Australian Government

Department of Immigration and Multicultural Affairs

# Annual Report 2005–06

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Australian Government
Department of Immigration and Multicultural Affairs

SECRETARY

16 October 2006

Senator the Hon. Amanda Vanstone
Minister for Immigration and Multicultural Affairs
Parliament House
CANBERRA ACT 2600

Dear Minister

**2005-06 ANNUAL REPORT**

As required by sections 63 and 70 of the *Public Service Act 1999*, I present to you the 2005-06 Annual Report of the Department of Immigration and Multicultural Affairs.

The report includes:

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

A copy of the report is to be laid before each House of Parliament on or before 31 October 2006.

Yours sincerely

(Andrew Metcalfe)

# How to use this report

When developing the content of our Annual Report, we set out not only to meet our parliamentary reporting requirements but also to meet the information needs of the community as a whole.

There are a number of target audiences for our report, both in Australia and overseas. These people include members of parliament, peak bodies, advocacy groups, the media, migration consultants, potential employees and consultants, people who have migrated, and people who are thinking of migrating.

Some parts of this report will be more useful to you than others, so this page will help you decide which sections to read.

Part 1 introduces you to the Department of Immigration and Multicultural Affairs with a review of the year by the Secretary. It also provides an overview of our activities and achievements, including major changes we have made as a result of the Palmer and Comrie Reports.

Part 2 reports on our performance in relation to our two outcomes and the outputs within them, as published in our Portfolio Budget Statements. Outcome 1 focuses on the entry of migrants and refugees into Australia, while Outcome 2 is more about settlement.

Part 3 is where we talk about our staff and the way we work. It includes sections on corporate governance, our Client Service Charter, the external scrutiny we have undergone, how we manage our human resources, and the consultants we have engaged to help us achieve our goals. It also addresses financial issues, such as purchasing and asset management, as well as an assessment of our performance against the Commonwealth Disability Strategy.

Part 4 is the 'number-crunching' part of the report – our financial statements, as audited by the Australian National Audit Office.

Part 5 is where we have included (in the form of Appendices) all the other information we need to report on. This includes members of our committees, citizenship statistics, and detailed staffing information. We have listed the consultancies engaged during the year and have outlined the discretionary grants we administered. We have also reported on what we have done about occupational health and safety, freedom of information, and environmental issues.

At the end of the report we have provided a compliance index listing all the items we are required to report on, as well as a comprehensive alphabetical index to help you find specific topics. There is also a list of abbreviations used in the report.

We hope this report answers any questions you have about our activities during 2005–06. If you need more information, please visit our website at www.immi.gov.au

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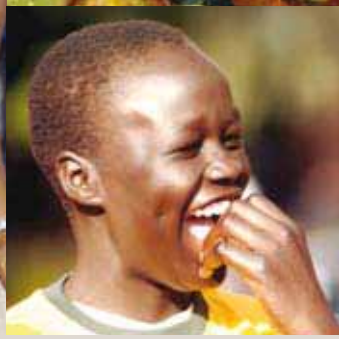
# PART 1 Overview

At the same time as implementing major change and improvement, we have continued to work hard to deliver the government's migration, refugee, humanitarian, citizenship, multicultural affairs, settlement, immigration compliance, and immigration detention programmes.




Secretary's review
Departmental overview
Summary of financial performance

# Secretary's review

> We are focused on enriching Australia through the well-managed entry and settlement of people

As I prepared my review last year, the department had just embarked on a comprehensive agenda of reform and improvement. This was in response to the criticism and concerns expressed by Mr Mick Palmer AO APM in his Inquiry into the Circumstances of the Immigration Detention of Cornelia Rau. The scale of change I have asked of my staff in 2005-06 has been substantial and challenging and, while I believe we are making good progress, there is always more to do.

Much of what we have achieved has been specifically about the way we deliver our programmes. Many aspects of our change agenda will resonate across the public sector, especially for large organisations with a service delivery focus.

The Palmer Report, and the later Comrie Report into the Vivian Alvarez case, focused on leadership, governance, training, systems support, the relationship between policy development and implementation, client service delivery, and records management. Later reports by the Commonwealth Ombudsman and the Australian National Audit Office have highlighted similar important issues.

I indicated in last year's annual report that we had adopted three major themes to guide us in becoming the kind of organisation we need to be. Underpinning all the work we have undertaken in 2005-06 and in the *DIMA Plan 2006-07*, these themes are:

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

These themes are summed up in our motto – ***people*** *our business*.

Given the scale of the changes we are implementing and the interest this has generated, we have prepared a separate summary about how we have developed our reform and improvement programme. I believe that there are lessons for all large organisations – indeed, we have drawn from the experiences of others as we have developed and implemented our strategy.

We are focussed on 'enriching Australia through the well-managed entry and settlement of people'. This is our purpose statement – it is how we seek to make a difference as we go about our jobs each day.

At the same time as implementing major change and improvement, we have continued to work hard to deliver the government's migration, refugee, humanitarian, citizenship, multicultural affairs, settlement, immigration compliance, and immigration detention programmes.

There have been substantial challenges in 2005-06, as there always are in programmes that deal with the lives of millions of individuals. There have also been significant achievements which I have summarised here and that are discussed in more detail in the body of this annual report.

### MIGRATION PROGRAMME

On 25 July 2006 the Minister announced the delivery of the largest Migration Programme for several decades at close to the planning level of 143 000 places. This included a Skill Stream of over 97 000 places – the largest Skill Stream ever – and the balance was made up of migrants under the Family Stream. The programme met the government's objective of increasing the extent to which the Skill Stream is targeted to the needs of Australian industry and employers. Almost 60 per cent of the Skill Stream was made up of migrants who held visas in targeted categories, including employer sponsored migrants, state sponsored migrants, and migrants with skilled occupations listed as being in high demand.

### TEMPORARY BUSINESS VISAS

The temporary business (subclass 457) visa programme has now been in place for 10 years. This visa replaced an earlier temporary work visa (subclass 414) which was the subject of a review in 1994-95. In 2005-06 some 39 800 subclass 457 visas were granted to primary applicants – an increase of around 42 per cent on the previous year. This growth highlights the value of the programme to the many employers facing substantial skill shortages, given Australia's low unemployment levels.

This programme received significant public scrutiny during the year, particularly concerning alleged exploitation of a number of overseas workers. We have concentrated on ensuring all allegations are properly investigated, working closely with other Australian Government and state agencies.

### TEMPORARY ENTRY

We made a number of enhancements to the online Tourist visa (e-676), Working Holiday Maker (WHM) and Work and Holiday programmes during the year. The e-676 visa has been expanded to all countries eligible for the electronic travel authority, enabling easy access to longer stay tourist visas. From November 2005, the WHM programme was expanded to allow visa holders to be granted a further stay of one year if they have undertaken seasonal work in regional Australia. The Work and Holiday programme has been expanded to Chile and further agreements with Turkey and Bangladesh are expected to start in 2006-07.

### OUR COMMITMENT TO REFUGEES

Australia continues to make an outstanding contribution to the resolution of world refugee problems through the Humanitarian Programme. Our offshore refugee resettlement programme continues to rank in the top three resettlement programmes in the world, along with those of the United States of America and Canada.

In 2005-06, we granted over 14 000 visas under our Humanitarian Programme with over 12 700 of these granted offshore. Our offshore resettlement activities took place in some of the most troubled regions of the world, with our intake coming from Africa, the Middle East, South West Asia, and South East Asia. Nearly 1000 visas were granted under the Woman at Risk programme, exceeding our nominal target and achieving the highest intake of this particularly vulnerable group since the inception of the programme.

I had the opportunity in June 2006 to go with the Minister to visit a refugee camp in Thailand on the Myanmar border to see first-hand the situation of refugees there and the good work done by our staff overseas in difficult conditions. Australia's resettlement activities there, along with those of other countries, are clearly giving new homes and new hope to people who have been living in camps for many years.

In June 2005, the Prime Minister announced that we would complete all primary assessments of applications for permanent protection visas by temporary protection visa holders by the end of October 2005. We met this commitment, finalising 3095 applications by that date. A small number remained unfinalised at that time because of factors outside our control.

The Prime Minister also announced that, in respect of new applications for protection visas, decisions would be made within three months of receipt. We achieved this for the vast majority of new applications. I continue to report regularly to the Minister who reports to Parliament on these issues.

Of the 3300 new protection visa applications lodged in Australia during the year, 50 were made by unauthorised boat arrivals. The caseload included a number of high profile cases.

### SETTLEMENT

Several key recommendations of the Report of the Review of Settlement Services for Migrants and Humanitarian Entrants were implemented in 2005-06. On 1 October 2005 we established new service delivery arrangements to provide settlement services under the Integrated Humanitarian Settlement Strategy (IHSS) with the letting of 20 contracts across Australia. Enhancements included strengthening coordination across IHSS service delivery and an assessment of each entrant's needs, informing development and implementation of case coordination plans.

The second key area of reform was delivered with the design and implementation of the Settlement Grants Programme, which combined the funding previously made available to the Community Settlement Services Scheme and to Migrant Resource Centres and Migrant Service Agencies. Grants under the new programme are to begin on 1 July 2006 and are targeted to address key settlement needs identified through a comprehensive settlement service planning process.

### MULTICULTURAL AFFAIRS

Harmony Day 2006 received a substantial increase in public support (94 per cent more than in 2005), with about 300 000 Australians participating in a record number of Harmony Day events. Many of the 10 Living in Harmony partnerships managed in 2005-06 focused on enhancing community relations in response to significant external issues, such as the July London bombings and the Cronulla riots in December.

We completed a comprehensive evaluation of cultural diversity policy and programmes in 2005-06, informing decisions on future funding for these programmes. We have been given a total of $47.9 million over four years, made up of $15.1 million to support the National Action Plan to Build on Social Cohesion, Harmony and Security (NAP) initiatives and $32.8 million for cultural diversity policy and programmes.

### BUILDING ON SOCIAL COHESION, HARMONY AND SECURITY

In September 2005, the Council of Australian Governments (COAG) held a Special Meeting on Counter-Terrorism at which it asked the Ministerial Council on Immigration and Multicultural Affairs (MCIMA) to develop and implement a National Action Plan (NAP) to deal with the emerging issues of extremism and the promotion of violence and intolerance in Australia. We were given $5.9 million to develop the plan and undertake a range of related work, including liaison with the Muslim community and community partnership projects.

We worked closely with MCIMA to develop the NAP for the Australian Government, and state and territory governments based on the Statement of Principles agreed at the Prime Minister's meeting with leaders of Australia's Muslim communities in August 2005 as well as meetings between state and territory leaders and faith and community leaders. The NAP was endorsed by MCIMA and is to be submitted to COAG in August 2006. It is a strategic initiative that builds on existing cultural diversity policies and programmes at all levels of government, incorporates research findings from Australian and overseas studies, and is strongly informed by community input. A total of 58 NAP related projects had started in 2005-06 and 20 of these had been completed with positive outcomes. In July 2006, the Parliamentary Secretary is to announce $35 million in funding over four years to support a range of important NAP initiatives.

## BORDER SECURITY

We work closely with other Australian Government agencies to ensure the security of Australia's borders, as outlined below.

### Torres Strait

The work of our network of 28 Movement Monitoring Officers in the Torres Strait is highly valued. These officers play a critical role in monitoring the flow of traditional visitors from Papua New Guinea, and reporting on any other people movements in the region. The officers are recruited locally and based on various islands in the Torres Strait.

The loss of the Immigration Response Vessel *Malu Sara* in October 2005 was a tragedy that deeply affected our staff and Torres Strait communities. A report into the incident was released by the Australian Transport Safety Bureau (ATSB) in May 2006. We have already started addressing the issues identified in this report as well as those resulting from a review of our operations in the Torres Strait that was undertaken by an independent consultant. We have taken action to further strengthen our management in Northern Queensland including in relation to Torres Strait issues.

### Illegal foreign fishers

Illegal fishing in Australia's northern waters has increased dramatically in the last five years and is primarily driven by commercial interests. This increase poses significant risks for fisheries conservation, the environment, quarantine, security, and immigration.

