise stated below, administered items are accounted for on the same basis and using the same policies as 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 Finance. 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 in the schedule of administered cash flows and in the administered reconciliation schedule.

Revenue

All administered revenues are revenues relating to the course of ordinary activities performed by the department on behalf of the government. Administered appropriations are not revenues of the individual entity that oversees distribution or expenditure of the funds as directed.

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. 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 impairment allowance. Collectability of debts is reviewed at balance date and an allowance is made when collection of the debt is judged to be less rather than more likely.

Receivables

Receivables are carried at amortised cost using the effective interest method. Losses due to impairment, derecognition and amortisation are recognised as administered expenses.

Indemnities

At the time of completion of the 2013–14 financial statements, there was no reason to believe that there were any indemnities which would be called upon, and no recognition of any liability was therefore required.

Grants

The department administers a number of grant schemes on behalf of the government.

Grant 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.

Bonds

The department collects and repays bonds on behalf of government for the purposes of compliance with the provisions of the Migration Act and regulations. The department collects three types of bonds, namely compliance bonds, visitor visa bonds, and professional development visa securities. Receipts from these bonds are treated as liabilities until such time as they are either forfeited or refunded to the customers. Revenue is only recognised at the point of forfeiture.

Note 2: Events after the reporting period

Departmental

The Omnibus Repeal Day (Autumn 2014) Bill 2014 seeks to repeal all annual Appropriation Acts from 1 July 2010 to 30 June 2012. Note 31 Table C: Unspent Annual Appropriations includes unspent departmental and administered appropriations that will be repealed by this Act if it is enacted. The Omnibus Repeal Day (Autumn 2014) Bill 2014 will effectively reduce the departmental appropriation receivable balance by $1.779 million (2013: $12.988 million) for unspent appropriations receivable relating to financial year 2010–11.

Note 3: Expenses

	2014 $'000	2013 $'000
Note 3A: Employee benefits		
Wages and salaries	591 108	564 761
Superannuation:		
Defined contribution plans	121 948	110 713
Leave and other entitlements	119 793	110 715
Separation and redundancies	2 715	2 484
Other employee expenses	40 122	41 106
Total employee benefits*	875 686	829 779

* Employee benefits include the following relating to expenses paid for employees of the DSS and the DOI after the date of the section 72 transfer:

Wages and salaries	1 653	-
Superannuation	356	-
Leave and other entitlements	330	-
Total employee benefits	2 339	-

Note 3B: Suppliers

	2014 $'000	2013 $'000
Goods and services supplied or rendered		
Contractors and consultants	128 296	136 973
Information technology and communications	121 693	143 209
Travel	53 952	52 315
Records management, office, stores and stationery	25 898	33 724
Client related[1]	25 164	35 450
Office and staff accommodation	28 740	28 724
Legal and litigation	33 131	28 359
Fringe benefits tax[1]	19 721	10 143
Bank and merchant fees	17 403	9 257
Insurance	8 471	8 453
Overseas office administration	8 371	7 435
Training	6 631	6 059
Other	23 576	22 549
Total goods and services supplied or rendered	501 047	522 650
Goods supplied in connection with:		
Related parties	3 763	7 529
External parties	5 646	6 351
Total goods supplied	9 409	13 880

Note 3B continued next page.

1. 2013 comparative has been restated to reflect changes made against the expense categories.

Note 3: Expenses *continued*

	2014 $'000	2013 $'000
Note 3B: Suppliers *continued*		
Services rendered in connection with:		
Related parties	**98 855**	77 955
External parties	**392 783**	430 815
Total services rendered	**491 638**	508 770
Total goods and services supplied or rendered	**501 047**	522 650
Other suppliers		
Operating lease rentals in connection with:		
Related parties		
Minimum lease payments	**9 332**	8 806
Sublease	**11 962**	9 749
External parties		
Minimum lease payments	**96 484**	75 694
Workers compensation expenses	**15 726**	10 634
Total other supplier	**133 504**	104 883
Total supplier	**634 551**	627 533
Note 3C: Depreciation and amortisation		
Depreciation		
Property, plant and equipment	**13 849**	15 537
Buildings	**12**	12
Leasehold improvements	**16 923**	15 550
Total depreciation	**30 784**	31 099
Amortisation		
Assets held under finance leases	**815**	1 841
Intangibles—computer software	**88 454**	65 509
Total amortisation	**89 269**	67 350
Total depreciation and amortisation	**120 053**	98 449
Note 3D: Finance costs		
Finance leases	**43**	312
Unwinding of discount	**905**	755
Other interest payments	**-**	31
Total finance costs	**948**	1 098

Note 3: Expenses *continued*

	2014 $'000	2013 $'000
Note 3E: Writedown and impairment of assets		
Asset impairments from:		
Financial instruments	12 386	4 318
Intangible assets	5 351	11 470
Land and buildings	168	17
Asset writedowns from:		
Property, plant and equipment	580	2 170
Total writedown and impairment of assets	18 485	17 975
Note 3F: Foreign exchange losses		
Non-speculative losses	297	502
Total foreign exchange losses	297	502
Note 3G: Losses from asset sales		
Property, plant and equipment		
Proceeds from sale	(8)	(5)
Carrying value of assets sold	22	15
Total losses from asset sales	14	10
Note 3H: Assistance to foreign government		
Gifting of public property	833	178
Total gifting expenses	833	178

Note 4: Income

	2014 $'000	2013 $'000
Own-source revenue		
Note 4A: Sale of goods and rendering of services		
Sale of goods in connection with:		
Related parties	44	23
External parties	22	12
Total sale of goods	66	35
Rendering of services in connection with:		
Related parties	8 109	7 565
External parties	26 528	23 636
Total rendering of services	34 637	31 201
Total sale of goods and rendering of services	34 703	31 236
Note 4B: Recovery of costs		
Legal	8 920	6 914
Merchant fees	2 724	-
Other	886	784
Total recovery of costs	12 530	7 698
Note 4C: Fees and fines		
Electronic travel authority fees	9 518	7 984
Total fees and fines	9 518	7 984
Note 4D: Rental income		
Operating lease		
Property rental	1 752	2 157
Total rental income	1 752	2 157
Note 4E: Royalties		
Software	1 201	2 034
Total royalties	1 201	2 034

Note 4: Income *continued*

	2014 $'000	2013 $'000
Gains		
Note 4F: Gains from sale of assets		
Property, plant and equipment		
Proceeds from sale	28	33
Carrying value of assets sold	(4)	(4)
Total gain from sale of assets	24	29
Note 4G: Foreign exchange		
Non-speculative gains	-	173
Total foreign exchange gains	-	173
Note 4H: Reversals of previous asset writedowns and impairments		
Write back of financial instruments	1 357	1 260
Write back of property, plant and equipment	719	46
Total reversals of previous asset writedowns and impairments	2 076	1 306
Note 4I: Other gains		
Resources received free of charge	726	719
Total other gains	726	719
Note 4J: Revenue from government		
Appropriations		
Departmental appropriations	1 482 355	1 429 644
Total revenue from government	1 482 355	1 429 644

Note 5: Other comprehensive income

No reclassification adjustments have been recognised in other comprehensive income.

Note 6: Fair value measurements

The following tables provide an analysis of assets and liabilities that are measured at fair value.

The different levels of the fair value hierarchy are defined below.

Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at measurement date.

Level 2: Inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: Unobservable inputs for the asset or liability.

Note 6A: Fair value measurements

Fair value measurements at the end of the reporting period by hierarchy
for assets and liabilities in 2014

| | Fair value measurements at the end of the reporting period using | | | |
	Fair value $'000	Level 1 inputs $'000	Level 2 inputs $'000	Level 3 inputs $'000
Non-financial assets				
Land	400	-	400	-
Buildings	275	-	-	275
Leasehold Improvements	52 047	-	-	52 047
Property, plant and equipment	50 382	-	266	50 116
Total non-financial assets	103 104	-	666	102 438
Total fair value measurements of assets in the statement of financial position	103 104	-	666	102 438

Fair value measurements—highest and best use differs from current use for non-financial assets (NFAs)

Motor vehicles are classified as level 2 assets. Many of the department's other non-financial assets are unique and specialised and therefore there is no observable market price. Therefore, the highest and best use of non-financial assets is the same as their current use.

Note 6: Fair value measurements *continued*

Note 6B: Valuation technique and inputs for level 2 and level 3 fair value measurements

Level 2 and level 3 fair value measurements—valuation technique and the inputs used for assets and liabilities in 2014

	Category (level 2 or level 3)	Fair value $'000	Valuation technique(s)[1]	Inputs used	Range (weighted average)[2]
Non-financial assets					
Land	2	400	Market comparables	Sales price of comparable land, land size	
Buildings	3	275	Depreciated replacement cost	Size, configuration, services, construction type, useful life, purpose, functionality of building	Not available
Leasehold improvements	3	52 048	Depreciated replacement cost	Construction type, use, services, specialist components, length of lease	$0-$6.309m ($0.180m)
Property, plant and equipment, motor vehicles	2	266	Market comparables	Sale price of similar motor vehicles	
Other	3	50 117	Depreciated replacement cost	Adopted useful life, physical and functional characteristics and internal policy	$0-$6.757m ($5744)

1. Not applicable.

2. Not applicable for assets or liabilities in the level 2 category. All assets valued utilising level 3 inputs have been valued individually rather than utilising averages or weighted averages for each class to establish the fair value. The assets in each class are broad in terms of value, use, size, age and location. The range, above, is on an asset class basis and represents the fair value range of that particular asset class. The average, above, is also on an asset class basis and is derived from the individual valuations themselves. These details are provided as per the valuation performed based on assets held by the department as at 31 January 2014 and does not include Assets Under Construction (AUC).

Recurring and non-recurring level 3 fair value measurements—valuation processes

At each valuation date, the depreciated replacement cost analysis is updated relative to the then current replacement cost for the asset in question, the then expended useful life to establish an appropriate estimate of fair value as at the relevant reporting date. For comprehensive revaluations, replacement cost estimates are repriced and assessed, whereas for desktop updates at a particular reporting date, replacement cost estimates being a major input are revised based on adjustments to reliable cost indices, expended useful life and remaining useful life are adjusted to reflect the nominated reporting date, the initial capitalisation date of the asset and of course the adopted useful life for the asset class.

Recurring level 3 fair value measurements—sensitivity of inputs

The fair value estimates provided at a reporting date based on level 3 inputs are sensitive to movements in replacement cost as at the reporting date, either up or down. Adopted useful life, expended useful and remaining useful life are considered to be generally stable inputs and would not be subject to sensitivity unless the department revised its policy with respect to the useful life of a particular asset class.

Note 6: Fair value measurements *continued*

Recurring level 3 fair value measurements—reconciliation for assets

	Buildings 2014 $'000	Leashold improvements 2014 $'000	Property, plant and equipment 2014 $'000	Total 2014 $'000
		Non-financial assets		
Opening balance	250	55 889	39 257	95 396
Total gains/(losses) recognised in net cost of services[1]	(12)	(17 092)	(15 194)	(32 298)
Total gains/(losses) recognised in other comprehensive income[2]	37	(1 946)	8 757	6 848
Purchases	-	15 225	15 495	30 720
Sales	-	-	(193)	(193)
Reclassification[3]	-	(28)	1 995	1 967
Closing balance	275	52 048	50 117	102 440

1. These gains/(losses) are presented in the Statement of Comprehensive Income under depreciation and amortisation expense, writedown and impairment of assets and gains from sales of assets.

2. These gains/(losses) are presented in the Statement of Comprehensive Income under Changes in asset revaluation reserve.

3. Reclassifications are shown in the Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment 2014 under 'Reclassifications', reflecting assets reclassified between asset categories during 2013–14.

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Note 7: Financial assets

	2014 $'000	2013 $'000
Note 7A: Cash and cash equivalents		
Cash on hand or on deposit	1 846	1 584
Cash held by outsiders	1 060	851
Total cash and cash equivalents	2 906	2 435
Note 7B: Trade and other receivables		
Goods and services receivables in connection with		
Related parties	3 194	2 046
External parties	25 608	16 834
Total goods and services receivables	28 802	18 880
Appropriations receivable:		
Existing programs	336 791	333 325
For additional outputs	69 516	40 085
Total appropriations receivable	406 306	373 410
Other receivables		
GST receivable from the Australian Taxation Office	5 071	5 220
Accrued revenue	4 447	3 395
Total other receivables	9 518	8 615
Total trade and other receivables (gross)	444 626	400 905
Less: Impairment allowance		
Goods and services	(15 559)	(6 109)
Total impairment allowance	(15 559)	(6 109)
Total trade and other receivables (net)	429 067	394 796
Trade and other receivables (net) expected to be recovered in		
No more than 12 months	429 067	394 796
Total trade and other receivables (net)	429 067	394 796
Trade and other receivables (gross) are aged as follows		
Not overdue	427 596	389 662
Overdue by:		
0 to 30 days	2 365	998
31 to 60 days	1 540	1 399
61 to 90 days	953	860
More than 90 days	12 172	7 986
Total trade and other receivables (gross)	444 626	400 905

Note 7: Financial assets *continued*

	2014 $'000	2013 $'000
Impairment allowance is aged as follows		
Not overdue	2 014	-
Overdue by:		
0 to 30 days	1 130	467
31 to 60 days	940	394
61 to 90 days	770	297
More than 90 days	10 705	4 951
Total impairment allowance account	15 559	6 109

Goods and services receivable was with entities external to the Australian Government.
Credit terms are net 30 days (2013: 30 days).

Reconciliation of the impairment allowance

	Goods and services $'000	Total $'000
Movements in relation to 2014		
Opening balance	6 109	6 109
Amounts written off	(1 517)	(1 517)
Amounts recovered and reversed	(259)	(259)
Increase recognised in net surplus	11 226	11 226
Closing balance	15 559	15 559
Movements in relation to 2013		
Opening balance	4 870	4 870
Amounts written off	(1 995)	(1 995)
Amounts recovered and reversed	(144)	(144)
Increase recognised in net surplus	3 378	3 378
Closing balance	6 109	6 109

	2014 $'000	2013 $'000
Note 7C: Other financial assets		
Property bonds	1 212	1 304
Education bonds	63	137
Comcare receipts	105	320
Total other financial assets	1 380	1 761

Total other financial assets are expected to be recovered in no more than 12 months.

Note 8: Non-financial assets

	2014 $'000	2013 $'000

Note 8A: Land and buildings

Land

Land at fair value	400	400
Total land	**400**	**400**

Buildings on freehold land

Fair value	275	250
Total buildings on freehold land	**275**	**250**

Leasehold improvements

Work in progress	19 329	6 680
Fair value	35 918	49 686
Accumulated depreciation	(3 199)	(477)
Total leasehold improvements	**52 048**	**55 889**
Total land and buildings	**52 723**	**56 539**

All revaluations undertaken during 2013–14 were conducted in accordance with the revaluation policy stated in Note 1. In June 2014 Preston Rowe Paterson NSW Pty Ltd conducted the revaluations. The valuer provided the fair value of land and buildings as at 30 June 2014 in accordance with *AASB 116 Property, Plant and Equipment and AASB 13 Fair Value Measurement*. There were no changes for land. The revaluation decrements for buildings and leasehold improvements are $1.909 million (2013: $2.423 million).

Impairment of $0.169 million has been recognised (2013: $0.017 million).

No land or buildings are expected to be sold or disposed of within the next 12 months.

Note 8B: Property, plant and equipment

Property, plant and equipment

Work in progress	16 570	6 897
Fair value	43 488	57 625
Accumulated depreciation	(9 675)	(24 926)
Total property, plant and equipment	**50 383**	**39 596**

All revaluations undertaken during 2013–14 were conducted in accordance with the revaluation policy stated in Note 1. In June 2014 Preston Rowe Paterson NSW Pty Ltd conducted the revaluations. The valuer provided the fair value of property, plant and equipment as at 30 June 2014 in accordance with *AASB 116 Property, Plant and Equipment and AASB 13 Fair Value Measurement*. The revaluation increment for property, plant and equipment is $8.760 million (2013: $1.132 million).

No indicators of impairment were found for property, plant and equipment.

No property, plant and equipment is expected to be sold or disposed of within the next 12 months.