The 2006-07 Budget provided an additional $388.9 million to combat illegal foreign fishing in Australia's southern and northern waters. The package is part of a whole-of-government response drawing on the expertise of more than 10 Australian Government agencies to ensure that all risks are appropriately mitigated.

We continued our role of onshore post-apprehension detention and repatriation of illegal foreign fishers. In 2005-06, 2888 illegal foreign fishers were apprehended for alleged foreign fishing offences. For those fishers not being prosecuted, the average turnaround time was 25 days. We have been progressively enhancing the immigration detention centre in Darwin and a new 250 bed capacity compound is due to open in August 2006.

### Television's *Border Security*

The Channel 7 programme, *Border Security*, continues to draw record numbers of viewers each week it is broadcast. We believe it is showing the complexity of the work of our staff and how they approach the problems with compassion and common sense within the law.

### Commonwealth Games

We made a major contribution to the success of the 2006 Commonwealth Games in Melbourne by ensuring the smooth entry of competitors, officials, and visitors. Around 7000 Commonwealth Games travel authorities were issued to participants and officials, and we placed officers in key locations overseas to make sure travel was trouble free. I was delighted to receive strong commendations from the Games' organisers noting their appreciation of our work.

### Regional movement alert list

Our border management technology and expertise are recognised internationally. We continued to provide leadership and support in strengthening border systems and processes in the region, including the development, implementation, and expansion of the Asia-Pacific Economic Cooperation (APEC) Regional Movement Alert List (RMAL) System. On 31 March 2006 when New Zealand joined Australia and the United States of America in the RMAL pilot, RMAL became a multilateral data sharing initiative.

## INTERNATIONAL COOPERATION

We continue to pursue a highly active programme of international engagement at global, regional, and bilateral levels. Particular highlights during the year were our involvement in the work of the Global Commission on International Migration, which reported to the United Nations (UN) Secretary General, and other work in the lead up to the UN High Level Dialogue on Migration and Development to be held in New York in the second half of 2006.

Regionally, we continued to forge strong partnerships. Apart from our effective bilateral cooperation, we encourage, and actively involve ourselves in, regional collaboration. We participated for the first time in the Directors-General of Immigration meeting process of the Association of South East Asian Nations (ASEAN), as a dialogue partner. This reflects our increasing integration into regional processes. We were

actively involved in the work of the Asia-Pacific Consultations process to discuss the positions of Asia-Pacific countries in relation to the UN High Level Dialogue. We were also involved in a Bali process workshop on immigration intelligence cooperation.

## CLIENT SERVICE IMPROVEMENT PROGRAMME

On 2 June 2006, the Minister and the Parliamentary Secretary launched the client service improvement programme, and we were pleased that many key stakeholders were able to attend that event. The launch showcased the outcomes of many of the initiatives begun as part of the response to the Palmer and Comrie Reports, with the emphasis on the four elements of the improved client service programme – 'our commitment', 'our presentation', 'helping you', and 'hearing you'. A new *Client Service Charter* and an increased emphasis on responding to client service feedback were two key elements of the programme.

### *SYSTEMS FOR PEOPLE*

Both the Palmer and Comrie Reports were very critical of our information technology systems and the level of support they provide to our staff in their decision-making roles. Four reviews – business information needs, IT governance, project and change management, IT platforms and records management - were undertaken and have informed the *Systems for People* systems improvement and business transformation programme.

The programme has been allocated $495 million in new and redirected funding over four years to deliver role-based portals for staff, a single view of a client's details, better record-keeping, better case management, effective support of quality assurance processes, and ultimately, improved confidence in the integrity and consistency of data.

IBM has been appointed as a strategic partner to help implement *Systems for People*. Projects will be rolled out in regular releases, starting in July 2006 with a new Internet site. The new site offers our clients and other stakeholders easier access to our key products, and our first major portal release is planned for April 2007.

## COMPLIANCE PROGRAMME

The Palmer and Comrie Reports were highly critical of our management of compliance activities and the lack of a holistic case management framework. Addressing these criticisms has been a high priority for us in 2005-06, as outlined below.

### Development of the first Onshore Compliance Strategic Plan

This plan sets out clear risk based areas of focus for operational compliance activities and establishes a balance between prevention, deterrence, and enforcement activities. For 2006-07, the plan will be expanded to cover all aspects of the onshore compliance programme.

### Detention Review Managers

We have put Detention Review Managers (DRMs) in place to ensure decisions to detain people under the *Migration Act 1958* are made lawfully and reasonably. The DRMs – senior officers in our state and territory network - review the initial detention decision and continue to review the cases of people in immigration detention on an ongoing basis to ensure their detention remains lawful and reasonable, and that the person's case is being actively managed.

### Case management and Community Care pilot

As part of our commitment to fair and reasonable dealings with clients, we introduced a new case management service delivery approach for vulnerable clients from the end of January 2006. The case management service was initially established in NSW, Victoria, and Queensland and will be established in the remaining states and territories in the first half of 2006-07.

On 24 May 2006, we initiated a Community Care Pilot in NSW and Victoria with the Australian Red Cross acting as the lead agency for the provision of community assistance to help vulnerable clients in the community. We also engaged the International Organization for Migration to provide information and counselling services to help prepare clients for their immigration outcome.

### Identity issues

The Palmer and Comrie Reports raised major concerns about the way we deal with identity issues. In response, we are implementing an Identity Management Strategy that will improve the way client identity information is managed. It includes stronger identity checking processes and the collection and use of biometric data. Significant advances were made in 2005-06 including the development of the Identity Services Repository to hold biographical and proof-of-identity document information, travel documents, facial images, and scanned identity documents. We have selected Unisys to provide biometric solutions and services over the next three years.

In the past year the National Identity Verification and Advice Section was expanded to provide better support for our officers seeking to correctly establish the identity of clients encountered in the field and in detention. At the same time, our Law Enforcement Liaison Unit was strengthened and its procedures reviewed and improved. The unit is the initial point of contact for all requests by law enforcement agencies for assistance in locating missing persons. During the past 12 months, the unit has streamlined its processes, improved record-keeping and accountability, and reduced response times.

### Immigration status service

During the year we established a 24/7 Immigration Status Service to help Australian-based police services determine a person's immigration status. The roll out started in February 2006 and was complete by June 2006, replacing local state-by-state arrangements. The service is being well received with close to 2000 calls up to the end of June 2006.

## DETENTION OPERATIONS

In June 2005, the Prime Minister also announced changes to the way immigration detention is managed to allow the detention of families with children to take place in the community with conditions set to meet individual circumstances. By the end of July 2005, we made sure all families with children were moved from immigration detention centres into alternative detention arrangements.

As at 30 June 2006, there were 749 people in immigration detention. Thirty four per cent were illegal foreign fishers, and of the remainder, 80 per cent had been detained as a result of compliance action after they had either overstayed their visa or had their visa cancelled because they had breached visa conditions. The current caseload also reflects the fact that the majority of asylum seekers arrive in Australia with a valid visa and live in the community while they pursue their claims. At the end of June 2006 approximately 15 per cent of people in immigration detention were seeking asylum, or seeking a merits or judicial review of a decision in relation to their application for a protection visa.

## ONSHORE DETENTION STRATEGY

We have reviewed our longer-term detention requirements and have started implementing a new, more cost-effective, Onshore Detention Strategy to provide a more appropriate environment for people held in immigration detention.

We will shortly be opening a new residential housing centre in Sydney, and the new Perth residential housing centre is due for occupation in December 2006. There will be new, smaller, hostel-style Immigration Transit Accommodation Centres for short term, low risk detainees in Melbourne, Brisbane, and Adelaide. Immigration detention centres at Woomera in South Australia and at Singleton in New South Wales are no longer required and they will be returned to the Department of Defence.

In line with our duty of care obligations, we are improving our detention accommodation and services. We have made upgrades to immigration detention centres that include improved areas for sport and recreation, upgraded facilities for visitors, the removal of razor wire, and better health services.

### Baxter Plan

The plan for infrastructure improvements at the Baxter Immigration Detention Centre goes well beyond the recommendations made in the Palmer Report. Improvements include the installation of a new visitors processing centre (VPC) as well as sporting and recreational facilities. The new VPC (which became operational in December 2005), and front entrance landscaping have improved the entry to the centre for visitors and staff, providing an enhanced, people-friendly environment. The new sporting facilities contribute significantly to the variety of activities available in the centre, improving the health and well-being of the people in immigration detention.

### Detention Health Advisory Group

We established the Detention Health Advisory Group to provide the necessary independent expert advice to design, develop, implement, and monitor health care services for people in detention centres and related facilities. A priority for the group is to ensure more open and accountable provision of health and mental health care, through the development of service standards that can be measured and monitored. This group complements the work of the long-standing Immigration Detention Advisory Group, which provides valuable advice and assistance on a range of immigration detention issues.

### REDUCTION IN THE ACTIVE LITIGATION CASELOAD

There was a substantial reduction in active cases before the courts and the Administrative Appeals Tribunal in 2005-06 (from 3615 cases to 2518 cases). A combination of factors was responsible, including decreasing numbers of applications for onshore protection visas, the clearance of backlogs at the Migration Review Tribunal and the Refugee Review Tribunal, and increased judicial resources. We expect this trend to continue, although at a slower pace during 2006-07.

### EXTERNAL SCRUTINY

Later in this annual report we provide detailed information on external scrutiny of the department. Developing close and productive relationships with the range of agencies, which have a role in relation to the scrutiny of the department, has been a key priority in the past year. I have met several times during the year with the Commonwealth Ombudsman, the Privacy Commissioner, and the Human Rights and Equal Opportunity Commissioner to ensure there is an open dialogue on issues. I am delighted that the Commonwealth Ombudsman is represented on a number of our governance and advisory bodies, including the Values and Standards Committee and the DIMA College Advisory Board.

### MACHINERY OF GOVERNMENT CHANGE

On 27 January 2006, responsibility for Indigenous Affairs was transferred to the re-named Department of Families, Community Services and Indigenous Affairs (FaCSIA). On 28 February 2006, we transferred the unspent 2005-06 administered appropriation to FaCSIA along with the administration of the Grants Management System. This system coordinates the delivery of grants previously administered by the Aboriginal and Torres Strait Islander Commission (ATSIC), to indigenous organisations across five Australian Government agencies. This transition was completed without disruption to service.

All transfers were completed in 2005-06 and there are no outstanding financial matters between the two departments.

### COLLEGE OF IMMIGRATION

In response to the Palmer Report we created a new National Training Branch and the DIMA College of Immigration to better coordinate training and improve the quality of training. The college focuses on the development of individuals for key roles, which by their nature, require certain knowledge, skills, and judgement before the powers relating to roles are exercised.

The college will ensure that the training and development, provided for those key roles, are subject to external validation and, where appropriate, accreditation. The college will also ensure that individuals undergo a process of assessment that provides assurance they can satisfactorily perform their assigned roles. The first pilot programme for the college is starting on 3 July 2006 and up to 200 staff will participate in the programme over the next 12 months.

The college will be overseen by an independent board, which will be chaired by Mr Mick Palmer AO APM. The Chair will be joined by other external members of the board, including noted academics and a representative of the Ombudsman's Office. The college framework will provide for external scrutiny and validation of the training it provides and the college will be seeking expressions of interest for an educational institution as a partner in its operation early in 2006-07.

### EXECUTIVE LEADERSHIP PROGRAMME

We have placed considerable emphasis on the development of our executive level management skills over the past 12 months, developing a one week Executive Leadership Programme aimed at improving their skills in managing change and leading staff. Over 500 staff members have already participated and the programme which will continue to run during 2006-07.

We have also commenced planning for a Senior Executive Service (SES) development strategy to support SES staff to build their leadership capability, within the context of our leadership model and the Australian Public Service Commission Senior Leadership Capability Framework, and further to support our SES staff in leading our change agenda.

### THE YEAR AHEAD

During 2006-07 we will continue to focus on implementing the reforms and improvements we began in 2005-06, delivering on new priorities announced in the 2006-07 Budget, and providing quality services to our many clients.