Note 8: Non-financial assets *continued*

Note 8C: Reconciliation of the opening and closing balances of property, plant and equipment 2014

	Land $'000	Buildings $'000	Buildings – leasehold improvements $'000	Total land and buildings $'000	Other property, plant and equipment $'000	Total $'000
As at 1 July 2013						
Gross book value	400	250	56 366	57 016	64 522	121 538
Accumulated depreciation and impairment	-	-	(477)	(477)	(24 926)	(25 403)
Total as at 1 July 2013	400	250	55 889	56 539	39 596	96 135
Additions						
By purchase	-	-	15 225	15 225	15 496	30 721
Revaluations recognised in other comprehensive income	-	37	(1 946)	(1 909)	8 759	6 850
Reclassifications	-	-	(28)	(28)	1 995	1 967
Depreciation and amortisation expense	-	(12)	(16 923)	(16 935)	(14 664)	(31 599)
Other movements						
Write-offs	-	-	(168)	(168)	(580)	(748)
Disposals						
Other	-	-	(1)	(1)	(26)	(27)
From disposal of entities or operations (including restructuring)	-	-	-	-	(193)	(193)
Total as at 30 June 2014	400	275	52 048	52 723	50 383	103 106
Total as at 30 June 2014 represented by						
Gross book value	400	275	55 247	55 922	60 058	115 980
Accumulated depreciation/amortisation expense[1]	-	-	(3 199)	(3 199)	(9 675)	(12 874)
Total as at 30 June 2014	400	275	52 048	52 723	50 383	103 106

1. The accumulated depreciation balance as at 30 June 2014 reflects the impact of the revaluation process.

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Note 8C (continued): Reconciliation of the opening and closing balances of property, plant and equipment 2013

	Land $'000	Buildings $'000	Buildings – leasehold improvements $'000	Total land and buildings $'000	Other property, plant and equipment $'000	Total $'000
As at 1 July 2012						
Gross book value	400	275	91 599	92 274	49 426	141 700
Accumulated depreciation and impairment	-	(12)	(18 501)	(18 513)	(11 915)	(30 428)
Total as at 1 July 2012	400	263	73 098	73 761	37 511	111 272
Additions						
By purchase	-	-	5 899	5 899	9 705	15 604
By finance lease	-	-	-	-	892	892
Revaluations and impairments recognised in other comprehensive income	-	(1)	2 424	2 423	1 132	3 555
Reclassifications	-	-	(9 923)	(9 923)	9 923	-
Depreciation/amortisation expense	-	(12)	(15 550)	(15 562)	(17 378)	(32 940)
Other movements						
Write-offs	-	-	(17)	(17)	(2 170)	(2 187)
Other	-	-	-	-	-	-
Disposals						
From disposal of entities or operations (including restructuring)	-	-	(42)	(42)	-	(42)
Other	-	-	-	-	(19)	(19)
Total as at 30 June 2013	400	250	55 889	56 539	39 596	96 135
Total as at of 30 June 2013 represented by						
Gross book value	400	250	56 366	57 016	64 522	121 538
Accumulated depreciation/amortisation expense[1]	-	-	(477)	(477)	(24 926)	(25 403)
Total as at 30 June 2013	400	250	55 889	56 539	39 596	96 135

1. The accumulated depreciation balance as at 30 June 2013 reflects the impact of the revaluation process.

Note 8: Non-financial assets *continued*

	2014 $'000	2013 $'000

Note 8D: Intangibles

Computer software

Internally developed—in progress	76 764	90 880
Internally developed—in use	589 058	501 557
Purchased	54 199	51 476
Accumulated amortisation	(416 309)	(327 958)
Total computer software	303 712	315 955
Total intangibles	303 712	315 955

Impairment of $5.351 million has been recognised (2013: $11.470 million).

No intangible assets are expected to be sold or disposed of within the next 12 months.

Note 8: Non-financial assets *continued*

	Computer software internally developed $'000	Computer software purchased $'000	Total $'000

Note 8E: Reconciliation of the opening and closing balances of intangibles 2014

As at 1 July 2013			
Gross book value	592 437	51 476	643 913
Accumulated depreciation and impairment	(296 918)	(31 040)	(327 958)
Total as at 1 July 2013	295 519	20 436	315 955
Additions			
Internally developed	78 839	2 723	81 562
Impairment recognised in net cost of services	(5 351)	-	(5 351)
Amortisation	(81 072)	(7 382)	(88 454)
Total as at 30 June 2014	287 935	15 777	303 712
Total as at 30 June 2014 represented by:			
Gross book value	665 822	54 199	720 021
Accumulated depreciation and impairment	(377 887)	(38 422)	(416 309)
Total as at 30 June 2014	287 935	15 777	303 712

Note 8E: Reconciliation of the opening and closing balances of intangibles 2013

As at 1 July 2012			
Gross book value	546 153	47 094	593 247
Accumulated depreciation and impairment	(254 086)	(25 996)	(280 082)
Total as at 1 July 2012	292 067	21 098	313 165
Additions			
Internally developed	73 108	6 661	79 769
Impairment recognised in net cost of services	(11 309)	(162)	(11 470)
Amortisation	(58 348)	(7 161)	(65 509)
Total as at 30 June 2013	295 519	20 436	315 955
Total as at 30 June 2013 represented by:			
Gross book value	592 437	51 476	643 913
Accumulated depreciation and impairment	(296 918)	(31 040)	(327 958)
Total as at 30 June 2013	295 519	20 436	315 955

Note 8: Non-financial assets *continued*

	2014 $'000	2013 $'000
Note 8F: Other non-financial assets		
Prepayments	27 873	15 297
Total other non-financial assets	27 873	15 297
Other non-financial assets expected to be recovered		
No more than 12 months	24 777	15 236
More than 12 months	3 096	61
Total other non-financial assets	27 873	15 297

No indicators of impairment were found for other non-financial assets.

Note 9: Payables

	2014 $'000	2013 $'000
Note 9A: Suppliers		
Trade creditors and accruals	136 054	118 033
Operating lease rentals	287	1 423
Total suppliers	136 341	119 456
Suppliers expected to be settled		
No more than 12 months	136 341	119 456
Total suppliers	136 341	119 456
Suppliers in connection with		
Related entities	17 444	19 368
External parties	118 897	100 088
Total suppliers	136 341	119 456

Settlement was usually made within 30 days.

	2014 $'000	2013 $'000
Note 9B: Other payables		
Wages and salaries	20 880	19 192
Salary sacrifice payable	1 336	1 040
Superannuation	3 570	3 139
Separations and redundancies	5 359	4 507
Unearned income	23 067	10 010
Operating leases	12 318	11 823
Lease incentives	3 767	4 816
Other	1 086	1 026
Total other payables	71 383	55 553
Other payables expected to be settled		
No more than 12 months	55 631	41 361
More than 12 months	15 752	14 192
Total other payables	71 383	55 553

Note 10: Interest bearing liabilities

	2014 $'000	2013 $'000
Note 10: Leases		
Finance lease[1]	1 152	1 893
Total leases	1 152	1 893
Lease expected to be settled		
Within one year		
Minimum lease payments	784	784
Future finance charges	(22)	(43)
Between one to five years		
Minimum lease payments	390	1 177
Future finance charges	-	(25)
Total leases	1 152	1 893

1. Finance leases exist in relation to certain information technology assets. The leases are for fixed terms and average four years. The interest rate implicit in the leases averaged 3.76 per cent. The leased assets secure the lease liabilities. The department guarantees the residual values of all assets leased. There are no contingent rentals.

Note 11: Provisions

	2014 $'000	2013 $'000
Note 11A: Employee provisions		
Leave	221 446	219 257
Other employee provisions	2 135	1 905
Total employee provisions	223 581	221 162
Employee provisions expected to be settled		
No more than 12 months	64 393	62 731
More than 12 months	159 188	158 431
Total employee provisions	223 581	221 162
Note 11B: Other provisions		
Restoration obligations[1]	22 503	24 796
Onerous contracts[2]	21 585	7 979
Total other provisions	44 088	32 775
Other provisions expected to be settled		
No more than 12 months	8 596	5 698
More than 12 months	35 492	27 077
Total other provisions	44 088	32 775

	Provision for restoration obligations [1] $'000	Provision for onerous contracts [2] $'000	Total $'000
As at 1 July 2013	24 796	7 979	32 775
Additional provisions made	1 108	13 767	14 875
Amounts used	(3 326)	-	(3 326)
Amounts reversed	(756)	(388)	(1 144)
Unwinding of discount or change in discount rate	681	227	908
Total as at 30 June 2014	22 503	21 585	44 088

1. The department has 82 (2013: 79) agreements for the leasing of premises which have provisions requiring restoration of the premises to their original condition at the conclusion of the lease. The department has made a provision to reflect the present value of these obligations.

2. The department has 14 (2013: 6) agreements for the leasing of premises which have surplus lease space. These leases are non-cancellable and therefore the unavoidable costs of meeting the obligations under the contracts exceed the economic benefits expected to be received. The department has made a provision to reflect the present value of these obligations.

Note 12: Restructuring

	2014 $'000	2014 $'000	2013 $'000

Note 12A Departmental restructuring

	Department of Social Services [1]	Department of Industry [2]	Migration Review Tribunal and Refugee Review Tribunal [3]
Functions relinquished			
Assets relinquished			
Land and buildings	-	-	42
Property, plant and equipment	181	12	-
Cash and cash equivalent	7 386	353	-
Total assets relinquished	7 567	365	42
Liabilities relinquished			
Other provisions: employee	7 509	353	120
Total liabilities relinquished	7 509	353	120
Net assets/(liability) relinquished	58	12	(78)

1. Due to a government decision, effective 18 September 2013, functions relating to the multicultural and settlement programme were transferred from the department to DSS. The net assets reliqushed as a result of the transfer were $0.058 million

2. Due to a government decision, effective 18 September 2013, functions relating to the AMEP were transferred from the department to the DOI. The net assets relinquished as a result of the transfer were $0.012 million.

3. Due to a government decision, effective 1 July 2012, functions relating to the Independent Protection Assessment Office (IPAO) were transferred from the department to the Migration Review Tribunal and Refugee Review Tribunal (MRT-RRT). The net liability relinquished as a result of this transfer was $0.078 million.

Note 12: Restructuring *continued*

	2014 $'000	2014 $'000	2013 $'000
Note 12B: Administered restructuring			
	Department of Social Services [1]	Department of Industry [2]	Migration Review Tribunal and Refugee Review Tribunal [3]
Functions relinquished			
Liabilities relinquished			
Trade creditors and accruals	9 182	-	-
Total liabilities relinquished	9 182	-	-
Net assets relinquished	(9 182)	-	-

1. Due to a government decision, effective 18 September 2013, functions relating to the multicultural and settlement programme were transferred from the department to DSS. Administered liabilities relinquished as a result of the transfer were $9.182 million.

2. Due to a government decision, effective 18 September 2013, functions relating to the AMEP were transferred from the department to DOI. No administered net assets were relinquished as a result of the transfer.

3. Due to a government decision, effective 1 July 2012, functions relating to the IPAO were transferred from the department to the MRT-RRT. No administered net assets were relinquished as a result of the transfer.

Note 13: Cash flow reconciliation

	2014 $'000	2013 $'000
Reconciliation of cash and cash equivalents as per statement of financial position to cash flow statement		
Cash and cash equivalents as per		
Cash flow statement	2 906	2 435
Statement of financial position	2 906	2 435
Discrepancy	-	-
Reconciliation of net cost of services to net cash from/ (used by) operating activities		
Net cost of services	(1 588 010)	(1 520 867)
Revenue from government	1 482 355	1 429 644
Adjustments for non-cash items		
Depreciation/amortisation	120 053	98 449
Net writedown of non-financial assets	18 485	17 975
Gain on disposal of assets	(10)	(19)
Accumulated results prior financial year errors	-	(270)
Movements in assets and liabilities		
Assets		
Assets recognised for the first time	(719)	(46)
(Increase) in net receivables	(38 106)	(39 744)
(Increase) in accrued revenues	(1 052)	(2 496)
(Increase) in prepayments	(12 576)	(890)
Decrease/(increase) in other financial assets	381	(590)
Liabilities		
Increase in unearned income	13 057	1 333
Increase in employee provisions	2 419	14 928
(Decrease) in supplier payables	(8 396)	(1 421)
Increase in other provisions	11 313	3 754
Decrease in lease incentives	(1 049)	(1 355)
Increase in other payables	3 031	2 423
Net cash from operating activities	1 176	808

Note 14: Contingent assets and liabilities

	Indemnities		Claims for damages or costs		Total	
	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000
Contingent liabilities						
Balance from previous period	920	901	2 570	9 949	3 490	10 850
New	-	-	178	320	178	320
Re-measurement	28	19	(1 526)	(700)	(1 498)	(681)
Liabilities recognised	-	-	(404)	-	(404)	-
Obligations expired	-	-	(527)	(6 999)	(527)	(6 999)
Total contingent liabilities	948	920	291	2 570	1 239	3 490

As at 30 June 2014 the department had no quantifiable contingent assets or guarantees (2013: nil).

Quantifiable contingencies

The schedule of contingencies reports net contingent liabilities in respect of indemnities and claims for damages or costs of $1.239 million (2013: $3.490 million). The estimates for indemnities have been determined through reference to the amounts stated in the associated contracts. The estimates for claims for damages or costs represent an estimate of the department's potential liability based on precedent cases. The department is defending the claims.

The department's insurer (Comcover) is notified of all claims for compensation as required by the terms of our insurance coverage.

Unquantifiable contingencies

The scheme for Compensation for Detriment caused by Defective Administration (CDDA) provides for compensation to persons who have been adversely affected by the maladministration of agencies, but who have no legal means to seek redress, such as a legal claim. The amounts reported in the schedule represent an estimate of the department's potential liability based on a preliminary analysis of the claims made. The department is investigating these claims.

Significant remote contingencies

The department has entered into a deed of agreement with an overseas bank which contains an indemnity clause. The indemnity is $0.298 million (2013: $0.270 million) and will be triggered as specified in the agreement.

The department has entered into a deed of agreement with an overseas broadcaster which contains a contractor indemnity clause. The indemnity clause may be invoked if information provided by the broadcaster is used for purposes outside the agreement guidelines. This indemnity reported in the schedule is capped at $0.650 million (2013: $0.650 million).

Note 15: Senior executive remuneration

	2014 $	2013 $
Note 15A: Senior executive remuneration expenses for the reporting period		
Short-term employee benefits		
Salary	15 360 774	16 041 424
Motor vehicle and other allowances	2 970 455	2 715 951
Other benefits	1 623 336	1 461 031
Total short-term employee benefits	19 954 565	20 218 406
Post-employment benefits		
Superannuation	3 271 376	3 059 218
Total post-employment benefits	3 271 376	3 059 218
Other long-term employee benefits		
Annual leave accrued	1 574 334	1 622 143
Long-service leave	1 138 024	951 917
Total other long-term employee benefits	2 712 358	2 574 060
Termination benefits		
Voluntary redundancy payments	133 939	-
Total termination benefits	133 939	-
Total senior executive remuneration expenses	26 072 238	25 851 684

- Note 15A is prepared on an accrual basis and therefore the performance bonus expenses disclosed above may differ from the cash 'Bonus Paid' in Note 15B.

- Note 15A excludes acting arrangements and part-year service where total remuneration expensed for a senior executive was less than $195,000.

- Note 15A includes senior executives who were transferred as part of the Machinery of Government (MOG) arrangements where their total remuneration expensed was greater than $195,000.

- 2013 has been restated to adjust for the change in standard and threshold.

Note 15: Senior executive remuneration *continued*

Note 15B: Average annual reportable remuneration paid to substantive senior executives during the reporting period

Average annual reportable remuneration paid to substantive senior executives in 2014

Average annual reportable remuneration [1]	Substantive senior executives no.	Reportable salary [2] $	Contributed superannuation [3] $	Reportable allowances [4] $	Bonus paid $	Total $
Total reportable remuneration (including part-time arrangements)						
Less than $195 000	34	88 146	14 728	-	-	102 874
$195 000 to $224 999	26	188 862	32 324	22	-	221 208
$225 000 to $254 999	30	204 326	33 234	-	-	237 560
$255 000 to $284 999	12	234 011	39 790	125	-	273 926
$285 000 to $314 999	7	256 391	45 359	540	-	302 290
$315 000 to $344 999	4	282 992	47 855	199	-	331 046
$345 000 to $374 999	5	312 649	51 936	43	-	364 628
$645 000 to $674 999	1	622 996	29 593	365	-	652 954
Total number of substantive senior executives	119					

Average annual reportable remuneration paid to substantive senior executives in 2013 [5]

Average annual reportable remuneration [1]	Substantive senior executives no.	Reportable salary [2] $	Contributed superannuation [3] $	Reportable allowances [4] $	Bonus paid $	Total $
Total reportable remuneration (including part-time arrangements):						
Less than $195 000	26	90 320	14 113	28	-	104 461
$195 000 to $224 999	42	187 179	29 610	45	-	216 834
$225 000 to $254 999	21	211 631	31 084	87	-	242 802
$255 000 to $284 999	11	234 358	37 556	379	-	272 292
$285 000 to $314 999	5	259 988	38 357	62	-	298 407
$315 000 to $344 999	7	288 942	44 505	123	-	333 570
$345 000 to $374 999	2	312 912	47 449	-	-	360 361
$585 000 to $614 999	1	566 266	35 258	-	-	601 524
Total number of substantive senior executives	115					

1. This table reports substantive senior executives who received remuneration during the reporting period. Each row is an averaged figure based on headcount for individuals in the band.

2. Reportable salary includes the following:

    a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column)

    b) reportable fringe benefits (at the net amount prior to 'grossing up' for tax purposes)

    c) reportable employer superannuation contributions

    d) exempt foreign employment income.

3. The contributed superannuation amount is the average cost to the department for the provision of superannuation benefits to substantive senior executives in that reportable remuneration band during the reporting period.

4. Reportable allowances are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.

5. 2013 has been restated to adjust for the change in standard and threshold.

Note 15: Senior executive remuneration *continued*

Average annual reportable remuneration paid to other highly paid staff in 2014

Average annual reportable remuneration [1]	Other highly paid staff no.	Reportable salary [2] $	Contributed superannuation [3] $	Reportable allowances [4] $	Bonus paid $	Total $
Total reportable remuneration (including part-time arrangements):						
$195 000 to $224 999	16	177 603	26 981	17	-	204 601
$225 000 to $254 999	3	211 232	22 511	-	-	233 743
$255 000 to $284 999	1	242 420	23 507	-	-	265 927
Total number of other highly paid staff	20					

Average annual reportable remuneration paid to substantive senior executives in 2013 [5]

Average annual reportable remuneration [1]	Other highly paid staff no.	Reportable salary [2] $	Contributed superannuation [3] $	Reportable allowances [4] $	Bonus paid $	Total $
Total reportable remuneration (including part-time arrangements):						
$195 000 to $224 999	8	181 749	24 527	-	-	206 276
$225 000 to $254 999	4	213 549	23 796	-	-	237 345
Total number of other highly paid staff	12					

1. This table reports staff:
   a) who were employed by the department during the reporting period
   b) whose reportable remuneration was $195,000 or more for the financial period
   c) were not required to be disclosed in Table B or director disclosures
   Each row is an averaged figure based on headcount for individuals in the band.

2. Reportable salary includes the following:
   a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column)
   b) reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax benefits)
   c) exempt foreign employment income
   d) reportable employee superannuation contributions.