We are embedding a strong, values-driven, leadership, and planning culture in the department, through the development and implementation of the *DIMA Plan 2006-07* and associated divisional and service delivery plans.

Leadership development of both Senior Executive and Executive Level officers will continue to strengthen our capacity to support the significant change programme.

The *Systems for People* initiative represents an opportunity for business transformation and improvement and will be far-reaching in its impact across the department. The first portals scheduled for implementation in April 2007 will mark a radical improvement in the systems support we provide for staff and clients.

A new collective agreement will be negotiated with staff. It will be focused on supporting the reform and improvement agenda and our strategic priorities, while ensuring we offer a competitive working environment for staff.

We will continue to work on whole-of-government initiatives, such as:

- improving the coordinated delivery of settlement services for refugee and humanitarian entrants
- measures to address illegal foreign fishing and wider border security
- planning for the arrival in Australia of thousands of people attending APEC 2007, and World Youth Day in 2008.

Last year I said that we would be judged on what we have achieved. The highlights I have set out above are, I believe, clear evidence that we are moving ahead on our reform and improvement programme, and are continuing to deliver strongly on the government's initiatives. There is much more to do, and we are yet to receive further reports from the Ombudsman on cases referred to him for investigation. However, I am confident we are building a strong organisation that is committed to excellence and success.

Andrew Metcalfe
Secretary

# Special feature: Our reform and improvement programme, one year on

As last year's Annual Report was being prepared, the department had just embarked on a comprehensive programme of reform and improvement to respond to the criticism and concerns expressed by Mr Mick Palmer AO APM in his Inquiry into the Circumstances of the Immigration Detention of Cornelia Rau. Not only have we responded to the specific issues Mr Palmer raised about compliance and detention, we have also addressed the broader concerns about leadership, governance, training, culture, values, structures, and systems.

In the past year there has been much change in the department. Short-term objectives have been achieved and there has been substantial planning for the longer term. Major achievements include: enhanced detention health service delivery, structural changes, an expanded Senior Executive Service (SES), improved governance, and development of the *DIMA Plan 2006-07*, which sets out our strategic priorities for the coming year.

What follows is a short analysis of the steps we have taken to develop and implement reform and improvement. Looking back, we have come a long way, but there is still a great deal more to do.

## CHANGE MANAGEMENT AND PLANNING

The first priorities of the new Secretary on his appointment on 18 July 2005 were to:

- establish interim governance and structural arrangements, within the department, for decision-making, accountability, and management of risk
- identify ways to implement the recommendations of the Palmer Report and meet the government's commitment to table an implementation plan in Parliament
- engage with key external stakeholders.

These were articulated in an all-staff message from the Secretary, circulated on the day he took up his appointment. In particular, he emphasised the need to make common-sense and reasonable decisions within the framework of the law and the absolute requirement that members of staff escalate matters immediately if they suspected we had acted unlawfully.

## CHANGE MANAGEMENT TASKFORCE

A key initiative was the Change Management Taskforce, which was established in July 2005 with a mix of high-level external and internal staff.

The taskforce was a temporary think-tank to support the Secretary and our Senior Executive in developing the framework for change. It gave us an additional resource that could focus exclusively on developing the response to the Palmer and Comrie Reports (the latter in relation to the Vivian Alvarez case) and the broader reform and improvement programme.

External members of the taskforce brought a fresh perspective, while internal members brought an understanding of our business and culture. The taskforce met with the Secretary and the Deputy Secretaries daily for four months to develop strategy, cut through implementation road blocks, calibrate the different streams of activity, develop the programme for change as a team, and assist in communication with staff and stakeholders.

## CHANGE LEADERS

We appointed change leaders in each state and territory office to promote understanding and acceptance of change. These officers continue to play a key role in supporting the change agenda across the department including:

- being a conduit for information transfer
- coordinating responses on policy, business process, or systems change
- promoting understanding of the governance framework
- developing and leading good practice.

We established clear lines of responsibility and accountability through two new Deputy Secretaries, who also started in the department in July 2005. (A third Deputy Secretary commenced in November 2005). The early focus was on arrangements in those areas most severely criticised by Mr Palmer. We restructured the compliance and detention divisions and appointed key SES staff to head up these new divisions.

The taskforce wound up at the end of November following the implementation of the new National Office structure (explained below). While change initiatives are being managed by line divisions, the new Strategic Policy Group provides ongoing advice to the Secretary and the Executive on the reform and improvement agenda.

### STAKEHOLDER ENGAGEMENT

We channelled considerable effort into identifying and interacting with our key external stakeholders, including those who have been highly critical and those who have a role in scrutinising our activities. During the course of the year, the Secretary and senior executives have actively and regularly sought their input and feedback on a range of issues, including the Client Service Charter and the high-level *DIMA Plan 2006-07* (explained below).

### THE FRAMEWORK FOR CHANGE

Implementing change within any business context needs very clear objectives and a simple framework – one that will stand the test of time and meet the needs of all stakeholders. The strategic themes for the reform and improvement programme were settled very early in developing the implementation plan. We needed to achieve three key things to meet people's expectations:

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

These themes are summarised by our motto, **- people** our business – which is the key way the change agenda has been articulated.

### PALMER PLUS PACKAGE – OCTOBER 2005

This framework informed the development of the $231 million Palmer Plus Package of measures and the implementation plan announced by the government in October 2005. The key areas of criticism in the Palmer and Comrie Reports are addressed – leadership, governance, training, culture, values, structures, and systems – along with the specific recommendations about detention and compliance activities. The Palmer Plus Package is the blueprint for change – over 70 initiatives have been or are being delivered, including the following key aspects of the reform agenda:

- leadership and technical training – with the College of Immigration starting its first pilot course on 3 July 2006, and SES and executive level staff receiving leadership and change management skills training
- improvements to detention health service delivery and detention infrastructure
- introduction of a national case management framework and community care pilot
- major improvements to client service delivery
- stronger stakeholder engagement and feedback mechanisms.

The initiatives are split into those we made a commitment to achieve in the first 100 days - effectively by the end of 2005 - and initiatives that would be developed in that time but implemented in 2006 and beyond. Much has been achieved. The focus of activity has been on providing the foundations necessary to ensure we can deliver identified outcomes, particularly around engagement with clients, engagement with staff, compliance and detention programmes, training, and systems support. The original 77 initiatives have changed and grown to 115 projects and sub-projects. Fifty-six have been completed; and the remainder are underway.

There is a strong focus on transparency and accountability for the Palmer Plus Package to ensure its key objectives are being met. The Secretary reports on progress regularly to the Parliament, through the Minister.

### STRENGTHENING KEY AREAS

Once the government had made its commitment to the Palmer Plus Package, the Secretary's priority was to implement new structures in those areas most critical to achieving the necessary reforms – training, systems, client services, audit, procurement, strategic policy, and communications. Over 40 new appointments, promotions, and transfers were made to our Senior Executive Service. Our National Office has been substantially restructured to reflect more realistic spans of control, especially in those areas that pose the highest levels of risk to organisational outcomes.

### GOVERNANCE

Improved governance was also a priority. We formed a new Executive Management Committee (EMC), that is chaired by the Secretary and comprises the Deputy Secretaries and key Division Heads (Finance, Legal, National Communications, and Strategic Policy). The EMC meets weekly and has a strong governance role around whole-of-department strategic planning and integration.

We also have a Corporate Leadership Group that comprises EMC members, all Division Heads, and all State and Territory Directors. This group meets monthly to share information about business risk and change, to discuss the broader strategic environment in which the department operates, and to negotiate agreement about joint operational responsibilities.

A strengthened departmental Audit and Evaluation Committee, with an independent chair and second external member, is rigorously overseeing a significantly expanded internal audit programme. We established a new Values and Standards Committee that includes four external members – the Deputy Commonwealth Ombudsman, the Deputy Australian Public Service Commissioner, and two community members. This committee is well placed to ensure we are meeting the expectations of the wider community and developing the culture needed to meet our objectives. The College of Immigration will be overseen by a high-level advisory board, comprising a number of external members.

### IMPLEMENTATION PLANNING

We have placed a high priority on implementation planning. Project management principles and a strong governance framework are key tools we are using to maximise the success of the initiatives established as part of the Palmer Plus Package and, more broadly, the success of all the initiatives we are implementing.

We established a Programme Services Office (PSO) to assist in the effective implementation of the Palmer Plus Package of initiatives and to provide a high level of visibility of progress through regular monitoring and reporting. The PSO has provided project management support and expertise to line divisions implementing Palmer initiatives. There was weekly reporting to the EMC during the delivery of the 100-day projects (up to December 2005) and fortnightly reporting to both the Minister and EMC continues. Quarterly reports are provided to the government through the Cabinet Implementation Unit, and the Secretary provides regular reports to Parliament through the Minister.

The implementation plan also included a number of major reviews – of systems and records management, detention health service delivery, detention infrastructure, the detention services contract, and compliance activity. These reviews informed the 2006-07 Budget process and as a result, we received a total of nearly $780 million in new and redirected funding to progress our reform and improvement programme. This includes $495 million over four years to implement the *Systems for People* systems and business transformation programme.

*Systems for People* is one of the first government programmes to be subject to the Department of Finance and Administration's *gateway* process. This process takes major government programmes through a series of gates at critical points in a project's development. The review is undertaken by an independent team that includes government, industry, and programme management experts. They focus on the robustness and adequacy of how the programme has been conceived, planned, and how it is being executed.

### COMMUNICATING WITH STAFF

Ongoing communication with staff about the reform and improvement programme is an essential element of our agenda. Without clear understanding of the strategic direction of change, staff are unlikely to embrace and implement the necessary reforms. Communication must come from the top, but the messages must be reinforced every day by immediate supervisors and managers. This is particularly important in an organisation that has offices in every state and territory and in 60 countries around the world.

A range of mechanisms have been implemented to ensure there is regular, clear, and meaningful communication with staff. The Secretary circulates all staff emails twice weekly. These messages are used to discuss progress, the next steps in the reform and improvement programme, and key external issues that have an impact on our activities, successes, and challenges. All staff addresses have been presented by the Secretary every six to eight weeks or so since July 2005, marking key milestones in the reform and improvement programme.

A key leadership quality is the ability to communicate effectively, and this is reinforced in all leadership training provided to our staff at both the SES and executive levels. We have used cascade briefings through the department to communicate critical aspects of the reform agenda.

Staff are also asked regularly for their views. All staff have an open invitation to send comments, concerns, and suggestions for improvement directly to both the Secretary and the Minister. A staff opinion survey was conducted in December 2005, the first in a decade, and a further survey will be held later in 2006-07.

### ONE DIMA

A significant initiative was undertaken to examine and improve the relationships between our national and state and territory offices – the DIMA National project. This was in response to a strong demand from staff that the department analyse the way the network operates. It has led to a programme of work to ensure the different parts of the business work collaboratively together. Much stronger links between the service delivery network and National Office have been developed.

The Secretary introduced a requirement that all SES officers regularly visit state and territory offices and observe client contact activity to ensure that those involved in developing policy or managing programmes have a better understanding of the impact their work has on front line staff and, most importantly, clients. This is leading to better products and connection with stakeholders and continuous improvement of client service.

### CONSOLIDATION AND PLANNING FOR THE FUTURE – DIMA PLAN 2006-07

Our reform and improvement programme is being implemented alongside our migration, refugee, humanitarian, settlement, citizenship, multicultural affairs, immigration compliance, and immigration detention programmes. Indeed, review and reform are integral to running our business. Both need to be managed carefully and in an integrated way through robust planning and governance. These frameworks enable us to more effectively manage our business, including through strong performance measurement, management of risk, and engagement with stakeholders.

Planning has been based on comprehensive feedback from a broad range of external stakeholders and staff. Formal surveys, value creation workshops, and feedback directly to the Secretary and the Minister have been used to inform the development of the new *DIMA Plan 2006-07*, being launched on 18 July 2006. The plan consolidates the strategic and other work of the past year into one high-level document that charts our future direction. It makes clear our purpose, the things we value, the Secretary's leadership model, and key outcomes, priorities, and themes for our work. There are high expectations about leadership which are set out in the plan. It is the leaders who can model behaviour, make a difference, and bring people with them.

The plan provides a service focus for integrating policy, programmes, and delivery, and sets the following strategic priorities for the coming year:

- implement *Systems for People* improvements
- implement the Client Service Improvement Programme
- build community and stakeholder confidence
- develop leadership and organisational capability
- implement the Palmer Plus Package change and improvement programme effectively.

In parallel with planning, we have developed a new business operating model based on the way we go about 'business as usual' and how we manage our policy and programme delivery to enable excellent client service delivery. The newly established DIMA Performance Management Committee is taking the strategic priorities in the *DIMA Plan 2006-07* and converting them into performance measures and targets for programme delivery. Through the model, we set objectives, monitor performance, and identify issues and best practice.

As we have worked through the reform process it is increasingly clear that our capacity to absorb change is not infinite. To help us continue to respond flexibly to the government's priorities, we have established a change management process that integrates policy development with all aspects of implementation and delivery, and promotes strong principles of consultation and planning.

*The Secretary chairing an Executive Management Committee meeting.*

# Departmental overview

**Table 1: Snapshot of activity in DIMA in 2005-06**[1]

| | |
|---|---|
| **Activity:** | |
| Visitor visas | |
| Total | 3 500 000 |
| Electronic travel authority | 3 000 000 |
| Working Holiday Makers | 112 000 |
| Temporary residents | 118 000 |
| Passenger and crew arrivals and departures | 23 000 000 |
| Migrants | 143 000 |
| Humanitarian programme numbers | 14 000 |
| Student visas granted | 191 000 |
| Number of visa overstayers as at 30 June 2006 | 46 000 |
| Number of people detained during 2005-06 | 7 000 |
| Illegal foreign fishers apprehended | 2 900 |
| People in detention at 30 June 2006 | 700 |
| Illegal foreign fishers | 300 |
| Visa overstayers or breached visa conditions | 400 |
| Number of unauthorised arrivals (by air) | 870 |
| Number of unauthorised arrivals (by sea) | 60 |
| New citizens | 103 350 |
| Client contact | |
| Scheduled interviews | 147 000 |
| Number of calls to contact centres | 1 700 000 |
| Litigation | |
| Number of matters resolved | 5 000 |
| Percentage in favour of Minister | 94 per cent |
| **Staffing: - Total (as at 30 June 2006)** | 7 140 |
| National Office (Canberra) | 2 650 |
| New South Wales | 1 350 |
| Victoria | 800 |
| Queensland | 400 |
| South Australia | 360 |
| Western Australia | 350 |
| Tasmania | 110 |
| Northern Territory | 50 |
| ACT and Regional Offices | 100 |
| Overseas (A-based employee) | 180 |
| Overseas (Locally engaged employee) | 800 |
| **Number of overseas offices** | 68 |

(1) Numbers are rounded and will differ from numbers appearing elsewhere in the report.

## PURPOSE STATEMENT

### What difference do we make?

We enrich Australia through the well-managed entry and settlement of people.

### What we value:

Following are the values that are important to us.

- **Teamwork -** We work collaboratively with each other to achieve our business outcomes. We value diversity, actively seek contributions, and commit to open discussions. We operate as a team.
- **Service excellence -** We strive for excellence when delivering services. We listen to our stakeholders and customers and develop service solutions that meet their needs. We commit to being responsive and accessible, delivering services to prescribed and publicly available standards.
- **Respect -** We show respect for our clients, stakeholders, and each other. We are approachable and listen to make sure we understand each individual's needs.
- **Openness -** We are an open organisation, providing visibility and transparency of our processes. We listen and change how we do business based on feedback from clients and stakeholders.
- **Commitment -** We are committed to delivering government policy in a fair and reasonable way and constantly strive to improve policy and programme performance. We are committed to each other and support each other in times of crisis – we always go the extra mile. We are also committed to a balanced work and personal life, respecting the needs of our staff.

### What are our major objectives?

We aim to:

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

### How are we doing it?

We go about achieving these objectives through:

- policy services
- service delivery
- governance
- stakeholder engagement
- information management.

### What is our commitment to government?

We aim to achieve two outcomes for government:

### Outcome 1:

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

### Outcome 2:

Promote a society which values Australian citizenship, appreciates cultural diversity, and enables migrants to participate equitably.

A review of the outcomes and outputs was undertaken in 2005-06 and minor changes will be reported in the 2006-07 Portfolio Additional Estimates Statements.

### Role and functions

The Department of Immigration and Multicultural Affairs manages the permanent and temporary entry of people to Australia, enforces immigration law, settles migrants and refugees, and promotes the benefits of citizenship and cultural diversity.

The tasks assigned to our portfolio are:

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

The services we provide overseas and in Australia include:

- assessing the character, health, and bona fides of people applying for entry into Australia
- issuing visas for migrants and temporary entrants (for example, tourists, students, and business visitors)
- processing people moving into and out of Australia

- meeting Australia's international protection obligations and contributing to the resettlement of refugees and those in humanitarian need through the delivery of the Humanitarian Programme
- locating, detaining, and removing unlawful non-citizens and non-citizens found not to be of good character
- identifying and reducing irregular migration, people smuggling, trafficking in people, and other immigration malpractice and fraud
- increasing the ability of eligible settlers, (particularly the recently arrived), to participate in Australian life, through settlement programmes including English language tuition, and translating and interpreting services
- promoting the value of Australian citizenship and making decisions on citizenship status
- contributing to maintaining and further enhancing an appreciation of Australia's cultural diversity within a framework of national unity.

### Minister

The department is responsible to the Minister for Immigration and Multicultural Affairs, Senator the Hon. Amanda Vanstone, and Parliamentary Secretary the Hon. Andrew Robb AO MP.

### Portfolio structure

The portfolio consists of the department and two tribunals:

- The Migration Review Tribunal (MRT), is an independent merits review tribunal established to provide fair, just, economical, informal, and quick merits review of decisions of the department to refuse or cancel certain visas.
- The Refugee Review Tribunal (RRT), is an independent merits review tribunal established to provide fair, just, economical, informal, and quick merits review of decisions of the department to refuse or cancel protection visas granted to non-citizens in Australia.

### Non-statutory bodies

The following non-statutory bodies advise the portfolio:

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

There is also extensive consultation with the Migration Agents Registration Authority (MARA). Membership of these bodies at 30 June 2006 can be found in Appendix 1.

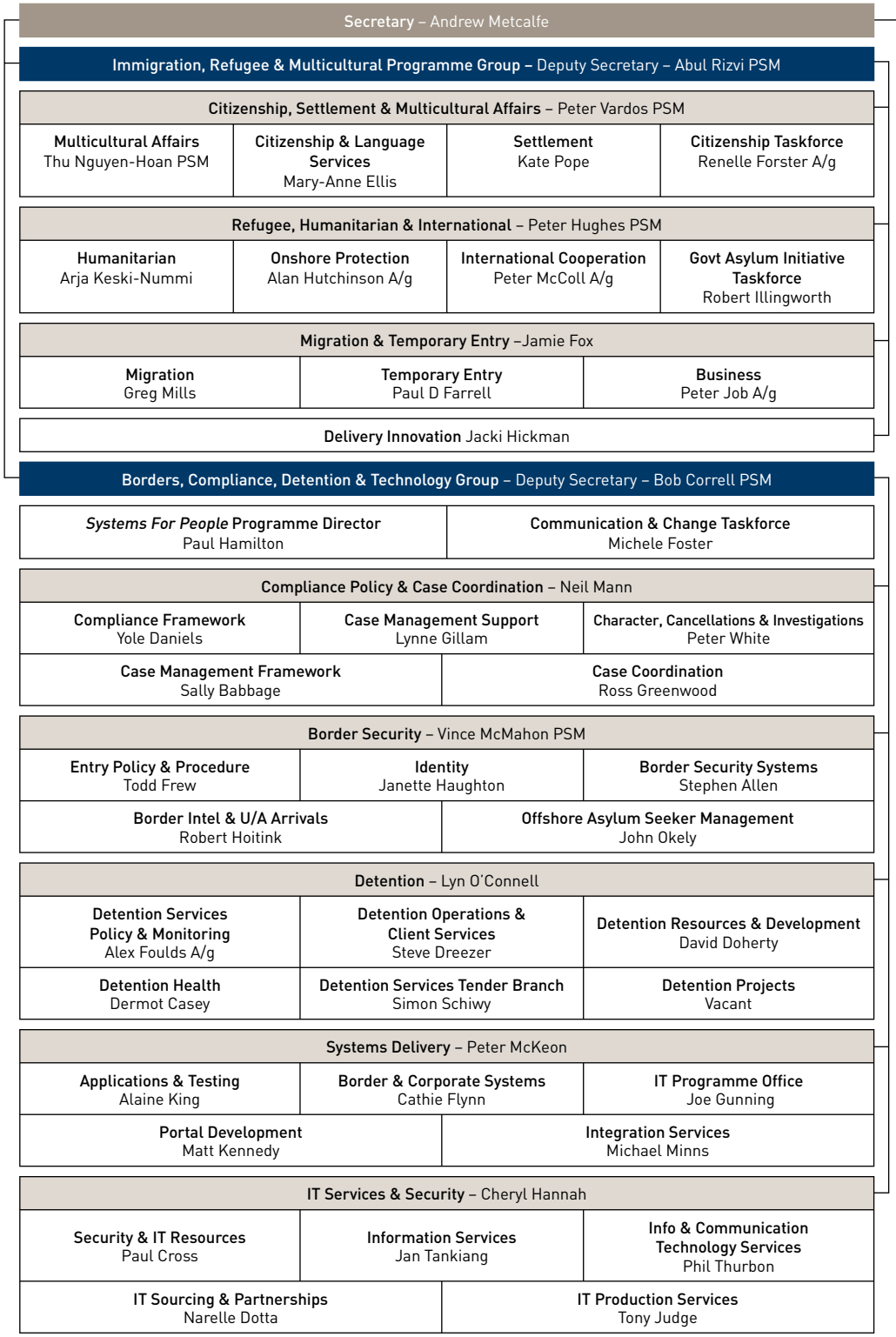
The portfolio represents the Australian Government interest in one company limited by guarantee – the National Accreditation Authority for Translators and Interpreters (NAATI) Limited.

### Machinery of Government change

The Office of Indigenous Policy Coordination (OIPC) transferred to the Department of Families, Community Services and Indigenous Affairs (FaCSIA) as part of machinery of government changes formalised by the Administrative Arrangement Order dated 27 January 2006. The previously named Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) was subsequently renamed the Department of Immigration and Multicultural Affairs (DIMA). The Administrative Arrangement Order also effected the transfer of the following *Commonwealth Authorities and Companies Act 1997* bodies from this portfolio into the Families, Community Services and Indigenous Affairs Portfolio:

- the Anindilyakwa Land Council
- the Central Land Council
- the Indigenous Land Corporation
- the Northern Land Council
- the Tiwi Land Council
- the Torres Strait Regional Authority
- the Wreck Bay Aboriginal Community Council.