3. The contributed superannuation amount is the average actual superannuation contributions paid to senior executives in that reportable remuneration band during the reporting period, including any salary sacrificed amounts, as per the individuals' payslips.

4. Reportable allowances are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.

5. 2013 has been restated to adjust for the change in standard and threshold.

Note 16: Remuneration of auditors

	2014 $'000	2013 $'000
Financial statement audit services were provided free of charge to the department by the Australian National Audit Office (ANAO).		
Fair value of the services provided		
Financial statement audit services	516	514
Total value of the services provided	516	514

The ANAO provided assurance engagements free of charge to the department.

Note 17: Financial instruments

	2014 $'000	2013 $'000
Note 17A: Categories of financial instruments		
Financial Assets		
Loans and receivables:		
Cash and cash equivalents	2 906	2 435
Trade and other receivables	13 243	12 771
Total loans and receivables	16 149	15 206
Total financial assets	16 149	15 206
Financial Liabilities		
Financial liabilities measured at amortised cost		
Finance leases	1 152	1 893
Trade creditors	136 054	118 033
Operating lease creditors	287	1 423
Total financial liabilities measured at amortised cost	137 493	121 349
Total of financial liabilities	137 493	121 349
Note 17B: Net gains or losses from financial assets		
Loans and receivables		
Impairment	(12 386)	(4 318)
Net (losses) from financial assets	(12 386)	(4 318)

There was no interest income from financial assets not at fair value through profit or loss in 2014 (2013: nil).

	2014 $'000	2013 $'000
Note 17C: Net gains or losses from financial liabilities		
Financial liabilities measured at amortised cost		
Interest expense	(43)	(343)
Net (loss) from financial liabilities at amortised cost	(43)	(343)

The net expense from financial instruments not at fair value from profit and loss was $12.429 million (2013: $4.661 million).

The carrying amount of financial instruments is a reasonable approximation of fair value.

Note 17: Financial instruments *continued*

Note 17D: Credit risk

The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of trade receivables of $28.802 million in 2014 (2013: $18.880 million).

The department has assessed the risk of the default on payment and has allocated $15.559 million in 2014 (2013: $6.109 million) to an allowance for doubtful debts account. The department holds no collateral to mitigate credit risk.

Credit quality of financial instruments not past due or individually determined as impaired

	Not past due nor impaired 2014 $'000	Not past due nor impaired 2013 $'000	Past due or impaired 2014 $'000	Past due or impaired 2013 $'000
Cash and cash equivalents	2 906	2 435	-	-
Goods and services receivable	6 784	6 570	22 018	12 310
Total	9 690	9 005	22 018	12 310

Ageing of financial assets that were past due but not impaired for 2014

	0 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Goods and services receivable	1 133	502	112	3 547	5 294
Total	1 133	502	112	3 547	5 294

Ageing of financial assets that were past due but not impaired for 2013

	0 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Goods and services receivable	212	905	513	1 422	3 052
Total	212	905	513	1 422	3 052

Note 17: Financial instruments *continued*

Note 17D (continued): Credit risk

The following assets have been individually assessed as impaired or partially impaired for 2014

Financial assets	Not past due $'000	1 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Goods and services receivable	2 396	1 232	1 038	841	11 217	16 724
Total	2 396	1 232	1 038	841	11 217	16 724

The following assets have been individually assessed as impaired or partially impaired for 2013

Financial assets	Not past due $'000	1 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Goods and services receivable	1 067	786	494	347	6 564	9 258
Total	1 067	786	494	347	6 564	9 258

Note 17E: Liquidity risk

The department's financial liabilities are trade creditors, finance leases and operating lease creditors. The exposure to liquidity risk is based on the notion that the department may encounter difficulty in meeting its obligations associated with financial liabilities. This is highly unlikely due to appropriation funding and mechanisms available to the department (for example, Advance to the Finance Minister) and internal policies and procedures put in place to ensure there are appropriate resources to meet the department's financial obligations.

Maturities for non-derivative financial liabilities 2014

	On demand $'000	Within 1 year $'000	1 to 2 years $'000	2 to 5 years $'000	> 5 years $'000	Total $'000
Finance leases	-	763	389	-	-	1 153
Trade creditors	-	136 054	-	-	-	136 054
Operating lease creditors	-	287	-	-	-	287
Total	-	137 104	-	-	-	137 494

Maturities for non-derivative financial liabilities 2013

	On demand $'000	Within 1 year $'000	1 to 2 years $'000	2 to 5 years $'000	> 5 years $'000	Total $'000
Finance leases	-	742	762	389	-	1 893
Trade creditors	-	118 033	-	-	-	118 033
Operating lease creditors	-	1 423	-	-	-	1 423
Total	-	120 198	762	389	-	121 349

The department has no derivative financial liabilities in either 2014 or 2013.

Note 17: Financial instruments *continued*

Note 17F: Market risk

The department held basic financial instruments that did not expose the department to certain market risks.

Note 18: Financial assets reconciliation

	Notes	2014 $'000	2013 $'000
Total financial assets as per statement of financial position		433 353	398 992
Less: non-financial instrument components			
Appropriations receivable	7B	**406 306**	373 410
Other receivables	7B	**9 518**	8 615
Other financial assets	7C	**1 380**	1 761
Total non-financial instrument components		417 204	383 786
Total financial assets as per financial instruments note		16 149	15 206

Note 19: Administered—expenses

	2014 $'000	2013 $'000
Note 19A: Suppliers		
Services rendered		
Adult migrant English programme	58 133	221 482
Detention centres and detainee related	1 626 236	1 144 487
Refugees settlement and related	470 109	403 267
Travel and transport	232 693	202 713
Contractors and consultants	69 461	61 343
Other	75 220	62 612
Total services rendered	2 531 852	2 095 904
Services rendered in connection with		
Related parties	39 347	17 764
External parties	2 492 505	2 078 140
Total services rendered	2 531 852	2 095 904
Other suppliers		
Operating lease rentals in connection with		
External parties		
Minimum lease payments	19 890	14 945
Total other suppliers	19 890	14 945
Total suppliers	2 551 742	2 110 849
Note 19B: Personal benefits [1]		
Direct benefits	3 916	468
Indirect benefits	287 612	128 388
State payment—refugee minors	11 584	17 713
Total personal benefits	303 112	146 569

1. Personal benefits are current transfers for the benefit of individuals or households that do not require any economic benefit to flow back to government, and include asylum seekers assistance and payments to refugee minors.

Note 19: Administered—expenses *continued*

	2014 $'000	2013 $'000
Note 19C: Grants		
Private sector		
Non-profit organisations	25 562	62 442
Total grants	25 562	62 442
Note 19D: Depreciation and amortisation		
Depreciation		
Property, plant and equipment	8 772	3 177
Buildings	36 217	35 781
Leasehold Improvements	16 948	14 985
Total depreciation	61 937	53 943
Total depreciation and amortisation	61 937	53 943
Note 19E: Writedown and impairment of assets		
Receivables	8 214	2 980
Writedown of property, plant and equipment	92 066	251
Total writedown and impairment of assets	100 280	3 231
Note 19F: Losses from asset sales		
Land and buildings		
Proceeds from sale	(58)	-
Carrying value of asset sold	3 884	-
	3 826	-
Property, plant and equipment		
Proceeds from sale	(36)	(2)
Carrying value of assets sold	179	17
	143	15
Total net loss from disposal of assets	3 969	15
Note 19G: Foreign exchange losses		
Non-speculative losses	634	2 466
Total foreign exchange losses	634	2 466
Note 19H: Other expenses		
Act of grace payments	28	34
Gifting of public property	-	58
Total other expenses	28	92

Note 20: Administered—income

	2014 $'000	2013 $'000
Revenue		
Non-taxation revenue		
Note 20A: Fees and fines		
Visa application fees	1 594 387	1 163 109
Visa evidence charges	6 664	4 968
Citizenship fees	34 017	32 250
Immigration fines	2 046	1 809
Other fees	7 981	7 136
Total fees and fines	1 645 095	1 209 272
Gains		
Note 20B: Gains from sale of assets		
Property, plant and equipment		
Proceeds from sale	24	28
Carrying value of asset sold	(16)	(4)
Total net gain from sale of assets	8	24
Note 20C: Reversal of previous asset writedowns and impairments		
Write back of financial instruments	66	128
Reversal of impairment losses	57	-
Total reversals of previous asset writedowns and impairments	123	128
Note 20D: Foreign exchange gains		
Non-speculative	355	322
Total foreign exchange gains	355	322

Note 21: Administered—other comprehensive income

No reclassification adjustments have been recognised in other comprehensive income.

Note 22: Administered—fair value measurements

The following tables provide an analysis of assets and liabilities that are measured at fair value.

The different levels of the fair value hierarchy are defined below.

Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at measurement date.

Level 2: Inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: Unobservable inputs for the asset or liability.

Note 22A: Fair value measurements

Fair value measurements at the end of the reporting period by hierarchy for assets and liabilities in 2014

	Fair value measurements at the end of the reporting period using			
	Fair value $'000	Level 1 inputs $'000	Level 2 inputs $'000	Level 3 inputs $'000
Non-financial assets				
Land	44 785	-	44 785	-
Buildings	987 575	-	-	987 575
Leasehold improvements	139 843	-	-	139 843
Property, plant and equipment	157 605	-	3 860	153 745
Non-recurring: Assets held for sale—land	26 470	-	26 470	-
Non-recurring: Assets held for sale—buildings, leasehold improvements and PP&E	15 328	-	-	15 328
Total non-financial assets	**1 371 606**	**-**	**75 115**	**1 296 491**
Total fair value measurements of assets in the statement of financial position	1 371 606	-	75 115	1 296 491

Fair value measurements—highest and best use differs from current use for non-financial assets

Many of the department's other non-financial assets are unique and specialised and therefore there is no observable market price. Therefore, the highest and best use of non-financial assets is the same as their current use.

Note 22: Administered—fair value measurements *continued*

Note 22B: Valuation technique and inputs for level 2 and level 3 fair value measurements

Level 2 and level 3 fair value measurements—valuation technique and the inputs used for assets and liabilities in 2014

	Category (level 2 or level 3)	Fair value $'000	Valuation technique(s)[1]	Inputs used	Range (weighted average)[1]
Non-financial assets					
Land	2	44 785	Market comparables	Sales price of comparable land. Land size	
Buildings	3	987 575	Depreciated replacement cost	Building characteristics—size, configuration, services, construction type. Useful life	$0-$40.837 million ($0.801 million)
Leasehold improvements	3	139 843	Depreciated replacement cost	LHI specifics—construction type, use, services and specialist components, length of lease	$0-$10.328 million ($0.580 million)
Property, plant and equipment—motor vehicles	2	3 860	Market comparables	Sales price of similar motor vehicles	
Property, plant and equipment—other	3	153 745	Depreciated replacement cost	Adopted useful life, physical and functional characteristics of each asset	$0-$25.019 million ($0.164 million)
Non-recurring land	2	26 470	Market comparables	Sales price of comparable land. Land size	
Non-recurring building	3	15 011	Depreciated replacement cost	Building characteristics—size, configuration, services, construction type Useful life	$0.160-$14.851 million ($7.746 million)
Non-recurring leasehold improvements	3	316	Depreciated replacement cost	Leasehold improvement specifics—construction type, use, services and specialist components, length of lease	$0.001-$0.312 million ($0.079 million)
Non-recurring property, plant and equipment	3	1	Depreciated replacement cost	Adopted useful life, physical and functional characteristics of each asset	No range or average given as only one asset in this category

1. Significant unobservable inputs only. Not applicable for assets or liabilities in the level 2 category. Assets in the level 3 category have been considered on an individual basis, not on any average or weighted average basis, as each needs to be considered specifically to represents its characteristics.

Recurring and non-recurring level 3 fair value measurements—valuation processes

At each valuation date, whether there is a comprehensive revaluation or desktop update based on the most recent comprehensive valuation, the depreciated replacement cost analysis is updated relative to the current replacement cost for the asset in question; the expended useful life to establish an appropriate estimate of fair value as at the relevant reporting date. For comprehensive revaluations, replacement cost estimates are repriced and assessed, whereas for desktop updates at a particular reporting date, replacement cost estimates being a major input are revised based on adjustments to reliable cost indices, expended useful life and remaining useful life are adjusted to reflect the nominated reporting date, the initial capitalisation date of the asset and the adopted useful life for the asset class.

Recurring level 3 fair value measurements—sensitivity of inputs

The fair value estimates provided at a reporting date based on level 3 inputs are sensitive to movements in replacement cost as at the reporting date, either up or down. Adopted useful life, expended useful and remaining useful life are considered to be generally stable inputs and would not be subject to sensitivity unless the department revised its policy with respect to the useful life of a particular asset class.

Note 22: Administered—fair value measurements *continued*

Note 22C: Reconciliation for recurring level 3 fair value measurements

Recurring level 3 fair value measurements—reconciliation for assets

	Non-financial assets			
	Buildings 2014 $'000	Leasehold improvements 2014 $'000	Property, plant and equipment 2014 $'000	Total 2014 $'000
Opening balance	642 032	152 857	136 952	931 841
Total gains/(losses) recognised in net cost of services [1]	(122 557)	(26 286)	(8 094)	(156 937)
Total gains/(losses) recognised in other comprehensive income [2]	(77)	6 877	4 506	11 306
Purchases	510 946	2 017	(2 682)	510 281
Reclassifications [3]	(27 758)	4 694	23 064	-
Transfers to Non-Recurring level 3 [4]	(15 011)	(316)	(1)	(15 328)
Closing balance	987 575	139 843	153 745	1 281 163
Changes in unrealised gains/(losses) recognised in net cost of services for assets held at the end of the reporting period	-	-	-	-

1. These gains/(losses) are presented in the Statement of Comprehensive Income under depreciation and amortisation expense, writedown and impairment of assets and gains from sales of assets.

2. These gains/(losses) are presented in the Statement of Comprehensive Income under Changes in asset revaluation reserves.

3. Reclassifications are shown in the Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment 2014 under 'Reclassifications', reflecting assets reclassified between asset categories during 2013–14.

4. Assets held for sale have been transferred out of Recurring level 3 to Non-Recurring level 3.

The entity's policy for determining when transfers between levels are deemed to have occurred can be found in Note 1.

Note 23: Administered—financial assets

	2014 $'000	2013 $'000
Note 23A: Cash and cash equivalents		
Cash on hand or on deposit	32 747	22 126
Total cash and cash equivalents	32 747	22 126
Note 23B: Trade and other receivables		
Goods and services receivables in connection with:		
External parties	667	217
Total goods and services receivables	667	217
Other receivables		
Fees	415	-
Detainee debts	7 636	2 740
GST receivable from the Australian Taxation Office	24 638	28 653
Total other receivables	32 689	31 393
Total trade and other receivables (gross)	33 356	31 610
Less impairment allowance		
Other receivables	(7 425)	(1 355)
Total impairment allowance	(7 425)	(1 355)
Total trade and other receivables (net)	25 931	30 255
Trade and other receivables (gross) are aged as follows:		
Not overdue	25 715	29 658
Overdue by:		
0 to 30 days	1 911	384
31 to 60 days	655	39
61 to 90 days	100	179
More than 90 days	4 975	1 350
Total trade and other receivables (gross)	33 356	31 610
Impairment allowance aged as follows:		
Not overdue	793	-
Overdue by:		
0 to 30 days	1 706	260
31 to 60 days	280	1
61 to 90 days	77	139
More than 90 days	4 569	955
Total impairment allowance	7 425	1 355

All receivables are current assets.

Goods and services receivables are related to entities external to the Australian Government.

Credit terms are net 30 days (2013: 30 days).

Note 23: Administered—financial assets *continued*

Reconciliation of the impairment allowance account

	Other receivables $'000	Total $'000
Movements in relation to 2014		
Opening balance	1 355	1 355
Amounts written off	(1 628)	(1 628)
Amounts recovered and reversed	(8)	(8)
Increase/(decrease) recognised in net surplus	7 707	7 707
Closing balance	7 426	7 426
Movements in relation to 2013		
Opening balance	1 361	1 361
Amounts written off	(831)	(831)
Amounts recovered and reversed	(133)	(133)
Increase/(decrease) recognised in net surplus	958	958
Closing balance	1 355	1 355

	2014 $'000	2013 $'000
Note 23C: Other financial assets		
Accrued revenue	17 025	11 790
Total other financial assets	17 025	11 790

All other financial assets are current assets.

Note 24: Administered—non-financial assets

	2014 $'000	2013 $'000
Note 24A: Land and buildings [1]		
Land at fair value	**71 255**	71 255
Buildings on freehold land		
Work in progress	**328 737**	185 296
Fair value	**676 180**	462 424
Accumulated depreciation	**(2 331)**	(5 688)
Total buildings on freehold land	**1 073 841**	713 287
Leasehold improvements		
Work in progress	**2 645**	5 703
Fair value	**138 186**	154 749
Accumulated depreciation	**(671)**	(7 595)
Total leasehold improvements	**140 160**	152 857
Total land and buildings	**1 214 001**	866 144

All revaluations undertaken in 2013–14 were conducted in accordance with the revaluation policy stated in Note 1. In 2014 Preston Rowe Paterson NSW Pty Ltd conducted the revaluations. The valuer provided the fair value of land and buildings as at 30 June 2014 in accordance with AASB 116 *Property, Plant and Equipment* and AASB 13 *Fair Value Measurement*. The revaluation increment for land is $0 compared to a revaluation increment of $4.785 million in 2013. The revaluation increments for buildings and fitout assets are $6.801 million (2013: decrements $1.448 million).

No indicators of impairment were found for land and buildings.

1. The amount include assets held for sale as follows:
    Land and buildings at two locations in Port Hedland and associated leasehold improvements have been classified as Assets Held for Sale. These assets are surplus to the current requirements and are expected to be sold to external parties in the next financial year. Total value is $41.797 million.