Figure 1: Organisational structure as at 30 June 2006



**Client & Corporate Services Group** Deputy Secretary - Carmel McGregor

**Client Services** – John Moorhouse

| | | |
|---|---|---|
| **Client Service Strategies**<br>David Wilden | **Property & Business Continuity Management**<br>John Corcoran | **Overseas Operations**<br>Garry Fleming |
| National Training Manager<br>Patrick Blades | **STO Coordination**<br>Louise Smith A/g | |

**Ministerial, Corporate Support & Assurance** – Des Storer

| | | |
|---|---|---|
| **People Services**<br>Alison Larkins | **Ministerial & Parliamentary Services**<br>Nhan Vo-Van | **Review Coordination**<br>Deb Jacka |
| **Values & Standards**<br>Christine McPaul | **Governance & Assurance**<br>Borko Vlatkovic | |
| | **Reports to Secretary** | |

**Legal Division (Chief Lawyer)** –Robyn Bicket

| | | |
|---|---|---|
| **Litigation**<br>John Eyers | **Legal Framework**<br>Vicki Parker A/g | **Legal Coordination & Procurement**<br>Chris Hodges |

**Financial Strategy & Reporting (CFO)** – Louise Gray

| | |
|---|---|
| **Management & Reporting**<br>Peter Templeton | **Financial Operations**<br>Michael Fileman A/g |

**Strategic Policy Group** – Wendy Southern PSM

**Policy Coordination** –Jim Williams

**Programme Services Office** – Janice Wykes

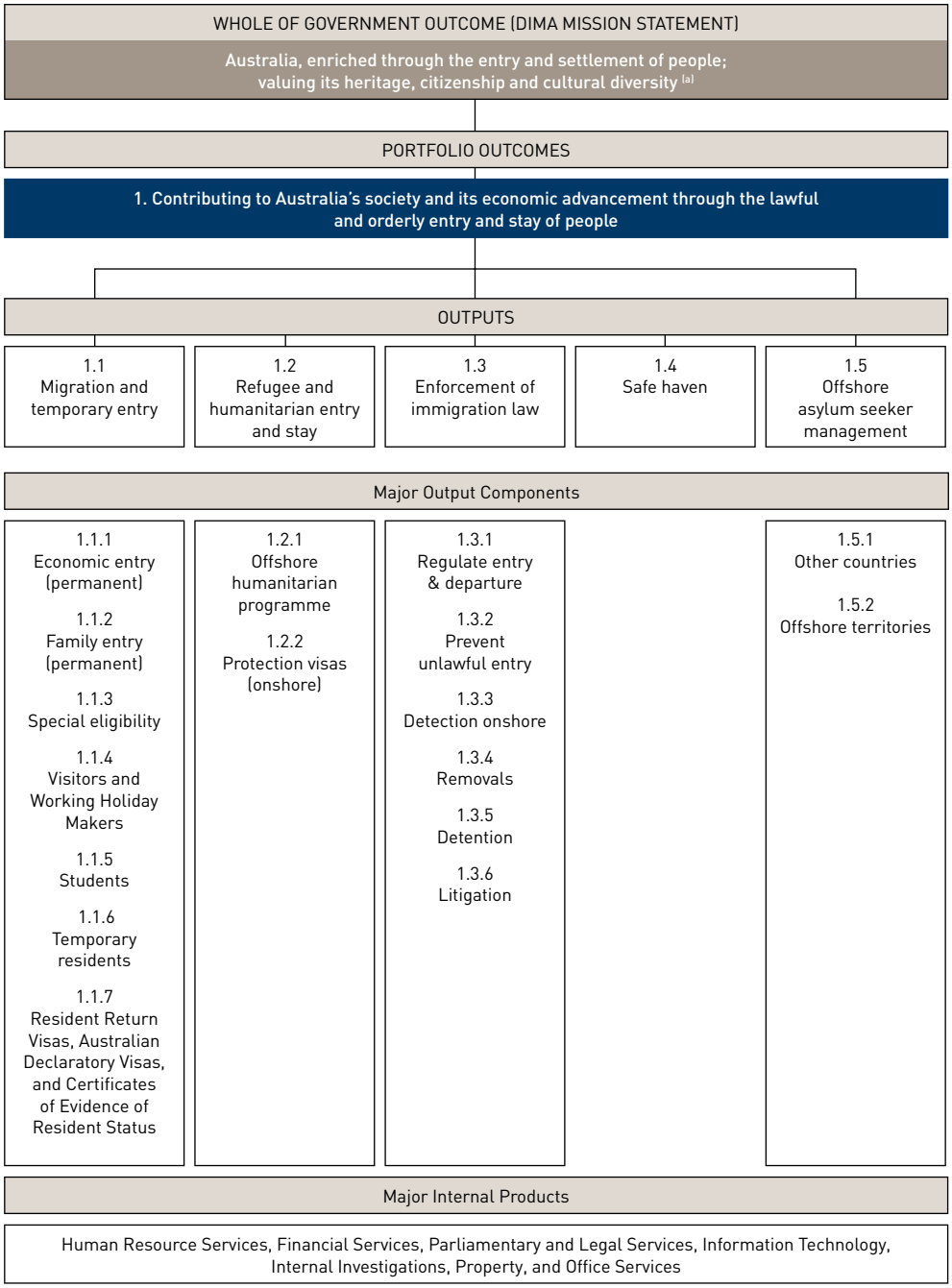
**National Communications Branch (NCM)** – Sandi Logan

**National Communications Branch (Dep NCM)** – Susie van den Heuvel

**Special Counsel** – Ian Deane

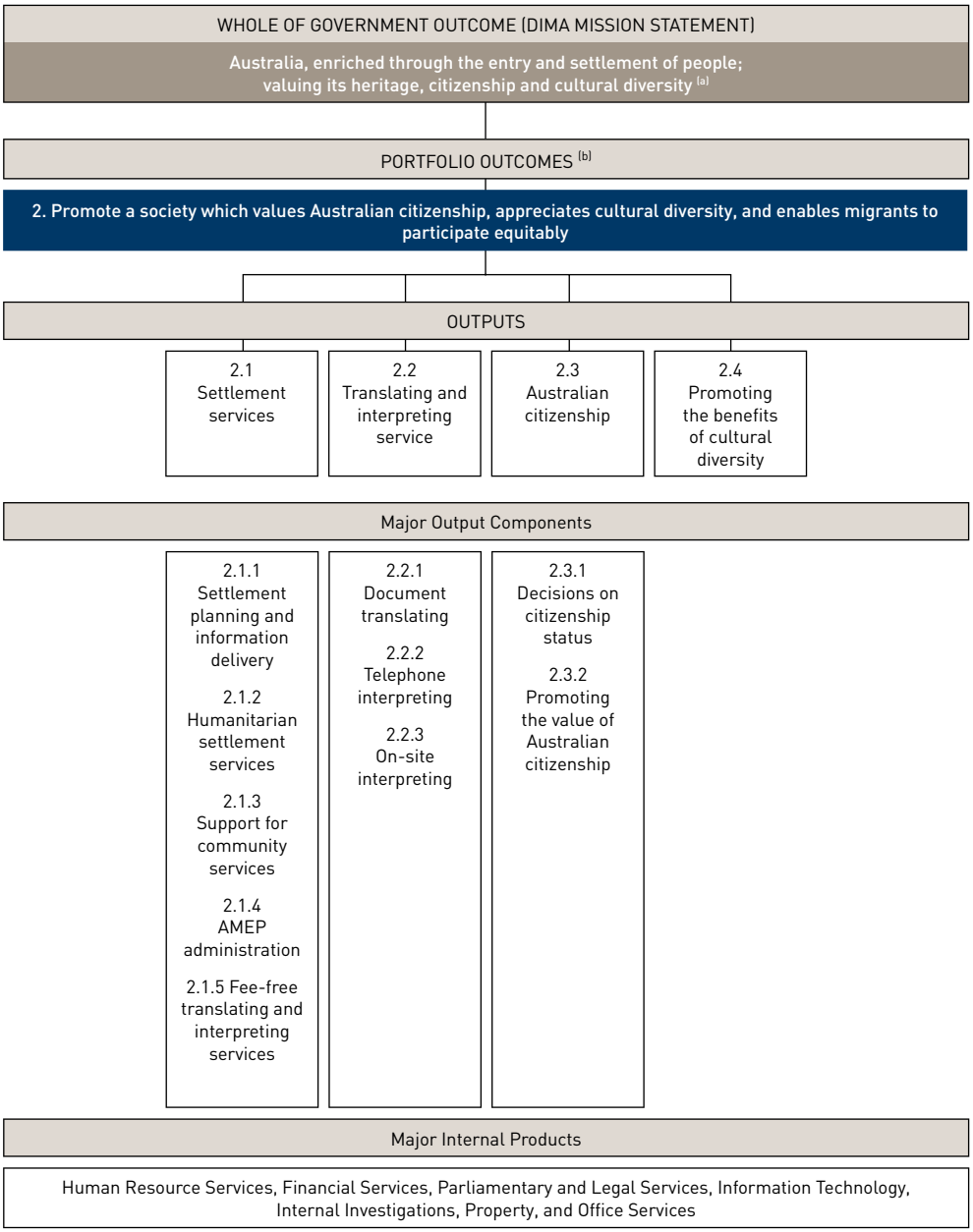
| Overseas Regional Directors | State/Territory Offices |
|---|---|
| **Bangkok** Julia Niblett<br>**North Asia** Christine Sykes<br>**South Asia** Paul Windsor<br>**Middle East** Joan Foster<br>**Europe** Linda Mortensen PSM<br>**Jakarta** Jim O'Callaghan<br>**Africa** Simon De Vere<br>**Pacific Region** Peter Watters<br>**UK & EU Liaison** David Watt<br>**Americas** Vince Giuca | **NSW State Director** Gavin McCairns<br>**NSW Deputy State Director** Janet Mackin<br>**NSW Deputy State Director (Parramatta)** Jose Alvarez PSM<br>**NSW Deputy State Director (Eliz St)** Glenn Smith<br>**QLD State Director** Karen Stanley<br>**QLD Senior Deputy State Director** Damian Carmichael<br>**VIC State Director** John Williams<br>**VIC Deputy State Director** Stephen Russell A/g<br>**WA State Director** Bruce Mackay<br>**SA State Director** Greg Kelly<br>**ACT&RO Territory Director** Deborah Lewis A/g<br>**Tasmania State Director** Doug Walker<br>**NT Territory Director** Annette Keenan |

Figure 2 – Outcome and output structure at 30 June 2006




(a) Our mission statement was replaced on 18 July 2006 with a new purpose statement 'enriching Australia through the well-managed entry and settlement of people'.

Figure 2 - Outcome and output structure at 30 June 2006 *continued*




(a) Our mission statement was replaced on 18 July 2006 with a new purpose statement 'enriching Australia through the well-managed entry and settlement of people'.

(b) The departments' former outcome 3 has been transferred to the Families, Community Services and Indigenous Affairs portfolio as a result of the Administrative Arrangement Order dated 27 January 2006.

# Summary of financial performance

As a result of the Palmer and Comrie Reviews, we have received additional funding to allow us to deliver against a change agenda which includes a greater focus on client service, border security, and also implementation of the *Systems for People* programme. The outcomes and outputs statement will be amended in 2006-07 to reflect this focus and financial reporting will be managed to support this.

The Minister for Finance and Administration agreed that DIMA could budget for a loss in 2005-06, allowing it to draw from cash reserves to support the implementation of new policy. Accordingly, in 2005-06 we made an operating loss of $39.5 million against an approved loss of $28.4 million. The factors contributing to the increase in the expected loss were:

- additional costs related to the Palmer projects
- the start of *Systems for People Programme* planning
- an increase in more complex migrant caseloads including a higher focus on Interventions cases
- refugee caseloads included a high proportion of difficult cases requiring more intensive investigations
- higher costs for security checks
- higher spending on the Immigration Advice and Application Assistance Scheme (IAAAS) due to a significantly higher number of applicants
- an increased number of Illegal Foreign Fishers as well as higher detention contract costs due to additional case managers for people in immigration detention and a greater variety of accommodation solutions for these people
- a larger investment in Citizenship promotion and Cultural Awareness and cost increases in relation to additional checks.

From 2005-06, we have been implementing a financial management regime which will allow for improved estimation of actual expenditure against budget on a monthly basis. This is expected to assist in planning within the department as well as contribute to improved management of the wider estimates of expenditure for government.

During 2005-06, all Indigenous functions were transferred to the renamed Department of Families, Community Services and Indigenous Affairs (FaCSIA). The date of the Administrative Arrangement Order causing the transfer was 27 January 2006 and, as such, the financial statements for the department include a half year effect of the inclusion of the Indigenous funds. Total Indigenous funding retained in the department for the year was $82.298 million against costs of $82.442 million. The Office of Indigenous Policy Coordination had budgeted for a loss in 2005-06 of $4.7 million. With the transfer to FaCSIA, the end of year outcome against this will be shown in those financial statements.

### Developments since the end of the financial year

There have been no significant developments since the end of financial year.

Table 2: Resources summary

| | Budget[a] 2005–06 $'000s | Actual expenses 2005–06 $'000s | Budget 2006–07 $'000s |
|---|---|---|---|
| **Outcome 1 - Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people** | | | |
| Administered expenses - (including third party outputs) | 116 841 | 83 860 | 72 924 |
| Total administered expenses | 116 841 | 83 860 | 72 924 |
| Price of departmental outputs | | | |
| Output 1.1: Migration and temporary entry | 337 428 | 361 031 | 388 871 |
| Output 1.2: Refugee and humanitarian entry and stay | 63 404 | 70 091 | 60 141 |
| Output 1.3: Enforcement of immigration law | 407 155 | 429 114 | 510 220 |
| Output 1.4: Safe haven | 309 | 346 | 332 |
| Output 1.5: Offshore asylum seeker management | 53 463 | 29 076 | 69 642 |
| Total Outcome 1 | 861 758 | 889 658 | 1 029 206 |
| Revenue from government (appropriation) for departmental outputs | 830 554 | 831 392 | 992 488 |
| Revenue from other sources | 31 204 | 31 074 | 36 718 |
| Total price of outputs | 861 758 | 862 466 | 1 029 206 |
| Total for Outcome 1 (Total price of outputs & administered expenses) | 978 599 | 946 326 | 1 102 130 |
| | | **2005–06** | **2006–07** |
| Average staffing levels | | 5 178 | 5 215 |
| **Outcome 2 - Promote a society which values Australian citizenship, appreciates cultural diversity, and enables migrants to participate equitably** | | | |
| Administered expenses - (Including third party outputs) | 169 371 | 173 889 | 189 942 |
| Total administered expenses | 169 371 | 173 889 | 189 942 |
| Price of departmental outputs | | | |
| Output 2.1: Settlement services | 90 353 | 86 261 | 106 160 |
| Output 2.2: Translating and interpreting services | 11 505 | 16 253 | 14 754 |
| Output 2.3: Australian citizenship | 27 834 | 40 331 | 35 892 |
| Output 2.4: Promoting the benefits of cultural diversity | 16 351 | 21 649 | 16 629 |
| Total Outcome 2 | 146 043 | 164 494 | 173 435 |
| Revenue from government (appropriation) for departmental outputs | 133 091 | 134 868 | 156 412 |
| Revenue from other sources | 12 952 | 17 423 | 17 023 |
| Total price of outputs | 146 043 | 152 291 | 173 435 |
| Total for Outcome 2 (Total price of outputs & administered expenses) | 315 414 | 326 178 | 363 377 |
| | | **2005–06** | **2006–07** |
| Average staffing levels | | 777 | 784 |

Table 2: Resources summary *continued*

| | Budget[a] 2005–06 $'000s | Actual 2005–06 $'000s | Budget 2006–07 $'000s |
|---|---|---|---|
| **Outcome 3 - Innovative whole-of-government policy on Indigenous affairs[b]** | | | |
| Administered expenses - (Including third party outputs) | 81 077 | 79 971 | - |
| Total administered expenses | 81 077 | 79 971 | - |
| | | | |
| Price of departmental outputs | | | |
| Output 3.1: Indigenous policy | 63 954 | 63 898 | - |
| Output 3.2: Services to Indigenous Australians | 15 700 | 18 544 | - |
| Total Outcome 3 | 79 654 | 82 442 | - |
| Revenue from government (appropriation) for departmental outputs | 64 932 | 64 932 | - |
| Revenue from other sources | 14 722 | 17 366 | - |
| Total price of outputs | 79 654 | 82 298 | - |
| Total for Outcome 3 (Total price of outputs & administered expenses) | 160 731 | 162 269 | - |
| | | | |
| | | **2005–06** | **2006–07** |
| Average staffing levels | | 518 | - |

(a) Full year budget, including additional estimates, and s.32 adjustments.
(b) The department's former Outcome 3 has been transferred to the Families, Community Services and Indigenous Affairs Portfolio as a result of the Administrative Arrangement Order dated 27 January 2006.

# PART 2 Report on performance

We have delivered the largest Migration Programme for several decades at close to the planning level of 143 000 places.

Introduction

**Outcome 1** – Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people

**Outcome 1** – Effectiveness measures and results

**Outcome 2** – Promote a society which values Australian citizenship, appreciates cultural diversity, and enables migrants to participate equitably

**Outcome 2** – Effectiveness measures and results

# Introduction

Performance reporting in this Annual Report is based on the outcomes and outputs structure as set out in Figure 2 of this report (page 30).

As a result of the 2005-06 Budget, and the Administrative Arrangement Order dated 27 January 2006, one of our outcomes and related outputs has changed. Our former Outcome 3 – Innovative whole-of-government policy on Indigenous Affairs – was transferred to the Families, Community Services and Indigenous Affairs (FaCSIA) portfolio (outcome 6). For 2005-06 additional estimates and new measures under this outcome, refer to the Portfolio Additional Estimates Statements 2005-06 for the Families, Community Services and Indigenous Affairs Portfolio.

As a result of the transfer, the department has two outcomes:

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

There has been one change to the output statement for Output Group 1.1. The Output statement for Output Group 1.1 'Non-Humanitarian Entry and Stay' is replaced with 'Migration and Temporary Entry'.

There have been no changes to outcome and output statements for Outcome 2.

These outcomes are the results, impacts, or consequences of our actions on the Australian community. The outcomes are expressed in relatively broad societal terms. While we are the primary driver of the two outcomes, we work closely with other agencies, and these inter-relationships are recognised in the outcome reports that follow in this part of the report.

Each outcome report includes the following:

- a statement of the outcome, a list of supporting departmental outputs, and a brief description of what is involved in the outcome
- a performance table setting out the effectiveness measures and actual results achieved across the outcome
- a summary and overview of the highlights of work towards achieving the outcome
- an assessment of performance against each output (goods and services we provide for or on behalf of the government) and its components
- a summary of each administered item (those items of expenditure controlled by government and managed by us on the government's behalf), including where appropriate, the objective, description, and analysis of performance.

The structure of this annual report is similar to last year. We have tried to improve navigation and readability through summaries and overviews and by ensuring a clear relationship between planned achievements detailed in the PBS/PAES and the actual results achieved. We have strived to provide accurate performance and costing information for true transparency and accountability and to give readers enough information to ensure they can understand what we do, and why, and how well we are doing it.

# Outcome 1

## OVERVIEW

Outcome 1 is: Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people.

There are five outputs under Outcome 1:

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

This chapter contains detailed performance information against each of these outputs, and is concluded by an analysis of administered items on page 180.

### Migration programme

On 25 July 2006, the Minister announced the delivery of the largest migration programme for several decades, at close to the planning level of 143 000 places. This included a Skill Stream of over 97 000 places – the largest Skill Stream ever. The balance of the programme was made up of migrants under the Family Stream. The programme met the government's objective of increasing the extent to which the Skill Stream is targeted to the needs of Australian industries and employers. Almost 60 per cent of the Skill Stream was made up of migrants who held visas under targeted categories, including employer-sponsored migrants, state-sponsored migrants, and migrants with skilled occupations listed as being in high demand.

### Business

To support the increased number of places in the Migration Programme, we implemented the Industry Outreach Officer and Australia Needs Skills recruitment expo initiatives. To raise awareness and offer support for visa options and immigration mechanisms, we appointed 15 Industry Outreach Officers to 20 peak industry and association bodies. The Australia Needs Skills expos were held in eight overseas locations and in four Australian cities to connect Australian employers and state and territory government representatives with potential skilled migrants.

The temporary business (subclass 457) programme achieved 10 years of operation in July 2006. In 2005-06, some 39 500 subclass 457 visas were granted to primary applicants, an increase of around 42 per cent over last year. This growth highlights the value of the programme to the many employers facing substantial skill shortages. The temporary business programme was subject to significant public scrutiny during much of 2006, particularly concerning alleged exploitation of overseas workers. We concentrated our efforts to ensure all allegations were appropriately investigated, working closely with other federal and state agencies.

The Minister also announced a range of other measures in May 2006 to ensure that overseas workers continue to be paid and treated appropriately. This included increases to minimum salary levels, a minimum salary standard for regional positions, and the implementation of a strengthened English language requirement, following consultation with industry.

The employer-sponsored category has three components: the Regional Sponsored Migration Scheme (RSMS), the Labour Agreement (LA) and the Employer Nomination Scheme (ENS). We granted a total of 15 226 visas for these categories, made up of 3454 RSMS visas, 2079 LA visas, and 9693 ENS visas. This is 1.5 per cent higher than the planning level of 15 000 visas and is a 16.9 per cent increase over the 2004-05 outcome, reflecting the strong economy and skill shortages.

### Temporary Entry

In July 2005, we expanded our online Tourist visa process (e-676) to all countries eligible for the Electronic Travel Authority (ETA) enabling easy access to longer stay tourist visas. In addition, the Preferred Aussie Specialist Programme, which facilitates visitor travel to Australia, was introduced in Russia in September 2005.

From 1 November 2005, we expanded our Working Holiday Maker (WHM) programme to enable visa holders to be granted a further stay of one year where they have undertaken seasonal work in regional Australia. Almost 3000 young people took up this opportunity during the year.

On 3 May 2006, the Minister announced the further expansion of the WHM programme from 1 July 2006. This enables Working Holiday visa holders to spend six months, (instead of three) working for one employer, and allows them to study for four months instead of the previous three months.

We expanded the Work and Holiday programme to Chile (from 31 March 2006), and signed further agreements with Turkey (on 8 December 2005) and Bangladesh (on 8 March 2006). These are expected to start in 2006-07.

We further streamlined visitor processing for citizens of the United Arab Emirates, Bahrain, Oman, Qatar, and Kuwait. Visitors from these countries can now obtain visas to travel to Australia without needing a label in their passports.

In November 2005, we introduced the Trade Skills Training visa to help reduce skills shortages in regional Australia. This gives Australian employers an opportunity to fill apprenticeship vacancies in regional areas where they have been unable to find an Australian to fill the position. The apprentice will work in regional Australia and directly contribute to local business and community growth.

On 1 November 2005, the Minister announced changes to the Student Visa Assessment Levels for 15 countries, offering more streamlined visa processing. These changes expanded online student visa application services to nationals of Bahrain, Chile, Kuwait, Peru, and the United Arab Emirates for the first time.