Note 24B: Property, plant and equipment [1]

	2014 $'000	2013 $'000
Other property, plant and equipment:		
Work in progress	**649**	809
Fair value	**157 425**	139 434
Accumulated depreciation	**(469)**	(1 572)
Total property, plant and equipment	**157 605**	138 671

All revaluations undertaken in 2013–14 were conducted in accordance with the revaluation policy stated in Note 1. In 2014 Preston Rowe Paterson NSW Pty Ltd conducted the revaluations. The valuer provided the fair value of property, plant and equipment as at 30 June 2014 in accordance with AASB 116 Property, Plant and Equipment and AASB 13 Fair Value Measurement. The revaluation increments for property, plant and equipment are $4.129 million (2013: $2.155 million).

No indicators of impairment were found for property, plant and equipment.

1. This includes assets held for sale as follows:
    Property, Plant and Equipment associated with the sale of two Port Hedland properties have been classified as Assets Held for Sale. These assets are surplus to the current requirements and are expected to be sold to external parties in the next financial year. Total value is $0.001 million.

Note 24: Administered—non-financial assets *continued*

Note 24C: Reconciliation of the opening and closing balances of property, plant and equipment (2014)

	Land $'000	Buildings $'000	Buildings – leasehold improvements $'000	Total land and buildings $'000	Other property, plant & equipment $'000	Total $'000
As at 1 July 2013						
Gross book value	71 255	647 720	160 452	879 427	140 243	1 019 670
Accumulated depreciation and impairment	-	(5 688)	(7 595)	(13 283)	(1 572)	(14 855)
Total as at 1 July 2013	71 255	642 032	152 857	866 144	138 671	1 004 815
Additions						
By purchase	-	510 946	2 017	512 963	981	513 944
Revaluations and impairments recognised in other comprehensive income	-	(77)	6 877	6 801	4 129	10 929
Reclassifications	-	(27 758)	4 694	(23 064)	23 064	-
Depreciation expense	-	(36 217)	(16 948)	(53 165)	(8 772)	(61 937)
Other movements						
Write-offs	-	(82 456)	(9 337)	(91 794)	(272)	(92 066)
Disposals						
Other	-	(3 884)	-	(3 884)	(195)	(4 079)
Total as at 30 June 2014	71 255	1 002 586	140 160	1 214 000	157 605	1 371 606
Total as at 30 June 2014 represented by						
Gross book value	71 255	1 004 917	140 830	1 217 002	158 074	1 375 076
Accumulated depreciation	-	(2 331)	(671)	(3 002)	(469)	(3 471)
Total as at 30 June 2014 [1]	71 255	1 002 586	140 159	1 214 000	157 605	1 371 605

1. The accumulated depreciation balance as at 30 June 2014 reflects the impact of the revaluation process.

Note 24: Administered—non-financial assets continued

Note 24C (continued): Reconciliation of the opening and closing balances of property, plant and equipment (2013)

	Land $'000	Buildings $'000	Buildings – leasehold improvements $'000	Total land and buildings $'000	Other property, plant & equipment $'000	Total $'000
As at 1 July 2012						
Gross book value	66 470	796 840	66 290	929 600	7 960	937 560
Accumulated depreciation and impairment	-	(29 042)	(5 458)	(34 500)	(2 683)	(37 183)
Total as at 1 July 2012	66 470	767 798	60 832	895 100	5 277	900 377
Additions						
By purchase	-	35 901	105 184	141 085	12 076	153 161
Revaluations and impairments recognised in other comprehensive income	4 785	(3 305)	1 857	3 337	2 155	5 492
Reclassifications	-	(122 513)	-	(122 513)	122 513	-
Depreciation expense	-	(35 781)	(14 985)	(50 766)	(3 177)	(53 943)
Other movements						
Write-offs	-	(68)	(31)	(99)	(152)	(251)
Disposals						
Other	-	-	-	-	(21)	(21)
Total as at 30 June 2013	71 255	642 032	152 857	866 144	138 671	1 004 815
Total as at 30 June 2013 represented by						
Gross book value	71 255	647 720	160 452	879 427	140 243	1 019 670
Accumulated depreciation	-	(5 688)	(7 595)	(13 283)	(1 572)	(14 855)
Accumulated impairment losses	-	-	-	-	-	-
Total as at 30 June 2013 [1]	71 255	642 032	152 857	866 144	138 671	1 004 815

1. The accumulated depreciation balance as at 30 June 2013 reflects the impact of the revaluation process.

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Note 24: Administered—non-financial assets *continued*

	2014 $'000	2013 $'000
Note 24D: Other non-financial assets		
Prepayments	103 899	104 899
Total other non-financial assets	103 899	104 899

All prepayments are expected to be recovered within 12 months.

No indicators of impairment were found for other non-financial assets.

Note 25: Administered—payables

	2014 $'000	2013 $'000
Note 25A: Suppliers		
Trade creditors and accruals	405 860	377 489
Operating lease rental	568	2 760
Total suppliers	406 428	380 249

All suppliers payable are expected to be settled within 12 months.

	2014 $'000	2013 $'000
Suppliers in connection with		
Related parties	5 982	10 093
External parties	400 446	370 156
Total suppliers	406 428	380 249

Settlement was usually made within 30 days.

	2014 $'000	2013 $'000
Note 25B: Personal benefits		
Indirect benefits	3 648	15 851
Total personal benefits	3 648	15 851

All personal benefits payable are expected to be settled within 12 months.

	2014 $'000	2013 $'000
Note 25C: Grants		
Private sector		
Non-profit organisations	125	17 142
Total grants	125	17 142

All grants payable are expected to be settled within 12 months.

Settlement is usually made according to the terms and conditions of each grant. This is usually within 30 days of performance or eligibility.

	2014 $'000	2013 $'000
Note 25D: Other payables		
Unearned income	260	249
Total other payables	260	249

All other payables are expected to be settled within 12 months.

Note 26: Administered—provisions

	2014 $'000	2013 $'000
Note 26A: Provisions		
Provision for bonds [1]	17 551	19 306
Total other provisions	17 551	19 306
Other provisions are expected to be settled in:		
No more than 12 months	16 476	18 222
More than 12 months	1 075	1 084
Total other provisions	17 551	19 306

	Provision for bonds $'000	Total $'000
As at 1 July 2013	19 306	19 306
Additional provisions made	54 855	54 855
Amounts used	(2 693)	(2 693)
Amounts reversed	(53 917)	(53 917)
As at 30 June 2014	17 551	17 551

1. The department collects and repays security bonds for the purpose of compliance with the provisions of the *Migration Act 1958* and regulations. Currently the department collects three types of securities: compliance, visitor visa, and professional development visa bonds.

Note 27: Administered—cash flow reconciliation

	2014 $'000	2013 $'000
Reconciliation of cash and cash equivalents as per administered schedule of assets and liabilities to administered cash flow statement		
Cash and cash equivalents as per		
Schedule of administered cash flows	32 747	22 126
Schedule of administered assets and liabilities	32 747	22 126
Discrepancy	-	-
Reconciliation of net cost of services to net cash from operating activities		
Net cost of services	1 383 700	1 166 892
Adjustments for non-cash items		
Depreciation/amortisation	61 937	53 943
Net writedown of non-financial assets	92 066	251
Sale of assets	4 047	(21)
Reversal of previous asset writedown	(123)	(128)
Bond forfeiture	(2 692)	-
Restructure transfer of liabilities	9 182	-
Movements in assets/liabilities		
Assets		
(Increase)/decrease in net receivables	4 448	(15 974)
(Increase)/decrease in accrued revenues	(5 235)	10 402
(Increase)/decrease in other non-financial assets	1 000	(104 826)
Liabilities		
Increase in supplier payables	25 665	34 517
Increase/(decrease) in personal benefits payable	(12 203)	2 119
Increase/(decrease) in grants payable	(17 017)	9 483
Increase in other payables	11	153
Increase/(decrease) in other provisions	(1 755)	6 149
Net cash (used by) operating activities	(1 224 369)	(1 170 824)

Note 28: Administered—contingent assets and liabilities

	Guarantees		Claims for damages or costs		Total	
	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000
Contingent assets						
Balance from previous period	-	-	-	-	-	-
New	-	-	19 809	-	19 809	-
Re-measurement	-	-	-	-	-	-
Assets recognised	-	-	-	-	-	-
Expired	-	-	-	-	-	-
Total contingent assets	-	-	19 809	-	19 809	-
Contingent liabilities						
Balance from previous period	-	-	2 670	300	2 670	300
New	2 044	-	-	2 420	2 044	2 420
Re-measurement	-	-	(560)	-	(560)	-
Liabilities recognised	-	-	(227)	(30)	(227)	(30)
Obligations expired	-	-	(23)	(20)	(23)	(20)
Total contingent liabilities	2 044	-	1 860	2 670	3 904	2 670
Net contingent assets (liabilities)	(2 044)	-	17 949	(2 670)	15 905	(2 670)

Quantifiable contingencies

The schedule of administered contingencies reports net contingent assets in respect of insurance claims for damages or costs of $19.809 million (2013: nil).

The schedule of administered contingencies reports net contingent liabilities in respect of claims for damages or costs of $1.860 million (2013: $2.670 million). These amounts represent estimates of the department's potential liability. The department is defending these claims.

The department's insurer (Comcover) is notified of all claims for compensation as required by the terms of our insurance coverage.

Significant remote contingencies

The department provided a financial guarantee to the Papua New Guinea Customs Agency in relation to the temporary import to PNG of the accommodation barge 'Bibby Progress'. This financial guarantee is $2.044 million (2013: nil) and will be triggered as specified in the related agreement.

Unquantifiable contingencies

As at 30 June 2014 the department had a number of legal claims against it including the matter of *Giles & Anor v Commonwealth & Ors* (a class action arising from British child migrant scheme). 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.

Note 29: Administered—financial instruments

	2014 $'000	2013 $'000
Note 29A: Categories of financial instruments		
Financial assets		
Loans and receivables		
Cash on hand or deposit	32 747	22 126
Goods and services receivable	667	217
Total loans and receivables	33 414	22 343
Financial liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and operating lease rentals	406 428	380 249
Personal benefits payable	3 648	15 851
Grants payable	125	17 142
Total financial liabilities measured at amortised cost	410 201	413 242

Note 29: Administered—financial instruments *continued*

Note 29B: Credit risk

The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of goods and services receivable of $0.667 million in 2014 (2013: $0.217 million).

The department has assessed the risk of the default on payment and has made no allocation to an impairment allowance account in 2014 (2013: nil).

The department holds no collateral to mitigate credit risk.

Credit quality of financial instruments not past due or individually determined as impaired.

	Not past due nor impaired 2014 $'000	Not past due nor impaired 2013 $'000	Past due or impaired 2014 $'000	Past due or impaired 2013 $'000
Cash on hand or on deposit	32 747	22 126	-	-
Goods and services receivable	122	31	545	186
Total	32 869	22 157	545	186

Ageing of financial assets that were past due but not impaired for 2014

	0 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Goods and services receivable	93	332	-	120	545
Total	93	332	-	120	545

Ageing of financial assets that were past due but not impaired for 2013

Financial assets	0 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Goods and services receivable	8	18	19	141	186
Total	8	18	19	141	186

Note 29C: Liquidity risk

The department's financial liabilities are trade creditors, operating lease rentals, subsidies payable, personal benefits payable and grants payable. The exposure to liquidity risk is based on the notion that the department may encounter difficulty in meeting its obligations associated with financial liabilities. This is highly unlikely due to appropriation funding and mechanisms available to the department (for example, Advance to the Finance Minister) and internal policies and procedures put in place to ensure there are appropriate resources to meet the department's financial obligations.

Maturities for non-derivative financial liabilities 2014

	On demand 2014 $'000	Within 1 year 2014 $'000	Total 2014 $'000
Trade creditors and operating lease rentals	-	406 428	406 428
Personal benefits payable	-	3 648	3 648
Grants payable	-	125	125
Total	-	410 201	410 201

Maturities for non-derivative financial liabilities 2013

	On demand 2013 $'000	Within 1 year 2013 $'000	Total 2013 $'000
Trade creditors	-	380 249	380 249
Personal benefits payable	-	15 851	15 851
Grants payable	-	17 142	17 142
Total	-	413 242	413 242

Note 29D: Market risk

The department held basic financial instruments that did not expose the entity to certain market risks, such as 'Currency risk' and 'Interest rate risk'.

Note 30: Administered—financial assets reconciliation

	Notes	2014 $'000	2013 $'000
Total financial assets as per administered schedule of assets and liabilities		75 703	64 171
Less: Non-financial instrument components			
Other receivables and accrued revenue	23B,C	42 289	41 828
Total non-financial instrument components		42 289	41 828
Total financial assets as per administered financial instruments note		33 414	22 343

Note 31: Appropriations

Table A: Annual appropriations (recoverable GST exclusive)

	2014 Appropriations							Appropriation applied in 2014 (current and prior years) $'000	Variance[3] $'000
	Appropriation Act			FMA Act			Total appropriation $'000		
	Annual appropriation $'000	Appropriations reduced[1] $'000	AFM $'000	Section 30 $'000	Section 31 $'000	Section 32[2] $'000			
Departmental									
Ordinary annual services[4]	1 577 215	-	-	-	100 519	(25 987)	1 651 747	(1 621 858)	29 889
Other services									
Equity	26 056	-	-	-		-	26 056	(15 569)	10 487
Total departmental	1 603 271	-	-	-	100 519	(25 987)	1 677 803	(1 637 427)	40 376
Administered									
Ordinary annual services									
Administered items	3 720 121	(334 715)	-	1 427		(186 258)	3 200 575	(2 894 581)	305 994
Other services									
Administered assets and liabilities	505 200	-	-	-		-	505 200	(376 419)	128 781
Total administered	4 225 321	(334 715)	-	1 427		(186 258)	3 705 775	(3 271 000)	434 775

1. Appropriations reduced under Appropriation Acts (Nos. 1 & 3) 2013–14: sections 10, 11, 12 and 15 and under Appropriation Acts (Nos. 2 & 4) 2013–14: sections 12, 13, 14 and 17. Departmental appropriations do not lapse at financial year-end. However, the responsible minister may decide that part or all of a departmental appropriation is not required and request that the Finance Minister reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by parliament. In 2014, there was no reduction in departmental and non-operating departmental appropriations.

   As with departmental appropriations, the responsible minister may decide that part or all of an administered appropriation is not required and request that the Finance Minister reduce that appropriation. For administered appropriations reduced under section 11 of Appropriation Acts (Nos. 1 & 3) 2013–14 and section 12 of Appropriation Acts (Nos. 2 & 4) 2013–14, the appropriation is taken to be reduced to the required amount specified in Table F of this note once the annual report is tabled in parliament. All administered appropriations may be adjusted by a Finance Minister's determination, which is disallowable by parliament.

2. Departmental appropriations of $25.987 million and administered appropriations of $186.258 million were transferred to DSS and DOI as a result of MoG changes.

3. The administered other service assets and liabilities variance of $128.781 million relates predominantly to a $115.000 million movement of funds from 2013–14 to 2014–15, as per p.49 on Portfolio Budget Statements 2014–15.

Note 31: Appropriations *continued*

Table A (*continued*): Annual appropriations (recoverable GST exclusive)

| | 2013 Appropriations | | | | | | | Appropriation applied in 2014 (current and prior years) $'000 | Variance $'000 |
| | Appropriation Act | | | FMA Act | | | Total appropriation $'000 | | |
	Annual appropriation $'000	Appropriations reduced [1] $'000	AFM $'000	Section 30 $'000	Section 31 $'000	Section 32 [2] $'000			
Departmental									
Ordinary annual services	1 534 243	(16 539)	-	-	103 104	(24 387)	1 596 421	(1 571 706)	24 715
Other services									
Equity	25 115	-	-	-		-	25 115	(22 810)	2 305
Total departmental	1 559 358	(16 539)	-	-	103 104	(24 387)	1 621 536	(1 594 516)	27 020
Administered									
Ordinary annual services									
Administered items	2 488 083	(25 050)	-	1 714		(11 303)	2 453 444	(2 398 120)	55 324
Other services									
Administered assets and liabilities	299 774	-	-	-		-	299 774	(147 246)	152 528
Total administered	2 787 857	(25 050)	-	1 714		(11 303)	2 753 218	(2 545 366)	207 852

1. Appropriations reduced under Appropriation Acts (Nos. 1,3) 2012–13: sections 10, 11 and 12 and under Appropriation Acts (Nos. 2,4) 2011–12: sections 12, 13 and 14. Departmental appropriations do not lapse at the end of the financial year. However, the responsible minister may decide that part or all of a departmental 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.

As with departmental appropriations, the responsible minister may decide that part or all of an administered appropriation is not required and request that the Finance Minister reduce that appropriation. For administered appropriations reduced under section 11 of Appropriation Acts (Nos. 1,3 & 5) 2012–13 and section 12 of Appropriation Acts (Nos. 2,4 & 6) 2011–12, the appropriation is taken to be reduced to the required amount specified in Table F of this note once the annual report is tabled in parliament. All administered appropriations may be adjusted by a Finance Minister's determination, which is disallowable by parliament.

2. Departmental appropriations of $17.001 million and administered appropriations of $11.303 were transferred for the movement of the Independent Protection Assessment Office to the MRT-RRT. Departmental appropriations of $7.386 million were transferred to DSS as a result of MOG changes.

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Note 31: Appropriations *continued*

Table B: Departmental and administered capital budgets (recoverable GST exclusive)

| | 2014 capital budget appropriations | | | | Capital budget appropriations applied in 2014 (current and prior years) | | | Variance |
| | Appropriation Act | | FMA Act | Total capital budget appropriations | Payments for non-financial assets[3] | Payments for other purposes | Total payments | |
	Annual capital budget $'000	Appropriations reduced [2] $'000	Section 32 $'000	$'000	$'000	$'000	$'000	$'000
Departmental								
Ordinary annual services— departmental capital budget[1]	81 821	-	(56)	81 765	(76 967)	-	76 967	4 798
Administered								
Ordinary annual services— administered capital budget[1]	18 630	-	-	18 630	(22 045)	-	22 045	(3 415)

1. Departmental and Administered Capital Budgets are appropriated through Appropriation Acts (No. 1, 3). They form part of ordinary annual services and are not separately identified in Appropriation Acts. For more information on ordinary annual services appropriations, please see Table A: Annual appropriations.

2. Appropriations reduced under Appropriation Acts (No. 1, 3) 2013–14: sections 10, 11, 12 and 15 or via a determination by the Finance Minister.

3. Payments made on non-financial assets include purchases of assets and expenditure on assets which has been capitalised.

Note 31: Appropriations *continued*

Table B *(continued)*: Departmental and administered capital budgets (recoverable GST exclusive)

	2013 capital budget appropriations				Capital budget appropriations applied in 2014 (current and prior years)			Variance
	Appropriation Act		FMA Act					
	Annual capital budget	Appropriations reduced[2]	Section 32	Total capital budget appropriations	Payments for non-financial assets[3]	Payments for other purposes	Total payments	
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Departmental								
Ordinary annual services— departmental capital budget[1]	76 187	-	-	76 187	83 242	-	(83 242)	(7 055)
Administered								
Ordinary annual services— administered capital budget[1]	15 525	-	-	15 525	14 484	-	(14 484)	1 041

1. Departmental and Administered Capital Budgets are appropriated through Appropriation Acts (No.1,3,5). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts. For more information on ordinary annual services appropriations, please see Table A: Annual appropriations.

2. Appropriations reduced under Appropriation Acts (No.1,3,5) 2012–13: sections 10, 11, 12 and 15 or via a determination by the Finance Minister.

3. Payments made on non-financial assets include purchases of assets and expenditure on assets which has been capitalised.

Note 31: Appropriations *continued*

Table C: Unspent annual appropriations (recoverable GST exclusive)

Authority	2014 $'000	2013 $'000
Departmental		
2008/09 Appropriation Act 2	-	371
2009/10 Appropriation Act 2	-	10 000
2009/10 Appropriation Act 4	-	2 617
2010/11 Appropriation Act 1[1]	1 779	1 779
2010/11 Appropriation Act 2	-	624
2011/12 Appropriation Act 2	-	917
2011/12 Appropriation Act 4	-	9 269
2012/13 Appropriation Act 1	522	124 149
2012/13 Approp (Expert Panel Report on Asylum Seekers) Act (No. 1)	-	146 147
2012/13 Approp (Expert Panel Report on Asylum Seekers) Act (No. 2)	600	600
2012/13 Appropriation Act 2	15 713	20 113
2012/13 Appropriation Act 3	-	19 177
2013/14 Appropriation Act 1	199 936	-
2013/14 Appropriation Act 2	10 485	-
2013/14 Appropriation Act 3	95 449	-
2013/14 Appropriation Act 4	15 212	-
Total	339 696	335 763
Administered		
2010/11 Appropriation Act 1[1]	1	1
2011/12 Appropriation Act 1	-	4 665
2012/13 Appropriation Act 1	3 823	87 958
2012/13 Approp (Expert Panel Report on Asylum Seekers) Act (No. 1)	-	28 098
2012/13 Approp (Expert Panel Report on Asylum Seekers) Act (No. 2)	-	76 854
2012/13 Appropriation Act 3	-	4 890
2012/13 Appropriation Act 4	-	8 425
2013/14 Appropriation Act 1	214 642	-
2013/14 Appropriation Act 2	1 766	-
2013/14 Appropriation Act 3	558 427	-
2013/14 Appropriation Act 4	332 294	-
Total	1 110 953	210 891

1. Act will be repealed by the Omnibus Repeal Day (Autumn 2014) Bill 2014 once it is passed. Refer to Note 2, Events after the Reporting Period.

Note 31: Appropriations *continued*

Table D: Special appropriations (recoverable GST exclusive)

Authority	Type	Purpose	Appropriation applied 2014 $'000	Appropriation applied 2013 $'000
Migration Act 1958 —section 332B (Administered)	Limited Amount	To deal with registration applications and monitor the conduct of registered agents and lawyers in the provision of migration assistance.	-	-
Financial Management and Accountability Act 1997—section 28(2) (Administered)	Refund	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.	66 127	49 720
Total			66 127	49 720

Table E: Disclosure by agent in relation to annual and special appropriations (recoverable GST exclusive)

2014	Department of Social Services $'000
Total receipts	3 110
Total payments	(3 110)

The department made wage supplementation payments from the Social and Community Services Pay Equity Special Account administered by the DSS to eligible social and community services workers.

2013	Department of Families, Housing, Community Services and Indigenous Affairs $'000
Total receipts	767
Total payments	(767)

The department made wage supplementation payments from the Social and Community Services Pay Equity Special Account administered by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to eligible social and community services workers.

Note 31: Appropriations *continued*

Table F: Reduction in administered items (recoverable GST exclusive)

2014 Ordinary annual services	Amount required[1]—by Appropriation Act			Total amount appropriated[2]	Total reduction[3]
	Act (No.1)	Act (No.3)	Total amount required[1]		
Outcome 1	-	-	-	-	-
Outcome 2	37 019 000.00	2 700 000.00	39 719 000.00	49 129 000.00	9 410 000.00
Outcome 3	-	554 354.39	554 354.39	15 922 000.00	15 367 645.61
Outcome 4	2 559 408 000.00	461 480 257.82	3 020 888 257.82	3 187 014 000.00	166 125 742.18
Outcome 5	135 702 228.32	-	135 702 228.32	279 514 000.00	143 811 771.68
Outcome 6	2 283 760.21	-	2 283 760.21	2 284 000.00	239.79
Total	2 734 412 988.53	464 734 612.21	3 199 147 600.74	3 533 863 000.00	334 715 399.26

Amounts reported in this section of the table must be disclosed to the cent.

Administered items for 2014 are reduced to these amounts when these financial statements will be tabled in parliament as part of the department's 2014 annual report. This reduction is effective in 2015, but the amounts are reflected in Table A in the 2014 financial statements in the column 'Appropriations reduced' as they were adjustments to 2014 appropriations.

1. Amounts required as per Appropriation Act (Act 1 s. 11; Act 2 s.12).
2. Total amount appropriated in 2014.
3. Total reduction effective in 2015.

2013 Ordinary annual services	Amount required[1]—by Appropriation Act			Total amount appropriated[2]	Total reduction[3]
	Act (No.1)	Act (No.3)	Total amount required[1]		
Outcome 1	-	-	-	50 000.00	50 000.00
Outcome 2	41 128 000.00	-	41 128 000.00	41 128 000.00	-
Outcome 3	-	-	-	-	-
Outcome 4	1 984 031 000.00	32 699 000.00	2 016 730 000.00	2 016 730 000.00	-
Outcome 5	382 932 000.00	8 183 000.00	391 115 000.00	416 115 000.00	25 000 000.00
Outcome 6	2 757 000.00	-	2 757 000.00	2 757 000.00	-
Total	2 410 848 000.00	40 882 000.00	2 451 730 000.00	2 476 780 000.00	25 050 000.00

Amounts reported in this section of the table must be disclosed to the cent.

Administered items for 2013 were reduced to these amounts when these financial statements were tabled in parliament as part of the department's 2013 annual report. This reduction was effective in 2013, but the amounts were reflected in Table A in the 2013 financial statements in the column 'Appropriations reduced' as adjustments to 2013 appropriations.

1. Amount required as per Appropriation Act (Act 1 s. 11; Act 2 s.12).
2. Total amount appropriated in 2013.
3. Total reduction effective in 2014.

5

Note 32: Special accounts

Australian population multicultural and immigration research program (APMIRP) special account (administered) [1]			Other trust monies account [2]	
	2014 $'000	2013 $'000	2014 $'000	2013 $'000
Note 32A: Special accounts (Recoverable GST exclusive)				
Balance brought forward from previous period	187	235	-	5
Increases:				
Appropriation credited to special account	-	-	-	-
Costs recovered	-	-	-	-
Realised investments	-	-	-	-
Other receipts	-	-	-	-
Total increases	-	-	-	-
Available for payments	187	235	-	5
Decreases:				
Departmental				
Investments made from the special account (FMA Act s.39)	-	-	-	-
Payments made to suppliers	-	-	-	-
Payments made to employees	-	-	-	-
Payments made to competitive neutrality	-	-	-	-
Total departmental decreases	-	-	-	-
Administered				
Payments made	133	48	-	5
Investments made from the special account (FMA Act s.39)	-	-	-	-
Payments made to suppliers	-	-	-	-
Total administered decreases	133	48	-	5
Total decreases	133	48	-	5
Total balance carried to the next period	54	187	-	0

1. Appropriation: *Financial Management and Accountability Act 1997,* section 20.

Establishing Instrument: Financial Management and Accountability Determination 2006/38.
Purpose:
(1) The purposes of the Australian Population, Multicultural and Immigration Research Program Special Account, in relation to which amounts may be debited from the Special Account, are to:
    (a) conduct 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
    (b) carry out activities that are incidental to the purpose mentioned in paragraph (a)
    (c) 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) or (b)
    (d) reduce the balance of the Special Account (and, therefore, the available appropriation for the Account) without making a real or notional payment
    (e) repay amounts where an Act or other law requires or permits the repayment of an amount received.
(2) To avoid doubt, incidental activities include:
    (a) the administration of the Special Account
    (b) dealing with direct and indirect costs.

2. Appropriation: *Financial Management and Accountability Act 1997,* section 20 (This account was abolished on 30 June 2012 by Financial Management and Accountability Determination 2012/02).

Establishing Instrument: Initial Determination to Establish Components of the Reserved Money Fund (31/12/97), *Financial Management and Accountability Determination 2008/15.*
Purpose:
    (a) For expenditure of moneys temporarily held on trust or otherwise for the benefit of a person other than the Commonwealth,
    (b) To credit another Special Account to which amounts held on trust or otherwise for the benefit of a person other than the Commonwealth may be credited.

Note 33: Compliance with statutory conditions for payments from the Consolidated Revenue Fund

In note 31 to the 2012–13 financial statements the department identified certain overpayments under the *Migration Act 1958* and the *Long Service Leave (Commonwealth Employees) Act 1976*, which breached section 83 of the *Constitution*. Section 83 of the *Constitution* provides that no amount may be paid out of the Consolidated Revenue Fund except under an appropriation made by law.

In July 2013 the Department of Finance provided further guidance to agencies for undertaking risk assessments for payments made from annual appropriations in relation to long service leave, and GST, with the potential for breaching section 83 of the *Constitution*.

In the 2013–14 financial year the department undertook a review to assess if there were any breaches of section 83 of the *Constitution*. The review did not identify any breaches during the 2013–14 financial year.

Note 34: Compensation and debt relief

	2014 $	2013 $
Compensation and debt relief—departmental		
No *act of grace* expenses were incurred during the reporting period (2013: No expenses).	-	-
One waiver of amounts owing to the government were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997* (2013: No waivers).	5 250	-
Fifty four payments were provided under the Compensation for Detriment caused by Defective Administration (CDDA) Scheme during the reporting period (2013: Sixty payments).	81 332	81 520
No payment was provided in special circumstances relating to APS employment pursuant to section 73 of the *Public Service Act 1999* (PS Act) during the reporting period (2013: No expenses).	-	-
Compensation and debt relief—administered		
One *act of grace* expense was incurred during the reporting period (2013: Two expenses).	27 850	34 080
None of the above payments were paid on a periodic basis (2013: No expenses). No periodic payments are expected to continue in future years.	-	-
No waivers of amounts owing to the government were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997* (2013: No expenses).	-	-
No payments were provided under the Compensation for Detriment caused by Defective Administration (CDDA) Scheme during the reporting period (2013: No expenses).	-	-
No ex-gratia payments were provided for during the reporting period (2013: No expenses).	-	-
No payments were provided in special circumstances relating to APS employment pursuant to section 73 of the *Public Service Act 1999* (PS Act) during the reporting period (2013: No expenses).	-	-

Note 35: Reporting of outcomes

The department used a program allocation model to determine the attribution of its shared items. The basis of attribution in the table is consistent with the basis used for the budget estimates reported in the Portfolio Budget Statements.

Note 35A: Net cost of outcome delivery

	Outcome 1		Outcome 2		Outcome 3		Outcome 4		Outcome 5		Outcome 6		Total	
	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000
Departmental														
Expenses	(586 812)	(583 136)	(76 193)	(71 647)	(154 910)	(150 298)	(686 464)	(625 007)	(69 899)	(73 378)	(76 846)	(72 144)	(1 651 124)	(1 575 610)
Own-source income	9 109	14 449	743	1 071	12 603	7 135	4 231	4 677	35 454	26 245	974	1 166	63 114	54 743
Administered														
Expenses	(209)	(2 295)	(38 685)	(38 971)	(518)	-	(2 885 489)	(1 966 926)	(120 210)	(368 876)	(2 151)	(2 539)	(3 047 263)	(2 379 607)
Own-source income	1 612 492	1 158 195	29	47	2 046	1 811	14 847	3 883	113	15 804	34 038	32 975	1 663 564	1 212 715
Net cost of outcome delivery	1 034 580	587 213	(114 106)	(109 500)	(140 779)	(141 352)	(3 552 876)	(2 583 373)	(154 542)	(400 205)	(43 986)	(40 542)	(2 971 709)	(2 687 759)

Note 35B: Major classes of departmental expense, income, assets and liabilities by outcomes

	Outcome 1		Outcome 2		Outcome 3		Outcome 4		Outcome 5		Outcome 6		Total	
	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000
Departmental expenses:														
Employees	325 345	310 427	39 205	36 042	79 510	75 173	352 203	328 757	34 203	38 845	45 220	40 535	875 686	829 779
Suppliers	193 166	212 855	32 494	30 025	58 256	60 674	294 630	267 353	30 316	29 993	25 687	26 633	634 551	627 533
Depreciation and amortisation	58 032	50 119	3 564	4 420	14 754	12 669	34 762	23 762	4 245	3 629	4 696	3 850	120 053	98 449
Other expense	10 269	9 735	929	1 160	2 389	1 782	4 870	5 135	1 135	911	1 242	1 126	20 834	19 849
Total	586 812	583 136	76 192	71 647	154 910	150 298	686 466	625 007	69 899	73 378	76 845	72 144	1 651 124	1 575 610
Departmental income:														
Sales of goods & services	(1 041)	1 862	(166)	135	1 152	1 357	448	2 146	34 561	25 619	(251)	117	34 703	31 236
Revenue from government	524 769	521 203	72 591	66 492	128 803	131 157	653 823	599 598	30 495	43 725	71 874	67 469	1 482 355	1 429 644
Recovery of costs	6 730	4 164	641	529	1 525	1 101	2 116	949	712	436	806	520	12 530	7 699
Other revenue	3 420	8 423	268	407	9 926	4 677	1 665	1 582	183	190	419	529	15 881	15 808
Total	533 878	535 652	73 334	67 563	141 406	138 292	658 052	604 275	65 951	69 970	72 848	68 635	1 545 469	1 484 387

Note 35: Reporting of outcomes *continued*

Note 35B *(continued)*: Major classes of departmental expense, income, assets and liabilities by outcomes

	Outcome 1		Outcome 2		Outcome 3		Outcome 4		Outcome 5		Outcome 6		Total	
	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000	2014 $'000	2013 $'000
Departmental assets														
Cash and cash equivalents	1 211	1 057	210	189	538	501	(212)	(431)	1 526	1 506	(367)	(387)	2 906	2 435
Appropriation receivable	143 835	136 134	19 897	17 367	35 305	34 257	179 211	156 609	8 358	11 421	19 700	17 622	406 306	373 410
Trade and other receivables	941	3 570	197	469	1 093	1 421	2 577	4 607	17 882	10 909	71	410	22 761	21 386
Other financial assets	399	574	77	85	138	177	640	762	72	89	54	74	1 380	1 761
Land and buildings	32 769	24 808	2 243	2 836	5 430	7 497	8 343	15 703	1 720	2 489	2 218	3 206	52 723	56 539
Property, plant and equipment	37 029	17 836	1 524	2 079	2 718	4 084	6 772	11 871	1 061	1 688	1 279	2 038	50 383	39 596
Intangibles	246 532	220 450	6 305	8 026	14 993	26 317	27 731	47 395	3 685	6 352	4 466	7 415	303 712	315 955
Other	9 146	5 661	1 220	725	2 186	1 342	13 011	6 270	1 125	635	1 185	665	27 873	15 297
Total	471 862	410 090	31 673	31 776	62 401	75 596	238 073	242 786	35 429	35 089	28 606	31 043	868 044	826 379
Departmental liabilities														
Suppliers	44 590	44 037	5 949	5 639	10 659	10 441	63 430	48 771	5 937	5 395	5 776	5 173	136 341	119 456
Other payables	16 228	15 477	1 801	1 782	3 557	3 447	19 191	16 404	1 584	1 705	2 188	1 912	44 549	40 727
Unearned income	13 490	2 819	1 401	293	-	-	14	(2)	6 582	6 568	1 580	332	23 067	10 010
Lease incentives	1 380	1 995	120	225	215	361	1 773	1 862	107	157	172	216	3 767	4 816
Finance lease liability	577	953	40	153	57	152	358	454	40	76	80	105	1 152	1 893
Employee provisions	83 067	82 737	10 010	9 606	20 301	20 036	89 924	87 625	8 733	10 354	11 546	10 804	223 581	221 162
Other provisions	16 132	13 576	1 409	1 531	2 521	2 457	20 753	12 672	1 257	1 066	2 016	1 473	44 088	32 775
Total	175 464	161 594	20 730	19 229	37 310	36 894	195 443	167 786	24 240	25 321	23 358	20 015	476 545	430 839

All outcomes are described in Note 1.