# Outcome 1 – Effectiveness measures and results

Table 3: Outcome 1 – Effectiveness measures and results

| Measures | Results |
|---|---|
| The extent to which Australia is economically, socially, and culturally enriched by migration and temporary entry | |
| The extent to which entry of migrants results in a positive impact on living standards as measured by models of the economic impact of immigration. | The continuation of the 2005-06 Migration Programme compared with no programme is estimated to deliver an increase in living standards in excess of $850 per person in around 20 years based on modelling by Econtech. Other recent modelling by the Productivity Commission and Econtech confirms the positive impact on living standards of additional skilled migration. |
| The extent of positive impact on the Australian Government Budget from immigration including long term entry as measured by models of the impact of immigration on the Australian Government Budget. | Based on modelling by Access Economics, the Australian Government Budget could conservatively gain more than $2 billion over four years or $7 billion over 10 years from the 2005-06 Migration Programme outcome alone. If the programme was continued at the 2005-06 level, the cumulative benefit could exceed $5 billion over four years and $35 billion over ten years, other things being equal. |
| The extent to which migrants help to address skill shortages as measured by the percentage of Skill Stream principal applicants with an occupation with above average job prospects as indicated in the job survey reports produced by the Department of Employment and Workplace Relations. | Some 90 per cent of all Skill Stream principal applicants have skilled occupations (defined as ASCO Groups 1 to 4) and these occupations have (according to DEWR Australian Labour Market Update) good or very good future job prospects. Of the remaining 10 per cent, some would be coming under the Business Skills arrangements and others would be sponsored by employers. Within the Skill Stream we have increased the level of targeting to skill needs by giving priority to:<br>• employer-sponsored visas<br>• state/territory-sponsored migrants<br>• migrants who have occupations listed on the Migration Occupations in Demand List (MODL).<br>Collectively these three groups made up 59 per cent of the Skill Stream in 2005-06 compared to 27 per cent in 2004-05. |
| The extent to which migrants living in regional Australia are participating in the labour force, helping to address local skill shortages and intending to stay in the regions as measured by relevant surveys. | The third Longitudinal Survey of Immigrants to Australia (LSIA 3) conducted in late 2005, showed good employment outcomes for skilled migrants who had settled in regional areas and areas of low population growth. For example, 86 per cent of skilled principal applicants living in these areas were working after just six months in Australia, and only 7 per cent were unemployed. Of those who were working, 77 per cent were in a skilled occupation.<br>Around 80 per cent of these principal applicants indicated that they would stay in their current city or town for at least a year. Only 6 per cent said that they would move, and the remainder were not sure of their intentions. |

Table 3: Outcome 1 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| The extent to which Australia is economically, socially, and culturally enriched by migration and temporary entry | |
| The extent to which the labour market and income outcomes of recent migrants to Australia compare with those of other countries as measured by comparative studies of migrant policies and outcomes. | Comparison of data from LSIA 3 with the Longitudinal Survey of Immigrants to Canada (LSIC) show that the labour market and income outcomes of recent migrants to Australia were superior.<br><br>After six months in the country, only 59 per cent of skilled primary applicants to Canada were employed, compared with 80 per cent for Australia. Similarly only 39 per cent of those coming to Canada on a family visa were working, compared with Australian figures of 49 per cent.<br><br>For Canada, the average earnings of skilled primary applicants are about 65 per cent of average weekly earnings, six months after arrival. In contrast, the average full-time earnings of skilled principal applicants of $1055 per week are comparable with the full-time Australian average of $1072 per week at the time of LSIA 3. |
| The extent to which overseas students trained in Australia access permanent residency through the General Skilled Migration category. | In 2005-06 the outcome for Skilled Independents Onshore (the subclasses that are specifically for onshore students) was 15 383 principal applicants. This was an increase of 6.52 per cent over 2004-05. |
| The extent to which those former students who have gained a skilled visa are employed and are earning above average incomes for their field of study as measured by relevant surveys and the Graduate Destination Report produced by the Graduate Careers Council of Australia. | The LSIA 3 shows that former overseas students aged less than 25 with a recent Bachelors degree from an Australian university had an unemployment rate of 8 per cent and median full-time earnings of $35 000 per year.<br><br>In comparison, the 2004 Graduate Destination Report shows that at a national level recent Bachelor degree graduates had median full-time earnings of $38 000 per year and an unemployment rate of 7 per cent among those seeking full-time work. |
| The extent to which convergence in the unemployment rates of migrants from English-speaking countries, non-English speaking countries, and people who are Australian born. | Unemployment rates for all three groups have been converging in recent years, and this convergence stabilised over the year to May 2006 compared with the year to May 2005. The average monthly unemployment rate for migrants born in other than main English-speaking countries was 1.1 per cent higher than the Australia-born unemployment rate, compared with 0.9 per cent in the previous year. Unemployment rates for migrants born in mainly English-speaking countries have remained lower than for the Australian-born over the same period but the difference is a little smaller (1.1 per cent compared with 1.3 per cent in the previous year). |

Table 3: Outcome 1 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| The extent to which Australia is economically, socially, and culturally enriched by migration and temporary entry | |
| Extent to which visiting overseas students and tourists support sustainable growth in education and tourism service industries. | Tourism and international education are two of the largest services export industries in Australia. We continue to implement client service strategies aimed at supporting sustainable growth in both areas, ensuring they gain maximum benefit from arrivals to Australia.<br><br>A record number of student visas were granted in 2005-06 (190 674), with a corresponding increase in the global approval rate (92.96 per cent in 2005-06 compared with 91.31 per cent in 2004-05). These positive trends are coupled with a decline in the student visa cancellation rate (3.64 per cent in 2005-06 compared with 4.66 per cent in 2004-05).<br><br>The approval rate for visitor visa applications also continues to increase. The approval rate for visitor visas in 2005-06 was 98.69 per cent. The non-return rate for visitors is now at a historically low rate (1.2 per cent).<br><br>We continue to support growth in both industries by developing new modes of service delivery, such as enhanced electronic lodgement processes, and engaging service delivery partners to increase the number of locations for lodgement of visa applications. We work closely with other government agencies and the bodies that represent both industries in developing and enhancing client services. |
| Diversity of nationalities as measured by the number of countries with more than 100 visas under the Migration and Humanitarian Programmes. | Through the 2005-06 Migration Programme we issued 100 or more visas to 78 nationalities. Through the 2005-06 Humanitarian Programme we issued 100 or more visas to 15 nationalities. |
| Extent to which the settlement of Skill Stream migrants matches the needs of each state/territory as measured by the percentage of Skill Stream taken up by state-specific and regional migration programmes. | In 2005-06 the outcome for state-specific regional migration initiatives was 27 488 people, representing 28.24 per cent of the Skill Stream outcome. |

Table 3: Outcome 1 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| The extent to which there is adherence to Australian entry and stay requirements | |
| Non-return rate for visitors relative to the approval rate for visitor applications. | In 2005-06, the non-return rate has continued to decline to 1.20 per cent (compared with 1.22 per cent in 2004-05), while the approval rate for visitor visas has increased to 98.69 per cent (from 98.5 per cent in 2004-05). There has been a relative improvement on the relationship between visitor visa approval rates and non-return rates. |
| Proportion of visitors and other temporary entrants who apply for a protection visa. | The percentage of temporary entrants who apply for protection visas has fallen from 0.11 percent in 2004-05 to 0.05 percent in 2005-06. |
| Decrease in unauthorised arrivals over time in the context of passenger movements. | In 2005-06, 1 in 3128 non-Australian air passengers were refused entry on arrival compared with 1 in 3063 in 2004-05. |
| In support of border integrity, seek to make certain that detention of unlawful non-citizens is lawful, humane, and efficient to ensure availability for processing and removal where required. | In 2005-06, we conducted several reviews of practices and procedures to ensure that detention of unlawful non-citizens was lawful, humane, and efficient. We introduced the role of Detention Review Manager, to provide an additional and mandatory level of scrutiny for all decisions relating to detention. We commissioned a review of the detention services contract and we are addressing matters arising from the recommendations of the subsequent Roche Report into the Detention Services Contract. These reforms have been progressively implemented so we can make certain that detention of unlawful non-citizens is humane and efficient. Budget measures were announced in May 2006 to introduce revised operating models and to improve the amenity of the detention infrastructure and rationalise the network of DIMA facilities. |

Table 3: Outcome 1 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| The extent to which public health and safety is protected through immigration screening | |
| The incidence of tuberculosis relative to the percentage of overseas-born in the Australian population compared to the same ratio for other major developed countries. | The table below demonstrates Australia's low rate of incidence of tuberculosis (TB) compared to the size of the overseas-born population. This indicates the success of Australia's health screening procedures for prospective migrants. |

| Country | Population* (000's) | O/S Born** Population % | TB Cases*** Reported | TB Rate*** (cases per 100 000) | TB Cases as a % of O/S Born Population |
|---|---|---|---|---|---|
| Australia | 20 111 | 23 | 1082 | 5 | 0.023 |
| Canada | 31 946 | 19.3 | 1572 | 5 | 0.025 |
| France | 60 200 | 10 | 5514 | 8 | 0.091 |
| Germany | 82 491 | 12.5 | 6583 | 7 | 0.063 |
| Sweden | 8994 | 12 | 461 | 5 | 0.042 |
| UK | 59 778 | 8.3 | 7584 | 12 | 0.152 |
| US | 293 655 | 12.3 | 14 517 | 5 | 0.04 |

**Sources:**

**OECD, Labour Force Statistics, 2005* edition available at http://www.oecd.org/dataoecd/62/38/35267227.pdf (NB Population figures for 2004)

***OECD: Counting Immigrants and Expatriates in OECD Countries: A New Perspective, November 2005* edition available at http://www.oecd.org/dataoecd/27/5/33868740.pdf

****WHO Report 2006: Global Tuberculosis Control* (NB TB figures for 2004) available at http://www.who.int/entity/tb/publications/global_report/2006/pdf/full_report_correctedversion.pdf

Table 3: Outcome 1 – Effectiveness measures and results *continued*

<table>
<tr><th>Measures</th><th>Results</th></tr>
<tr><td colspan="2">The extent to which Australia's contribution to humanitarian migration is effectively delivered</td></tr>
<tr><td>The extent to which the Humanitarian Programme is delivered in line with government planning levels.</td><td>We granted 14 144 visas against a planned programme of 13 000 new places and nominal available places of 12 339*; broken down as follows:<br><table><tr><th>Category</th><th>Available places</th><th>Visa grant</th></tr><tr><td>Refugee</td><td>6019</td><td>6022</td></tr><tr><td>Special Humanitarian Program</td><td>5720</td><td>6836</td></tr><tr><td>Protection</td><td>600</td><td>1272</td></tr><tr><td>Temporary Humanitarian Concern</td><td>0</td><td>14</td></tr></table>* Humanitarian Programme places can be managed flexibly across programme years with places able to be carried over to or brought forward from the next programme year. The 12 339 places available for use in the 2005-06 programme year are made up of 13 000 new places:<br>• minus 789 places brought forward for use in the 2004-05 programme year<br>• plus 86 places for offshore visas granted in the 2003-04 programme year but not taken up<br>• plus 42 temporary protection visa (TPV) places re-credited to the programme due to TPV holders departing Australia during 2004-05.</td></tr>
<tr><td>The extent to which the Humanitarian Programme is globally accessible.</td><td>In 2005-06 visas were granted to offshore humanitarian entrants of 42 nationalities across three continents, reflecting the broadly accessible nature of Australia's programme.<br><br>We had officers placed in a wide range of locations (including Africa, the Middle East, South West Asia, and South East Asia) working closely with local representatives of the United Nations High Commissioner for Refugees (UNHCR) to ensure cases were referred that were appropriate for resettlement in Australia.</td></tr>
</table>

Table 3: Outcome 1 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| The extent to which Australia's contribution to humanitarian migration is effectively delivered | |
| The extent to which the Humanitarian Programme is aligned to international resettlement priorities as determined in consultation with the UNHCR and the Australian community. | The size and composition of the Humanitarian Programme is decided by the government each year following formal and extensive consultations. These include:<br>• inter-governmental consultations<br>• an invitation from the Minister to state and territory leaders and their opposition counterparts to provide submissions<br>• a submission, funded by us, from the Refugee Council of Australia (RCOA) incorporating the views of its member organisations<br>• consultations with peak refugee and humanitarian bodies<br>• advice from the UNHCR.<br>The composition of the Humanitarian Programme is guided by, and broadly aligned with, the priorities identified by the UNHCR, the RCOA, and other peak refugee and humanitarian organisations. |
| The level of community awareness of the Humanitarian Programme. | We have developed a communications strategy to provide consistent and accurate public information on the Humanitarian Programme. In 2005-06, we undertook a range of activities to implement the strategy. We organised community and media events designed to raise the profile of the Humanitarian Programme and the understanding of the background of humanitarian entrants, including:<br>• our participation in Refugee Week in October 2005, and UN World Refugee Day on 20 June 2006<br>• the celebration of 100 000 arrivals in the past decade<br>• Harmony Day celebration of the Humanitarian Programme at an Adelaide school<br>• a soccer training event for refugee children<br>• a range of media releases prepared on issues relating to the Humanitarian Programme<br>• our participation in community consultations, seminars and conferences that focused on the Humanitarian Programme. |
| The extent to which Australia contributes to international resettlement policy and operational developments. | Australia contributes to international resettlement policy and operational developments by working with like-minded countries to achieve more efficient use of resettlement, participating actively in UNHCR governing bodies and in the annual UNHCR Tripartite Resettlement Consultations. Australia took a key role in an initiative that saw the UNHCR undertake a major upgrade of its resettlement operations in 2005-06. |

Table 3: Outcome 1 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| Extent to which Australia contributes to international efforts to address the plight of refugees and other people of concern and meets its international protection obligations | |
| Levels of support for the international protection framework as measured by the level of Australia's contribution to international resettlement, Australia's representation in key international forums, and effectiveness of implementing domestic protection legislation. | Australia continued to play a major role in key international forums on promoting practical solutions to international protection problems and in seeking solutions for refugees that support managed humanitarian movement, where possible.<br><br>During the year, the Minister for Immigration and Multicultural Affairs, the Hon. Senator Amanda Vandstone met with the United Nations High Commissioner for Refugees, Mr Antonio Guterres, and visited refugees in locations in India and Thailand.<br><br>Australia was represented at senior official level at the Executive Committee of the UNHCR, in bilateral dialogue on these issues with like-minded countries, and with the European Commission (EC). Australia was also represented at senior official level in a range of other UNHCR forums and at meetings of bodies such as the Inter-Governmental Consultations (IGC) on Asylum, Refugee, and Migration Policies and the Asia-Pacific Consultations (APC) on Refugees, Displaced Persons, and Migrants.<br><br>Australia continues to operate one of the three largest humanitarian resettlement programmes in the world and maintains an effective onshore protection system. |

# Output 1.1 – Migration and temporary entry

## HIGHLIGHTS

### International education

The broad objectives of the student visa programme are to increase export revenue by promoting Australia's education services overseas, to develop trade and commercial links, and to promote goodwill and understanding of Australia. According to the Department of Education, Science and Training, education is Australia's second-largest service export after tourism, and the fourth-largest overall in terms of goods and services (after coal, iron ore, and tourism). It directly and indirectly contributes about 48 000 jobs for Australians.