Note 35: Reporting of outcomes *continued*

Note 35C: Major classes of administered expenses, income, assets and liabilities by outcomes

	Outcome 1 2014 $'000	Outcome 1 2013 $'000	Outcome 2 2014 $'000	Outcome 2 2013 $'000	Outcome 3 2014 $'000	Outcome 3 2013 $'000	Outcome 4 2014 $'000	Outcome 4 2013 $'000	Outcome 5 2014 $'000	Outcome 5 2013 $'000	Outcome 6 2014 $'000	Outcome 6 2013 $'000	Total 2014 $'000	Total 2013 $'000
Expenses														
Suppliers expenses	-	-	26 213	17 077	498	-	2 433 389	1 784 053	91 610	309 719	31	-	2 551 742	2 110 849
Depreciation and amortisation	-	-	-	-	-	-	61 937	53 943	-	-	-	-	61 937	53 943
Personal benefits	-	-	10 687	11 243	-	-	280 561	117 084	11 864	18 242	-	-	303 112	146 569
Grants	-	-	1 636	10 651	-	-	5 068	8 337	16 737	40 915	2 121	2 539	25 562	62 442
Writedown and impairment of assets	-	-	64	-	-	-	100 216	3 231	-	-	-	-	100 280	3 231
Asset sales	-	-	-	-	-	-	3 969	15	-	-	-	-	3 969	15
Foreign exchange losses	209	2 295	85	-	20	-	320	171	-	-	-	-	634	2 466
Other expenses	-	-	-	-	-	-	28	92	-	-	-	-	28	92
Total expenses	209	2 295	38 685	38 971	518	-	2 885 489	1 966 926	120 210	368 876	2 151	2 539	3 047 264	2 379 607
Income														
Fees and fines	1 609 032	1 158 804	-	-	2 046	1 811	-	-	-	15 691	34 017	32 966	1 645 095	1 209 272
Recovery of detention costs	-	-	-	-	-	-	6 768	3 456	-	-	-	-	6 768	3 456
Other revenue	3 312	(609)	-	-	-	-	7 769	-	113	113	21	9	11 215	(487)
Gains	148	-	29	47	-	-	310	427	-	-	-	-	486	474
Total income	1 612 492	1 158 195	29	47	2 046	1 811	14 847	3 883	113	15 804	34 038	32 975	1 663 564	1 212 715

Note 35: Reporting of outcomes *continued*

Note 35C *(continued)*: Major classes of administered expenses, income, assets and liabilities by outcomes

	Outcome 1 2014 $'000	Outcome 1 2013 $'000	Outcome 2 2014 $'000	Outcome 2 2013 $'000	Outcome 3 2014 $'000	Outcome 3 2013 $'000	Outcome 4 2014 $'000	Outcome 4 2013 $'000	Outcome 5 2014 $'000	Outcome 5 2013 $'000	Outcome 6 2014 $'000	Outcome 6 2013 $'000	Total 2014 $'000	Total 2013 $'000
Assets														
Cash and cash equivalents	2	34	796	650	57	55	25 201	16 265	6 606	5 029	85	93	**32 747**	22 126
Receivables	1 067	(135)	253	232	6	343	23 707	25 602	884	4 207	14	6	**25 931**	30 255
Other financial assets	14 880	10 877	-	-	-	-	2 145	-	-	604	-	309	**17 025**	11 790
Land and buildings	-	-	-	-	-	-	1 214 001	866 144	-	-	-	-	**1 214 001**	866 144
Property, plant and equipment	-	-	-	-	-	-	157 605	138 671	-	-	-	-	**157 605**	138 671
Other non-financial assets	-	-	648	(39)	-	-	103 251	104 938	-	-	-	-	**103 899**	104 899
Total assets	**15 948**	10 776	**1 697**	843	**63**	398	**1 525 912**	1 151 620	**7 490**	9 840	**99**	408	**1 551 208**	1 173 885
Liabilities														
Suppliers	8	2 690	3 436	5 417	138	-	402 383	309 720	463	62 051	-	371	**406 428**	380 249
Personal benefits	-	-	-	1 771	-	-	2 716	11 363	932	2 717	-	-	**3 648**	15 851
Grants	-	-	-	10 631	-	-	125	5 687	-	757	-	67	**125**	17 142
Other payables	260	249	-	-	-	-	-	-	-	-	-	-	**260**	249
Bonds	17 551	19 306	-	-	-	-	-	-	-	-	-	-	**17 551**	19 306
Total liabilities	**17 819**	22 245	**3 436**	17 819	**138**	-	**405 224**	326 770	**1 395**	65 525	**-**	438	**428 012**	432 797

Note 36: Competitive neutrality and cost recovery

	2014 $'000	2013 $'000
Note 36A: Departmental receipts subject to cost recovery policy		
Significant cost recovery arrangements		
Translating and interpreting services	29 819	25 656
Merchant fees recovered	2 724	
APEC business travel cards	933	892
Document verification service	507	-
Superannuation certificates	314	329
New Zealand certificates of residence status	24	34
Research, statistics and other publications	90	122
Migration application packs	1	-
Other cost recovery arrangements		
Library services	14	-
Migration agent register and professional development activity assessment fees	88	95
Total receipts subject to cost recovery policy	34 514	27 128

There are no administered receipts subject to cost recovery policy.

Note 36B: Cost recovery summary		
Amounts applied		
Annual appropriations	33 195	20 327
Total amounts applied	33 195	20 327
Expenses		
Departmental	33 296	20 315
Total expenses	33 296	20 315
Revenue		
Departmental	35 658	27 723
Total revenue	35 658	27 723
Receivables		
Not overdue	14 788	16 071
Overdue by:		
0 to 30 days	417	(99)
31 to 60 days	485	647
61 to 90 days	-	411
More than 90 days	825	307
Total receivables	16 515	17 337

Note 37: Net cash appropriation arrangements

	2014 $'000	2013 $'000
Total comprehensive income (loss) less depreciation/amortisation expenses previously funded through revenue appropriations[1]	21 248	10 781
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	(120 053)	(98 449)
Total comprehensive income (loss) as per the statement of comprehensive income	(98 805)	(87 668)

1. From 2010–11 the government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses ceased. Entities now receive a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

Part 6

Appendices

Appendix 1: Classifications and salary rates

Table 73:   Classification and salary rates—Indigenous cadets and graduates

APS classification	Salary prior to commencement of the 2011–14 Enterprise Agreement	Salary on commencement of the 2011–14 Enterprise Agreement	Salary effective 4 July 2013 (2.0%)[a]
Indigenous Cadet pay rates during full time study are 60% of full time APS Level 1	$13,835		
	$16,140		
	$18,677		
	$20,982		
	$23,057	$24,463	$25,451
APS Level 1 and Indigenous Cadet during practical training	$23,057[b]		
	$26,900[c]		
	$31,127[d]		
	$34,971[e]		
	$38,429		
	$39,973	$40,772	$42,419
	$41,298	$42,124	$43,825
	$42,621	$45,178	$47,004
Graduate (APS Level 3)	$49,537		
	$50,825	$51,842	$53,937
	$52,349	$53,396	$55,553
	$53,838	$57,606	$59,933

a   Staff salary point advancements have continued throughout the year however, last salary index of 2.0 per cent increase was at 4 July 2013.

b   Under 18 years (60 per cent).

c   18 years (70 per cent).

d   19 years (81 per cent).

e   20 years (91 per cent).

Table 74: Classification and salary rates—APS level employees

APS classification	Salary prior to commencement of the 2011–14 Enterprise Agreement	Salary on commencement of the 2011–14 Enterprise Agreement	Salary effective 4 July 2013 (2.0%)
APS Level 1	$23,057[a]		
	$26,900[b]		
	$31,127[c]		
	$34,971[d]		
	$38,429[e]		
	$39,973	$40,772	$42,419
	$41,298	$42,124	$43,825
	$42,621	$45,178	$47,004
APS Level 2	$43,492		
	$44,688	$45,582	$47,424
	$45,860	$46,777	$48,667
	$47,055	$47,996	$49,935
	$48,379	$51,281	$53,353
APS Level 3	$49,537		
	$50,825	$51,842	$53,937
	$52,349	$53,396	$55,553
	$53,838	$57,606	$59,933
APS Level 4	$55,210		
	$56,966	$58,105	$60,452
	$58,450	$59,619	$62,027
	$60,100	$64,306	$66,904
APS Level 5	$61,582	$65,012	$67,638
	$63,511	$66,271	$68,948
	$65,446	$70,026	$72,856
APS Level 6	$68,168		
	$70,034	$71,435	$74,321
	$73,553	$75,024	$78,054
	$76,626	$81,988	$85,301

a   Under 18 years (60 per cent).

b   18 years (70 per cent).

c   19 years (81 per cent).

d   20 years (91 per cent).

e   Bottom salary point of adult salary.

Table 75: Classification and salary rates—executive level employees

APS classification	Salary prior to commencement of the 2011–14 Enterprise Agreement	Salary on commencement of the 2011–14 Enterprise Agreement	Salary effective 4 July 2013 (2.0%)
Executive Level 1	$85,181		
	$87,448	$89,197	$92,801
	$89,599	$91,391	$95,083
	$92,878	$99,378	$103,393
Executive Level 2	$98,214		
	$103,617	$105,689	$109,959
	$107,490	$109,640	$114,070
	$111,363	$113,590	$118,179
	$115,091	$123,145	$128,120

Table 76: Classification and salary rates—legal officers

APS classification	Local title	Salary prior to commencement of the 2011–14 Enterprise Agreement	Salary on commencement of the 2011–14 Enterprise Agreement	Salary effective 4 July 2013 (2.0%)
APS Level 4	Legal Officer	$58,450	$63,709	$66,283
APS Level 5		$63,511	$69,225	$72,022
APS Level 6		$68,168		
		$70,034	$71,435	$74,321
		$73,553	$75,024	$78,054
		$76,626	$83,520	$86,894
Executive Level 1	Senior Legal Officer	$85,181		
		$92,878	$94,736	$98,564
		$100,776	$102,792	$106,945
		$104,056	$113,418	$118,000
Executive Level 2	Principal Legal Officer	$114,491	$122,503	$127,452
		$118,217	$128,853	$134,059

Table 77: Classification and salary rates—public affairs officers

APS classification	Local title	Salary prior to commencement of the 2011–14 Enterprise Agreement	Salary on commencement of the 2011–14 Enterprise Agreement	Salary effective 4 July 2013 (2.0%)
APS Level 4	Public Affairs Officer 1	$56,966	$58,105	$60,452
		$59,949	$64,144	$66,736
APS Level 5		$63,511	$64,781	$67,399
		$65,446	$70,026	$72,856
APS Level 6	Public Affairs Officer 2	$70,034		
		$71,793	$73,229	$76,188
		$73,553	$75,024	$78,054
		$75,803	$77,319	$80,442
		$78,876	$84,396	$87,806
Executive Level 1	Public Affairs Officer 3	$92,878		
		$98,755	$100,730	$104,800
		$100,776	$102,792	$106,945
		$104,056	$111,338	$115,836
Executive Level 2	Senior Public Affairs Officer B	$108,081	$110,243	$114,697
		$111,806	$119,630	$124,463
	Senior Public Affairs Officer A	$114,042	$116,323	$121,022
		$117,770	$126,012	$131,103

Table 78: Classification and salary rates—medical officers

APS classification	Salary prior to commencement of the 2011–14 Enterprise Agreement	Salary on commencement of the 2011–14 Enterprise Agreement	Salary effective 4 July 2013 (2.0%)
Medical Officer Class 2	$109,856	$112,053	$116,580
	$114,193	$122,184	$127,121
Medical Officer Class 3	$122,795	$125,251	$130,311
	$126,864	$135,742	$141,226
Medical Officer Class 4	$133,922		
	$139,147	$141,930	$147,664
	$141,772	$144,607	$150,449
	$145,498	$155,680	$161,970

Note: Where an employee's salary is above the top salary point within each of the classifications in this attachment (by virtue of an individual industrial instrument) before the commencement of this agreement, they received a 2.0 per cent increase to base salary with effect from:

- the beginning of the first full pay period commencing on or after the date of commencement of this agreement

- 4 July 2013 (payable on the pay day of 18 July 2013).

Appendix 2: Legal services expenditure

This is a statement of legal services expenditure by the Department of Immigration and Border Protection for 2013–14, published in compliance with paragraph 11.1(ba) of the *Legal Services Directions 2005.*

Table 79: Legal services expenditure

Description	2013–14 cost (excluding GST)
Total legal services expenditure	$51,432,549
Total external legal services expenditure	$30,063,932
External expenditure on solicitors[a]	$26,078,139
External expenditure on counsel[b]	$3,030,965
• Number of matters in which male counsel briefed—610	
• Estimated value of briefs to male counsel	$2,414,832
• Number of matters in which female counsel briefed—198	
• Estimated value of briefs to female counsel	$616,133
• Disbursements on external legal services	$954,828
Total internal legal services expenditure	$21,368,617
Employees	$19,381,237
Overheads (for example, office stores and stationery, training and travel, property and information technology [IT] related costs)[c]	$1,987,380

a   As the department has entered into a fixed fee arrangement for the payment of some litigation matters, this figure will also include some expenditure on counsel and disbursements that cannot be separately identified.

b   External expenditure on counsel figures relate to finalised litigation matters only.

c   Overheads—indirect property and IT costs have not been included in overhead expenditure figures in previous years. This amount is reported in accordance with OLSC Guidance Note 8, 2013–14.

Appendix 3: Freedom of information

Information about the department, including its structure, appears earlier in this report as well as online at www.immi.gov.au.

Decision-making powers are vested in the Minister and/or Secretary under various Acts. The Minister and the Secretary may delegate or authorise the function of most of their powers to departmental staff. Generally, the department prefers to provide access to documents which are not otherwise available online in the form of copies. These are available in either paper or electronic form. Clients are able to examine their personal files by making an appointment at the relevant state or regional office.

Initial telephone enquiries in relation to freedom of information (FOI) matters may be made through the client service hotline on 131 881.

FOI requests with contact addresses in Victoria, Western Australia and South Australia should be sent to:
Freedom of Information Melbourne
Department of Immigration and Border Protection
GPO Box 241
MELBOURNE VIC 3001
or FOI.vic@immi.gov.au

FOI requests with contact addresses in New South Wales, Queensland, Tasmania, the Australian Capital Territory and the Northern Territory should be sent to:
NSW Freedom of Information
Department of Immigration and Border Protection
GPO Box 9984
SYDNEY NSW 2001
or FOI.nsw@immi.gov.au

FOI requests with overseas contact addresses should be sent to:
FOI and Privacy Policy Section
Department of Immigration and Border Protection
PO Box 25
BELCONNEN ACT 2617 AUSTRALIA
or FOI@immi.gov.au

Appendix 4: Membership of advisory bodies

This information complies with section 8 of the *Freedom of Information Act 1982* (FOI Act).

Office of the MARA Advisory Board

Ms Helen Williams AO (Chair)

Ms Jenni Mack (Deputy Chair)

Ms Sonia Caton

Mr Glenn Ferguson

Mr Ray Brown

Mr Andrew Holloway

Mr Jim McKiernan

Mr Steve Ingram

Dr Richard Johnson

Immigration Health Advisory Group[1]

Dr Paul Alexander AO (Chair)

Professor Louise Newman AM

Dr Gillian Singleton

Adjunct Associate Professor Amanda Gordon

Conjoint Associate Professor Karen Zwi

Ms Sandy Eagar

Dr Choong-Siew Yong

Mr Jorge Aroche

Ms Caz Coleman

Dr Paul Douglas (adviser)

Dr Bernie Towler (adviser)

Ms Justine Jones (observer)

Ministerial Advisory Council on Skilled Migration (MACSM)

Dr Michael Easson AM (Chair)[2]

Mr Peter Anderson

Mr Paul Bastian

Ms Ged Kearney

Professor Peter McDonald AM

Mr David Noonan

Mr James Pearson[3]

Ms Karen Read

Mr Peter Tighe

Mr Innes Willox

The Minister's Council on Asylum Seekers and Detention (MCASD)

Mr Paris Aristotle AM (Chair)

Air Marshal Ray Funnell AC (Retired) (Deputy Chair)

Ms Kerrin Benson

Ms Caz Coleman

Mr Noel Clement

Ms Libby Lloyd AM

Professor Nicholas Procter PhD RN

Dr Maryanne Loughry AM

Dr Jamal Rifi

Associate Professor Mary Anne Kenny

Bishop Daniel Eugene Hurley

1　On 13 December 2013 the Secretary advised Immigration Health Advisory Group members of his decision to disband the group and establish the role of Independent Health Adviser (Dr Paul Alexander AO).

2　Resignation (as Chair) announced on 19 March 2014.

3　Resigned from MACSM on 5 November 2013.

Appendix 5: Citizenship statistics

The following tables shows the number of people who were conferred as Australian citizens, details of their former nationality or citizenship, and the country in which they were ordinarily resident before entering Australia.

Table 80:   Previous country of nationality or citizenship of people who were conferred as Australian citizens in 2013–14

Previous country of nationality or citizenship	Number of people	Previous country of nationality or citizenship	Number of people
Afghanistan	2,620	Brunei Darussalam	24
Africa (not further defined)	1	Bulgaria	84
Albania	163	Burkina Faso	1
Algeria	26	Burma	2,391
American Samoa	3	Burundi	322
Angola	7	Cambodia	707
Antigua and Barbuda	3	Cameroon	32
Argentina	170	Canada	1,317
Armenia	48	Central African Republic	1
Austria	92	Chad	3
Azerbaijan	22	Chile	269
Bahamas	2	China, People's Republic of	9,203
Bahrain	13	Colombia	887
Bangladesh	2,650	Comoros	1
Barbados	5	Congo, Democratic Republic of the	345
Belarus	36	Congo, Republic of	148
Belgium	177	Cook Islands	3
Belize	1	Costa Rica	10
Benin	2	Cote d'Ivoire	6
Bermuda	1	Croatia	103
Bhutan	389	Cuba	35
Bolivia	22	Cyprus	13
Bosnia and Herzegovina	152	Czech Republic	232
Botswana	42	Czechoslovakia	1
Brazil	1,048	Denmark	50

Table 80: Previous country of nationality or citizenship of people who were conferred as Australian citizens in 2013–14 *continued*

Previous country of nationality or citizenship	Number of people	Previous country of nationality or citizenship	Number of people
Djibouti	3	Ireland, Republic of	2,843
Dominica	1	Israel	413
Dominican Republic	8	Italy	895
Ecuador	40	Jamaica	15
Egypt	1,073	Japan	201
El Salvador	47	Jersey	1
Eritrea	241	Jordan	246
Estonia	36	Kazakhstan	66
Ethiopia	654	Kenya	646
Fiji	1,451	Kiribati	5
Finland	122	Korea, North (Democratic People's Republic of Korea)	4
Former Yugoslav Republic of Macedonia	280	Korea, South (Republic of Korea)	2,746
France	1,031	Kosovo	18
French Polynesia	1	Kuwait	10
Gabon	1	Kyrgyzstan	40
Gambia	5	Lao People's Democratic Republic	52
Georgia	10	Latvia	64
Germany, Federal Republic of	1,267	Lebanon	1,094
Ghana	183	Lesotho	3
Greece	116	Liberia	336
Grenada	1	Libya	51
Guatemala	4	Lithuania	22
Guinea	28	Luxembourg	5
Guyana	8	Macau (SAR PRC)	26
Haiti	1	Madagascar	1
Honduras	6	Malawi	19
Hong Kong (SAR PRC)	1,384	Malaysia	2,788
Hungary	304	Maldives	17
Iceland	5	Mali	2
India	27,827	Malta	196
Indonesia	1,210	Marshall Islands	1
Iran	2,155	Mauritania	16
Iraq	3,150		

Table 80: Previous country of nationality or citizenship of people who were conferred as Australian citizens in 2013–14 *continued*

Previous country of nationality or citizenship	Number of people	Previous country of nationality or citizenship	Number of people
Mauritius	999	Serbia	223
Mexico	266	Serbia and Montenegro	49
Moldova	24	Seychelles	48
Mongolia	29	Sierra Leone	270
Montenegro	7	Singapore	918
Morocco	46	Slovakia	79
Mozambique	7	Slovenia	53
Namibia	25	Solomon Islands	16
Nauru	15	Somalia	456
Nepal	1,810	South Africa, Republic of	9,286
Netherlands	546	South America (not further defined)	4
New Caledonia	6	Spain	245
New Zealand	5,361	Sri Lanka	3,957
Nicaragua	7	Sudan	1,065
Nigeria	488	South Sudan, Republic of	29
Norway	25	Suriname	5
Oman	5	Swaziland	6
Pakistan	2,739	Sweden	330
Palestinian Authority	126	Switzerland	220
Panama	4	Syrian Arab Republic	207
Papua New Guinea	191	Taiwan	726
Paraguay	4	Tajikistan	4
Peru	378	Tanzania	64
Philippines	11,628	Thailand	1,970
Poland	497	Timor-Leste	37
Portugal	227	Togo	63
Reunion	1	Tonga	95
Romania	331	Trinidad and Tobago	22
Russian Federation	1,028	Tunisia	5
Rwanda	90	Turkey	569
Saint Lucia	2	Turkmenistan	5
Samoa	43	Tuvalu	1
Saudi Arabia	12	USSR	6
Senegal	6		

Table 80: Previous country of nationality or citizenship of people who were conferred as Australian citizens in 2013–14 *continued*

Previous country of nationality or citizenship	Number of people
Uganda	66
Ukraine	330
United Arab Emirates	11
United Kingdom	25,883
United States of America	2,034
Uruguay	41
Uzbekistan	88
Vanuatu	15
Venezuela	330
Vietnam	3,514
Yemen, Republic of	9
Yugoslavia, Federal Republic of	74
Zambia	123
Zimbabwe	2,100
Not stated/other	1,015
Total	163,017

Table 81: Previous country of residence of people who were conferred in 2013–14

Previous country of residence	Number of people	Previous country of residence	Number of people
Afghanistan	1,416	Central America (not further defined)	1
Africa (not further defined)	3	Chad	2
Albania	121	Chile	254
Algeria	17	China, People's Republic of	8,809
American Samoa	11	Colombia	824
Angola	7	Comoros	1
Argentina	172	Congo, Democratic Republic of the	174
Armenia	42	Congo, Republic of	45
Aruba	1	Cook Islands	11
Austria	62	Costa Rica	11
Azerbaijan	24	Cote d'Ivoire	16
Bahamas	2	Croatia	83
Bahrain	102	Cuba	31
Bangladesh	2,428	Cyprus	38
Barbados	9	Czech Republic	209
Belarus	41	Czechoslovakia	6
Belgium	161	Denmark	59
Benin	32	Djibouti	3
Bermuda	16	Dominica	1
Bhutan	117	Dominican Republic	8
Bolivia	20	East Africa (not further defined)	1
Bosnia and Herzegovina	146	Ecuador	34
Botswana	124	Egypt	1,280
Brazil	983	El Salvador	44
Brunei Darussalam	99	Eritrea	115
Bulgaria	69	Estonia	31
Burkina Faso	1	Ethiopia	489
Burma	978	Falkland Islands	1
Burundi	85	Fiji	1,363
Cambodia	686	Finland	99
Cameroon	55	Former Yugoslav Republic of Macedonia	268
Canada	1,328		
Cayman Islands	11		
Central African Republic	2		

Table 81: Previous country of residence of people who were conferred in 2013–14 *continued*

Previous country of residence	Number of people	Previous country of residence	Number of people
France	845	Korea, South (Republic of Korea)	2,548
French Polynesia	5	Kosovo	27
Gabon	2	Kuwait	140
Gambia	1	Kyrgyzstan	38
Georgia	7	Lao People's Democratic Republic	46
Germany, Federal Republic of	1,184	Latvia	60
Ghana	234	Lebanon	1,099
Greece	146	Lesotho	3
Grenada	1	Liberia	124
Guam	1	Libya	50
Guatemala	4	Lithuania	19
Guinea	211	Luxembourg	8
Guyana	8	Macau (SAR PRC)	32
Haiti	1	Madagascar	2
Honduras	6	Malawi	102
Hong Kong (SAR PRC)	1,455	Malaysia	2,883
Hungary	258	Maldives	21
Iceland	6	Mali	3
India	24,877	Malta	184
Indonesia	1,153	Marshall Islands	2
Iran	2,296	Mauritania	4
Iraq	1,659	Mauritius	985
Ireland, Republic of	2,821	Mexico	234
Isle Of Man	9	Moldova	18
Israel	373	Mongolia	28
Italy	784	Montenegro	7
Jamaica	14	Morocco	43
Japan	304	Mozambique	8
Jersey	13	Namibia	33
Jordan	443	Nauru	14
Kazakhstan	62	Nepal	1,911
Kenya	1,141	Netherlands	459
Kiribati	4	Netherlands Antilles	2
Korea, North (Democratic People's Republic of Korea)	6		

Table 81: Previous country of residence of people who were conferred in 2013–14 *continued*

Previous country of residence	Number of people	Previous country of residence	Number of people
New Caledonia	56	South Africa, Republic of	9,166
New Zealand	5,592	Spain	258
Nicaragua	8	Sri Lanka	3,518
Nigeria	361	Sudan	580
Northern Mariana Island	4	South Sudan, Republic of	38
Norway	41	Suriname	5
Oman	127	Swaziland	3
Pakistan	3,073	Sweden	307
Palestinian Authority	51	Switzerland	237
Panama	9	Syrian Arab Republic	908
Papua New Guinea	237	Taiwan	683
Paraguay	2	Tajikistan	5
Peru	363	Tanzania	249
Philippines	10,409	Thailand	3,010
Poland	406	Timor-Leste	39
Portugal	129	Togo	14
Puerto Rico	4	Tonga	82
Qatar	73	Trinidad and Tobago	20
Reunion	10	Tunisia	3
Romania	271	Turkey	766
Russian Federation	911	Turkmenistan	6
Rwanda	40	Tuvalu	1
Samoa	35	USSR	19
Saudi Arabia	192	Uganda	285
Senegal	17	Ukraine	291
Serbia	259	United Arab Emirates	809
Serbia and Montenegro	7	United Kingdom	25,603
Seychelles	51	United States of America	2,148
Sierra Leone	164	Uruguay	32
Singapore	1,628	Uzbekistan	83
Slovakia	65	Vanuatu	13
Slovenia	48	Venezuela	342
Solomon Islands	16	Vietnam	3,348
Somalia	158	Virgin Islands (British)	10

Table 81:   Previous country of residence of people who were conferred in 2013–14 *continued*

Previous country of residence	Number of people
Yemen, Republic of	16
Yugoslavia, Federal Republic of	30
Zambia	158
Zimbabwe	1,962
Not stated/other	8,000
Total	163,017

Appendix 6: Australia Day Award recipients 2014

Building community and stakeholder confidence

Individual
Julia Pendleton
Team
Campaign Team, National Communications Branch
Compliance Status Resolution Communications Section

Excellence in client service

Individual
Sally Johnston
Bill Muirhead
Team
Genesys Implementation Team
Litigation and Opinions Strategy Section
Programme Management and Decision Support Section
Refugee and Special Humanitarian Programme Processing Team (Middle East Region)
Web Redevelopment Project Team
Americas Service Centre

Excellence in leadership

Individual
Usha Arif
Luke Mansfield
Suzanne Muir
Rockiya Pirova
Karen Visser
Heath Patience

Excellence in records management

6

Individual
Steve Balkin
Team
FOI and Privacy Policy Section
HR Services and Systems Section (Digitisation Project)
NSW Community Status Resolution Service

Exemplifying the department's strategic themes

Individual
Vikram Geevanathan
Team
Incoming Government Transition Team
Nauru Operations Team
Referrals and Placements Team
Detention Bridging E Visa Team
Yongah Hill Immigration Detention Centre

Innovation

Individual
Laura Geisler Watson
Team
Hobart Global Processing Centre Leadership Team
Offshore Integrity System Project Team

Greg Gore-Johnson award

Team
Application Testing Centre Recruitment and Resource Management Team

Appendix 7: Information publication scheme

Agencies subject to the *Freedom of Information Act 1982* (FOI Act) are required to publish information to the public as part of the information publication scheme (IPS). This requirement is in Part II of the FOI Act.

Information on the department's IPS is available on the department's website at www.immi.gov.au/About/foi/Pages/information-publication-scheme.aspx.

Appendix 8: Correction of material errors

The following errors were detected after the publication of the department's *Annual Report 2012–13:*

Page 264

The overall approval rate of applications for conferral over the 2012–13 financial year was incorrect. The approval rate was 86.6 per cent—not 62.9 per cent.

Page 289

The number of code of conduct allegations over the 2012–13 financial year reporting period reported on page 289 was incorrect. The number of allegations managed by the workplace relations and conduct section relating to the misconduct of departmental employees in 2012–13 was 423—not 514.

Part 7

Reference material

Abbreviations and acronyms

A/g	Acting		AMP	Agency multicultural plan
AAO	Administrative Arrangements Order		ANAO	Australian National Audit Office
AAT	Administrative Appeals Tribunal		APEC	Asia-Pacific Economic Cooperation
ABF	Australian Border Force		APOD	Alternative place of detention
ABTC	APEC Business Travel Card		APP	Advance passenger processing
ACBPS	Australian Customs and Border Protection Service		APS	Australian Public Service
AD	Dame of the Order of Australia		APSC	Australian Public Service Commission
ADS	Approved destination status		ARC	Australian Red Cross
AFP	Australian Federal Police		ASAS	Asylum seeker assistance scheme
AHRC	Australian Human Rights Commission		ASEAN	Association of Southeast Asian Nations
AL	Assessment level		ASEM	Asia-Europe meeting
ALO	Airline liaison officer		ASIO	Australian Security Intelligence Organisation
AMC	Australian Multicultural Council		AusAID	Australian Agency for International Development
AMEP	Adult migrant English programme			
AMES	Adult Multicultural Education Services		AUSTRAC	Australian Transaction Reports and Analysis Centre

Austrade	Australian Trade Commission		CAT	Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
AVAC	Australian visa application centre		CCMDS portal	Compliance, case management, detention and settlement portal
AVR	Assisted voluntary return			
AVRR	Assisted voluntary return and reintegration		CCRD	Compliance and Case Resolution Division
AWA	Australian Workplace Agreement		CD	Community detention
AWPA	Australian Workplace and Productivity Agency		CEB	Corporate Executive Board
			CMAL	Central movement alert list
Bali Process	Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime		CMS	Case management service
			CODD	Compliance Operations and Detention Division
BCAMP	Border control agency management programme		CPC	Community Programmes and Children Division
BII	Business innovation and investment programme		CPD	Continuing professional development
BIO	Border intelligence officer		CPRs	Commonwealth Procurement Rules
BRIS	Border risk identification system			
BROS	Borders, Refugees and Offshore Services Division		CSAM	Continuous Survey of Australian Migrants
BVE	Bridging E visa		CSOL	Consolidated sponsored occupation list
CAC Act	*Commonwealth Authorities and Companies Act 1997*		CSRO	Community status resolution officers
CAS	Community assistance support programme		CSRP	Compliance status resolution programme
CAS TS	Community assistance support transitional support		CSRS	Community status resolution service

CVO	Commander of the Royal Victorian Order		EA	Enterprise Agreement
DAC	Departmental Audit Committee		EAP	Employee Assistance Programme
DAL	Document alert list		EEGO	Energy efficiency in government operations
DE	Document examination		EKSS	Enterprise knowledge support system
DAMA	Designated Area Migration Agreement		ELICOS	English-language intensive courses for overseas students
DFAT	Department of Foreign Affairs and Trade		ELSET	English language salary exemption threshold
DGICM	Directors-General of Immigration Departments and Head of Consular Affairs Divisions of the Ministries of Foreign Affairs		EMA	Enterprise Migration Agreement
DHC	Departure health check		EMS	Environmental management system
DHS	Department of Human Services		ENS	Employer nomination scheme
DIBP	Department of Immigration and Border Protection		EOI	Expression of interest
DI	Dangerous incident		EPMO	Enterprise Programme Management Office
DOF	Department of Finance		ETA	Electronic travel authority
DOI	Department of Industry		eMedical	The department's electronic health processing system
DSM	Detention Services Manual		ERM	Enterprise risk map
DSP	Detention service provider		ETA	Electronic Travel Authority
DSS	Department of Social Services		EVCC	Education Visa Consultative Committee
DVA	Department of Veterans' Affairs		FSSD	Financial Strategy and Services Division

FASSTT	Forum of Australian Services for the Survivors of Torture and Trauma		ICCPR	International Covenant on Civil and Political Rights
FCC	Five Country Conference		ICU	Information collection unit
FOI Act	*Freedom of Information Act 1982*		IDC	Immigration detention centre
FMA Act	*Financial Management and Accountability Act 1997*		IDF	Immigration detention facility
FWO	Fair Work Ombudsman		IFA	Individual flexibility arrangement
GFMD	Global Forum on Migration and Development		IGC	Intergovernmental Consultations on migration, asylum and refugees
GFU	Global feedback unit		IGOC Act	*Immigration (Guardianship of Children) Act 1946*
GLS	Green lease schedule		ILAB	Integrity Liaison and Analysis Branch
GMOI	Global Manager Operational Integrity		IHMS	International Health and Medical Services
GP	General practitioner		IMA	Illegal maritime arrival
HA	Health assessment		IMAES	Illegal maritime arrivals entry services section
HLD	High Level Dialogue		IMR	Independent merits review
HSR	Health and safety representative		IOM	International Organization for Migration
HSS	Humanitarian settlement services		IOTHS	Indian Ocean Territories Health Service
HWA	Health Workforce Australia		IPA	Independent protection assessment
IAAAS	Immigration advice and application assistance scheme		IRH	Immigration residential housing
IAS	Intelligence analysis section			
ICAO	International Civil Aviation Organization			

IRSU	Incident response support unit		MACSM	Ministerial Advisory Council Skilled Migration
ISD	Infrastructure and Services Division		MARA	Office of the Migration Agents Registration Authority
ISDF	Integrated service delivery framework		MAX	MAXimus Solutions
ISRG	Immigration Status Resolution Group		MCASD	Minister's Council on Asylum Seekers and Detention
ISS	Immigration status service		MCP	Migration and Citizenship Policy Division
IT	Information technology		MDA	Multicultural Development Association
ITA	Immigration transit accommodation		MEEAB	Ministerial Executive and External Accountability Branch
IVR	Interactive voice response			
IWTS	Illegal work targeting strategy		Migration Act	*Migration Act 1958*
JAIG	Joint airport intelligence groups		MITA	Melbourne immigration transit accommodation
JATF	Joint agency task force		MMO	Movement monitoring officer
JWG	Joint working group			
LEE	Locally engaged employee		MOG	Machinery of Government
KPI	Key performance indicator		MOU	Memorandum of Understanding or Memoranda of Understanding
LGBTI	Lesbian, gay, bisexual, transgender and intersex			
LMT	Labour market testing		MRCSA	Migrant Resource Centre of South Australia
LTMPF	Long term migration planning framework		MRTD	Machine readable travel document
LWB	Life Without Barriers			

MRT–RRT	Migration Review Tribunal and Refugee Review Tribunal	OSB JATF	Operation Sovereign Borders Joint Agency Task Force
NAAT	National assessments and allocation team	PAES	Portfolio Additional Estimates Statements
NAATI	National Accreditation Authority for Translators and Interpreters	PAIG	Protection application information and guides
		PAL	Person alert list
NABERS	National Australian Built Environment Rating System	PAU	Passenger analysis unit
NAFIS	National automated fingerprint identification system	PBS	Portfolio Budget Statements
		PDR	People's Democratic Republic
NADC	National Australia Day Council	PGPA Act	*Public Governance, Performance and Accountability Act 2013*
NCI	National criminal investigations section		
NGO	Non-government organisation	PIAB	Professional Integrity and Assurance Branch
NIAS	National integrity analysis service	PIC	Public Interest Criteria
		PID Act	*Public Interest Disclosure Act 2013*
NSSCRT	National security and serious crime reporting team	PIDC	Pacific Immigration Directors Conference
ODRTG	Offshore Detention and Returns Task Group	PII	Potential illegal immigrants
OHPC	Offshore humanitarian processing centre	PIO	Portfolio Investment Office
		PIU	Programme integrity unit
OI	Operational Integrity Branch	PMC	Department of the Prime Minister and Cabinet
OPC	Offshore processing centre		
OSB	Operation Sovereign Borders	PNG	Papua New Guinea

POD	Protection obligation determination	SBSD	Strategic Business Solutions Division
PRP	Practice ready programme	SDC	Services delivery category
PS Act	*Public Service Act 1999*	SDP	Service delivery partner
PSF	Professional support framework	SGP	Strongim Gavman programme
PSM	Public Service Medal	SHP	Special humanitarian programme
PSSD	People Strategy and Services Division	SIV	Significant Investor visa
PUE	Power usage effectiveness	SII	Serious injury/illness
RCA	Regional cooperation arrangements	SLA	Service-level agreement
RCOA	Refugee Council of Australia	SMOG	Skilled migration officials group
RFID	Risk, Fraud and Integrity Division	SOL	Skilled occupations list
RHIP	Refugee, Humanitarian and International Policy Division	SPEaR	Strategic Policy Evaluation and Research Branch
RMAS	Regional movement alert system	SRSS	Status resolution support services
RMG	Risk management group	SSI	Settlement Services International
ROMAC	Rotary Oceania Medical Aid for Children	SSIP	Service and support integration programme
RRA	Regional resettlement arrangement	TB	Tuberculosis
RSMS	Regional sponsored migration scheme	TIPT	Telstra Internet Protocol Telephony
RSO	Regional support office	TIS National	Translating and interpreting service
RSS	Risk scoring service		

TOEFLiBT	Test of English Language as a Foreign Language internet based test		VEVO	Visa entitlement verification online
TRG	Technical reference group		VOSD	Visa and Offshore Services Division
TSD	Technology Services Division		WCU	War crimes unit
TSMIT	Temporary skilled migration income threshold		WDIP	Workplace Diversity Implementation Plan
TSU	Tactical support unit		WDS	Workplace Diversity Strategy
TTMR Act	*Trans-Tasman Mutual Recognition Act 2007*		WHM	Working holiday maker
TVAG	Tourist Visa Advisory Group		WHS	Work health and safety
UAA	Unauthorised air arrivals		WHS Act	*Work Health and Safety Act 2011*
UAM	Unaccompanied minor		WMD	Weapons of mass destruction
UHM	Unaccompanied humanitarian minor			
UK	United Kingdom			
UKVI	United Kingdom Visa and Immigration			
UNC	Unlawful non-citizen			
UNHCR	United Nations High Commissioner for Refugees			
UNODC	United Nations Office on Drugs and Crime			
USA	United States of America			
VACCU	Visa applicant character consideration unit			
VET	Vocational education and training			

Glossar

Term	Definition
Administrative Arrangements Order	Issued by the Governor-General, provides the arrangements of government administration, including the matters that are dealt with by each department and the legislation administered by each minister.
Appropriation	An authorisation by parliament to spend moneys from the Consolidated Revenue Fund for a particular purpose.
Approved employer	An Australian employer or employing organisation which has been approved by the Department of Employment and the Department of Immigration and Border Protection (DIBP) for the purposes of employing Pacific Island seasonal workers under the Pacific Seasonal Workers Pilot Scheme.
Assessment level	The level of risk (specified by legislative instrument) attributed to a student visa applicant as per their passport and education sector. The assessment level determines the evidentiary requirements that a student visa applicant must meet in order to be granted a student visa.
Assisted voluntary return	A service delivered in partnership with the International Organization for Migration which provides impartial immigration advice, counselling and financial support for clients who wish to return home but require some level of support to do so, thus avoiding the need to detain and enforce removal.
Asylum seeker	Person claiming protection. As a party to the 1951 Convention Relating to the Status of Refugees and its 1967 Protocol, Australia is committed to providing protection to refugees consistent with the obligations set out in the convention and other relevant international treaties to which Australia is a party.
Australian Population, Multicultural and Immigration Research Programme	Established jointly by the Australian Government and state and territory governments to undertake studies in the areas of migration settlement, multicultural affairs and population trends.
Bona fide	*Bona fide* is originally a Latin phrase meaning good faith and honest intention.
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)	Institutions and courses for overseas students are required to be registered on CRICOS under the *Education Services for Overseas Students Act 2000*. It is maintained by the Department of Education.

Term	Definition
Community detention	An alternative term for 'residence determination', which allows a person who is required or permitted to be taken into immigration detention, or who is in immigration detention, to reside in the community at a specified address and in accordance with certain conditions, instead of being detained at a place of immigration detention. Under the Migration Act, the Minister has a non-compellable, non-delegable power to make, vary or revoke a residence determination if he thinks it is in the public interest to do so.
Complementary protection	The term used to describe a category of protection for people who are not refugees as defined in the Refugee Convention, but who also cannot be returned to their home country because there is a real risk that they would suffer a certain type of harm that would engage Australia's international non-*refoulement* (non-return) obligations.
Continuous Survey of Australian Migrants	Designed to provide regular and timely information on the labour market outcomes of recent Family and Skill stream migrants. It also caters for specialised topics such as qualification assessment, housing and use of government services.
Economic migration	The migration of overseas workers who are best suited to contribute to the economy through their skills, qualifications, entrepreneurialism and future employment potential. There are a number of visa categories under which a person can migrate, including independent, employer sponsored, state/territory government sponsored or family sponsored options.
eMedical	The department's electronic health processing system.
Electronic Travel Authority (ETA)	An electronic visa that allows eligible passport holders to travel to Australia for tourism or business purposes.
Employer nomination scheme	A programme that allows Australian employers to nominate employees who are foreign nationals for a permanent visa to work in Australia and fill a skilled occupation in their line of business.
Enterprise Migration Agreements (EMA)	EMAs are a custom-designed, project-wide migration arrangement suited to the resource sector. EMAs ensure that skill shortages do not create constraints on major projects and jeopardise Australian jobs. EMAs are negotiated by the project owner and sub-contractors can recruit skilled workers under the terms of the agreement.
eVisitor visa (subclass)	An electronic visa that allows an eligible passport holder to travel to Australia for tourism or business purposes.
Family stream	A subset of the Migration Programme which provides for family reunion.
Finalisations	A term used broadly which covers all outcomes that result in the completion of a process. For example, in processing visa applications, the finalisations include visas that are granted, refused, withdrawn, invalid and counselled.

Term	Definition
General skilled migration (GSM)	The term used in migration legislation to refer to a range of skilled migration visas that do not require employer sponsorship or the establishment of a business in Australia. GSM includes skilled independent visas for people without any sponsor; skilled Australian sponsored, for people with an eligible family member as a sponsor; and skilled state/territory nominated, for people nominated by a state or territory government.
Grant rate	The number of visas granted as a percentage of the number of visa applications in a given period of time.
Illegal maritime arrival (IMA)	The word 'illegal' refers to the mode of entry of persons who enter Australia by boat without a valid visa.
	Asylum seekers and migrants who are smuggled to Australia may breach border controls and domestic laws in entering and seeking protection in Australia. Unauthorised arrivals are referred to in the *Migration Act 1958* but in this report the term used is illegal maritime arrivals.
ImmiAccount	Single entry point for individuals, registered migration agents, service delivery partners, business and stakeholders to access the department's online services.
	ImmiAccount is the gateway to online services that support clients to create, submit, pay for and manage their online visa applications in one place. It also connects clients to other online services, including My Health Declarations, Visa Finder, visa entitlement verification online (VEVO), LEGENDcom and the Pricing Estimator.
Immigration (Guardianship of Children) Act 1946	This legislation provides that the Minister is the legal guardian of certain non-citizen minors who arrive in Australia unaccompanied by a parent or relative at least 21 years of age, and who intend to permanently reside.
Job families	Job families is a way of segmenting the workforce into logical and practical occupational groupings which reflect typical duties, skills, knowledge and attributes.
	Job role profiles detail the typical characteristics of the job role being performed, but, are not fully representative of the duties of individual positions. Job role profiles are considered in conjunction with the capability framework and departmental work level standards, which articulate the work requirements and broad duties required to effectively perform at each classification level.
Labour agreement programme	Arrangements for an Australian employer to negotiate an agreement allowing the recruitment of a specified number of skilled workers on a temporary or permanent basis over a number of years.

Term	Definition
Long-term migration planning framework	A risk-management framework to inform the annual Migration Programme planning and visa settings by providing a sound understanding of net overseas migration trends and forecasts and intended economic and social contributions of the programme, ensuring that these are balanced against associated costs and considerations.
Migrants fiscal impact model	Estimates the future impact of new migrants on the Australian Government budget.
Migration Act	The *Migration Act 1958* is the principal piece of legislation which regulates travel to Australia and the stay of non-citizens.
Migration Programme	The annual planned permanent intake determined by the government in a budgetary context which governs the number of visas granted for permanent entry from offshore and for permanent resident status onshore. It does not include New Zealand citizens intending to settle permanently in Australia.
Modified non-return rate	A calculation of the people who arrive, but do not depart Australia before their visa expires, minus those who are granted skilled visas, business visas, visitor visas and student visas.
Non-*refoulement*	Under Article 33(1) of the Refugee Convention, a contracting state has an obligation to not expel/return (that is, *refoule*), either directly or indirectly, a refugee to a place where his/her life or freedom would be threatened on account of his/her race, religion, nationality, membership of a particular social group or political opinion.
Non-statutory	Not prescribed or authorised by legislation.
Office of the Migration Agents Registration Authority	An office attached to DIBP which regulates the activities of the Australian migration advice industry in order to provide the consumers of migration advice services with appropriate protection and assurance.
Onshore and offshore	Unless otherwise indicated, 'onshore' and 'offshore' refer to the location of the person at the time of applying for a visa or visa grant.
Operation Sovereign Borders Joint Agency Task Force	On 18 September 2013, Operation Sovereign Borders Joint Agency Task Force (OSB JATF) commenced as a military-led, border security operation established to ensure a whole-of-government effort to combat maritime people smuggling. OSB is supported by a wide range of Australian Government agencies. It comprises a headquarters and three operational task groups: • Disruption and Deterrence Task Group—led by the Australian Federal Police (AFP) • Detection, Interception and Transfer Task Group—led by Border Protection Command (BPC) • Offshore Detention and Returns Task Group—led by DIBP.
Pass mark	The minimum number of points required for a prospective migrant to be eligible for a visa grant under the points-tested skilled migration visa categories.

Term	Definition
Potential illegal immigrants	A potential illegal immigrant (PII) is a person who became an illegal immigrant upon arrival in Australia.
Planning level	The government sets annual planning levels by visa category under the permanent Migration Programme for skilled, family and special eligibility stream migrants, and under the Humanitarian Programme for refugees and others in humanitarian need.
Points test	The allocation of points to points-tested skilled migration applicants on the basis of a broad range of factors including age, English-language level, qualifications and work experience. Applicants must accrue the necessary number of points to meet the pass mark.
Points-tested skilled migration	Consists of three broad categories: skilled independent, skilled state/territory sponsored and skilled Australian family. These three categories allow for the entry of highly skilled individuals without the sponsorship of an employer.
Preferred Australian specialists	Travel agents selected to promote Australia as a tourism destination and to assess an applicant's *bona fides* to help facilitate the processing of Australian visitor visa applications. They do not issue visas.
Primary visa applicant	The person who must satisfy the primary criteria for the grant of a visa under the migration regulations.
Priority processing direction	The order in which the department considers permanent skilled migration applications.
Public Interest Criterion (PIC 4020)	Applies to skilled, business, student, family and temporary visas where an applicant provides fraudulent documents or false or misleading information to the department. The application will be refused and in some cases the applicant will be subject to a three-year non-grant period. In March 2014 an identity requirement was introduced to PIC 4020 providing grounds for refusing a visa application where the department is not satisfied of the identity of the applicant. The applicant will be subject to a ten year non-grant period.
Refugee	Person recognised as needing protection. According to the Refugee Convention, a refugee is someone who is outside their country and is unable or unwilling to go back because they have a well-founded fear of being persecuted because of their race, religion, nationality, political opinion or membership of a particular social group.
Regional migration agreements (RMA)	Custom-designed, geographically based migration arrangements that set out the occupations and numbers of overseas workers needed in the area. Individual local employers can directly sponsor workers under the terms of the RMA.
Regional processing country	A country designated by the Minister under subsection 198AB(1) of the *Migration Act 1958* as a regional processing country.

Term	Definition
Regional resettlement arrangement (RRA)	Agreement between the Australian and PNG governments about the transfer, assessment and resettlement of IMAs in another country, PNG.
Regional support officer	The regional support office (RSO) of the Bali Process in Bangkok, Thailand, supports practical cooperation on refugee protection and international migration, including human trafficking and smuggling, and other components of migration management in the Asia Pacific region.
	It operates under the oversight and direction of the Bali Process co-chairs (Australia and Indonesia), and in consultation with the International Organization for Migration (IOM) and the Office of the United Nations High Commissioner for Refugees (UNHCR).
Regional sponsored migration scheme (RSMS)	A scheme which allows employers in regional or low population growth areas of Australia to sponsor employees who are foreign nationals to receive a permanent visa to work in Australia.
Safeguards	An evidence-based integrity treatment tool that is used to support decision-makers in assessing visa applications.
Service standards	The expected time required by the department to process applications under various visa categories, set at the 75th percentile.
Skill stream	The Skill stream consists of those categories of the Migration Programme where the core eligibility criteria are based on the applicant's employability or capacity to invest and/or do business in Australia. Any accompanying immediate family members of Skill stream principal applicants are also counted as part of the Skill stream.
Skilled occupation list (SOL)	Lists eligible occupations for migration under the points-tested skilled migration visa categories.
Skilled Australian sponsored	Points-tested skilled migrants who are sponsored by an eligible family member.
Skilled independent	Points-tested skilled migrants who migrate independently without any form of family or state/territory government sponsorship.
Skilled state/territory sponsored	Points-tested skilled migrants who are nominated by a state or territory government under the terms of their state migration plan.
Skills Australia	An independent statutory body that provides advice to the Minister about occupations to be included or removed from the SOL, based on its research.
SkillSelect	A method of selecting skilled migrants to fill skill shortages in Australia's labour market, requiring prospective applicants to register an expression of interest (EOI) before being invited to lodge a visa application.
Special eligibility stream	A subset of the Migration Programme that provides for the migration of former residents of Australia.

Term	Definition
Statutory	Of, relating to, or of the nature of a statute.
	Prescribed or authorised by statute. For example, a statutory process would be a process that is prescribed or authorised by statute.
Temporary visas or temporary entry visas	Provides for the entry of people from overseas to Australia on a temporary basis for purposes that benefit Australia. This includes visitors, students and temporary residents.
Tourism and Visa Advisory Group	A stakeholder forum which discusses immigration issues relevant to the tourism industry.
Transferee	An IMA transferred to an offshore processing centre in an offshore regional processing country.
Trans-Tasman Mutual Recognition Act	The *Trans-Tasman Mutual Recognition Act 1997* provides for the recognition within Australia of regulatory standards adopted in New Zealand regarding goods and occupations.
Unaccompanied humanitarian minor	An unaccompanied humanitarian minor is an unaccompanied minor who has been granted a visa under Australia's offshore Humanitarian Programme or granted a Protection visa in Australia.
Unaccompanied minor	A child who has been separated from his or her parents and other relatives and is not being cared for by an adult who is at least 21 years of age and who, by law or custom, is responsible for doing so.
	Certain unaccompanied minors fall under the guardianship of the Minister by operation of the *Immigration (Guardianship of Children) Act 1946* (IGOC Act).
	The Minister remains the guardian of an unaccompanied minor under the IGOC Act until the minor turns 18 years of age, leaves Australia permanently, becomes an Australian citizen or the Minister directs that the ward will not be covered by the IGOC Act. This may occur, for example, when the child is adopted or a relative over the age of 21 years takes responsibility for them.
Woman at Risk visa	The subclass 204 visa is for female applicants and their dependants who are subject to persecution or are people of concern to the UNHCR, are living outside their home country without the protection of a male relative and are in danger of victimisation, harassment or serious abuse because of their gender. This subclass recognises the priority given by the UNHCR to the protection of refugee women who are in particularly vulnerable situations.
Working holiday makers	A collective term referring to Working Holiday visa (subclass 417) holders and Work and Holiday visa (subclass 462) holders.
24/7	Twenty four hours a day, seven days a week.

Compliance index

This report is prepared in accordance with the Requirements for Annual Reports dated 29 May 2014 approved by the Joint Committee of Public Accounts and Audit under subsections 63(2) and 70(2) of the *Public Service Act 1999*. This index refers to mandatory and suggested reporting items.

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