We continue to develop policy and improve service delivery by engaging the peak bodies that represent Australia's international education sector. These bodies include other government agencies, education providers, student representative bodies, and the migration and education advice industries.

Against this background, from 2004-05 to 2005-06 there has been an increase in student visa approvals (offshore grants increased by 10.67 per cent), with an all-time record of 190 674 student visas approved in 2005-06. At the same time, we have maintained a high standard of integrity as demonstrated by improvements in non-compliance levels.

We continue to improve our client service through enhancements to the online student visa facilities. There has been a significant increase in uptake of eVisa by students from countries that represent a low immigration risk, signifying that clients are becoming increasingly confident with electronic service delivery options. The trial of an eVisa service for students from the People's Republic of China, India, Indonesia, and Thailand is also proving successful, with an uptake rate of 42.09 per cent across the four countries.

Further improvements in non-compliance levels and increasing approval rates have led to lower student visa risk ratings (assessment levels) assigned to 15 countries, effective from 1 November 2005. These reductions demonstrate the success of the risk assessment model for student visas, rewarding efforts by education providers and their agents to recruit genuine students, and improve the quality of visa applications. It also reflects improvements in students' performance and compliance with visa requirements. The adjustments on 1 November 2005 are expected to support growth in a number of emerging markets, and help the industry increase the diversity of the international student population in Australia.

### Migration Programme outcomes

The government increased the Skill Stream visas by 20 000 places in 2005-06 programme year. Priority for these places was given to the employer-sponsored visas, state and territory-sponsored visas, and occupations in national shortage. The government also placed senior immigration officers in industry groups, conducted recruitment expos in Australia and overseas, and delivered employer awareness seminars and workshops.

Our Regional Outreach Officers continue to play an integral role in promoting and supporting regional migration initiatives. Working closely with state and territory governments and regional authorities, this network engages directly with regional employers to provide information about our programmes. Having a local contact point and the opportunity to meet personally with a departmental officer is a service highly valued by regional stakeholders.

The government continues to work closely with state, territory, and local governments to promote state-specific and regional migration initiatives through the Commonwealth State/Territory Working Party on Skilled Migration.

### State-specific and regional migration

The number of migrants sponsored by employers and by state and territory governments continues to increase. There were 15 226 migrants in the employer-sponsored category, a 16.9 per cent increase over the 2004-05 outcome. Around 27 500 visas were granted under the state-specific and regional migration mechanisms compared to 18 700 visas in 2004–05. These migrants have helped to fill skill shortages in local communities across Australia. Figure 3 shows the growth of state-specific and regional migration initiatives.

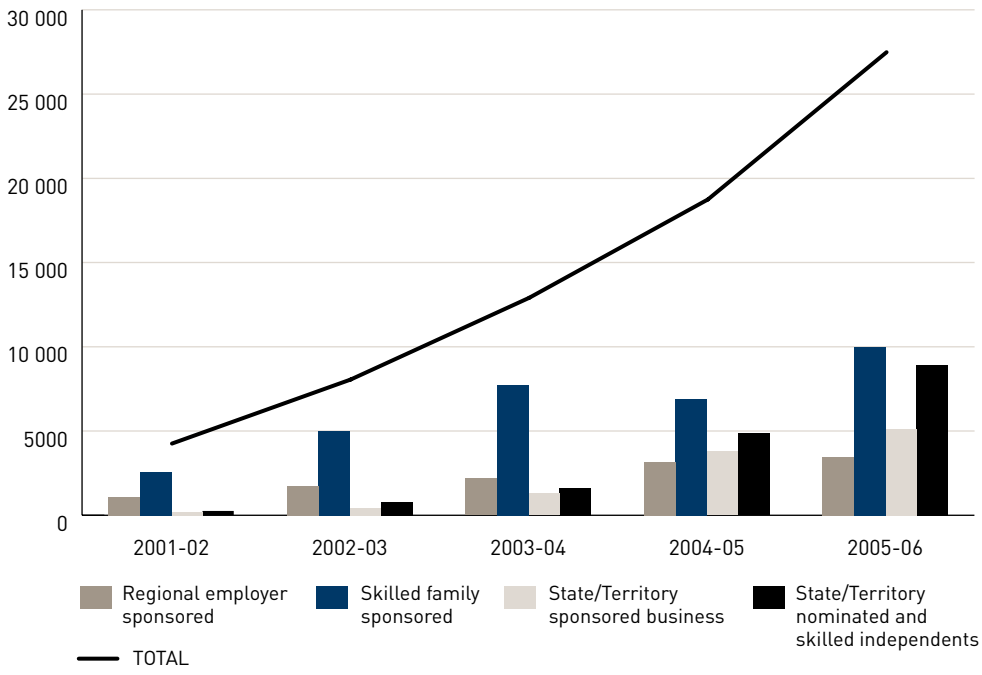
### Skilled-Independent Regional visa

The Skilled-Independent Regional (SIR) visa was introduced on 1 July 2004 as a three-year provisional visa. It is designed for people who do not meet the skilled-independent pass-mark and who want to live and work in regional Australia or a low population growth metropolitan centre. After living for two years and working full-time for a total of 12 months in regional Australia, SIR visa holders are eligible to apply for a permanent regional visa.

We issued 3919 SIR visas in 2005-06 compared with 1440 in 2004-05. We expect the first SIR visa holders will become eligible for permanent visas in the 2006-07 programme year.

We gathered preliminary SIR survey data six months after arrival from SIR visa holders who were granted SIR visa and were living in Australia between 1 July 2004 and 31 October 2005. This data indicates that South Australia is the largest sponsor of SIR visas (67 per cent), followed by Victoria (14 per cent) and Queensland (12 per cent). For this group, the employment rate (principal applicants) is 82 per cent, of whom, 72 per cent are working in skilled jobs. The vast majority (88 per cent) thought that it was the right decision to migrate and are settling well into life in Australia.

**Figure 3: Australian total—State-specific and regional skilled migration**



### Research on migration

In 2005-06, an Evaluation of General Skilled Migration Categories was conducted by three of Australia's leading immigration experts, Dr Bob Birrell, Associate Professor Lesleyanne Hawthorne, and Professor Sue Richardson. The evaluation confirmed good results for Australia's methods for selecting skilled migrants but has also identified some areas where we can enhance the way we target the needs of the labour market.

To give migrants the best chance of success in the Australian labour market the government has decided to:

- increase the base level of English language proficiency which must be demonstrated by applicants for general skilled migration visas
- increase the allocation of bonus points to applicants who achieve English-language scores at above the base level
- place greater emphasis on skilled work experience as a factor in the points test.

The first wave of the third Longitudinal Survey of Immigrants to Australia (LSIA 3) was conducted in late 2005 and data from this survey has already been used in the Evaluation of General Skilled Migration Categories. With two more survey waves planned, the LSIA 3 will provide a comprehensive description of migrants' changing settlement patterns and labour market outcomes during their early years in Australia.

### International engagement

We continued to pursue Australia's interests in 'trade in services' involving the movement of people through international engagement in the Asia-Pacific Economic Cooperation (APEC) forum, the World Trade Organisation (WTO) and free trade agreement negotiations. Activities included:

- providing secretariat and project management support to the APEC Business Mobility Group
- representing Australia in APEC sub-forum meetings
- managing the APEC Business Travel Card scheme
- providing immigration expertise to Australian negotiators involved in negotiations for the World Trade Organisation General Agreement on Trade in Services (WTO GATS) and to those negotiating free trade agreements to which Australia is a party.

APEC projects that we initiated and managed include the Advance Passenger Information APEC Pathfinder Initiative (API) and the Regional Movement Alert List (RMAL) system. Participating economies (currently Australia, the United States of America, and New Zealand) cooperate with a system that allows passports to be checked against lost and stolen passport data in real time. This system has the potential to expand to other APEC economies. We host the APEC Business Travel Card (ABTC) scheme in which 17 of the 21 APEC economies participate. There are now 12 000 card holders in the scheme.

# 1.1.1 Economic entry (permanent)

## OBJECTIVES

The objectives of this programme are to:

- maximise the economic and budgetary benefits from granting provisional and Permanent Resident visas to skilled and business migrants
- address key and emerging skill shortages, particularly in regional Australia
- expand business establishment and investment.

**Table 4: Performance information - Economic entry (permanent)**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| 37 700 onshore applications (persons) finalised | 22 859 | 28 360 | 33 188 | 37 044 |
| 73 000 offshore applications (persons) finalised | 56 485 | 59 094 | 62 450 | 78 015 |
| 6910 nomination/sponsorship applications finalised | 5166 | 5884 | 6711 | 7000 |
| Quality | | | | |
| Performance against service standards | See output component 1.1.1 on page 90 | | | |

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

## DESCRIPTION

Table 5 shows the broad categories of the Skill Stream and compares outcomes from 2005-06 with outcomes from 2004-05.

**Table 5: Migration Programme outcome – Skill Stream**

| Category | 2004-05 | 2005-06 | Per cent change |
|---|---|---|---|
| Employer Sponsored | 13 020 | 15 230 | 17.0 |
| Skilled Independent | 41 180 | 49 860 | 21.1 |
| State/Territory Sponsored | 4140 | 8020 | 93.7 |
| Skilled Australian Sponsored[1] | 14 530 | 19 060 | 31.2 |
| Distinguished Talent | 190 | 100 | -47.4 |
| Business Skills | 4820 | 5060 | 5.0 |
| 1 November | 0 | 10 | - |
| **Total** | **77 880** | **97 340** | **25.0** |

Note: Numbers have been rounded and totals may not be the exact sum of the components.
[1] Includes State Territory Nominated Independent and Skilled Independent Regional.
Source: DIMA, MPMS and ICSE data

### Regional migration and skills shortages

State-specific and regional migration initiatives now account for 28 per cent of the Skill Stream of the Migration Programme. Figure 4 shows the growth of these initiatives over time.

State-specific and regional migration mechanisms offer a range of avenues through which employers and state and territory governments can fill skill shortages that cannot be filled locally. These mechanisms are highly targeted to address existing skill shortages and help in the development of local communities.

We issued 27 500 visas in 2005-06, an increase of 47 per cent over the previous year (see Figure 4), and approximately 83 850 visas have been issued since 1996 under these mechanisms.

The distribution of these visas across the states and territories in 2004–05 and 2005–06 is shown in Table 6.

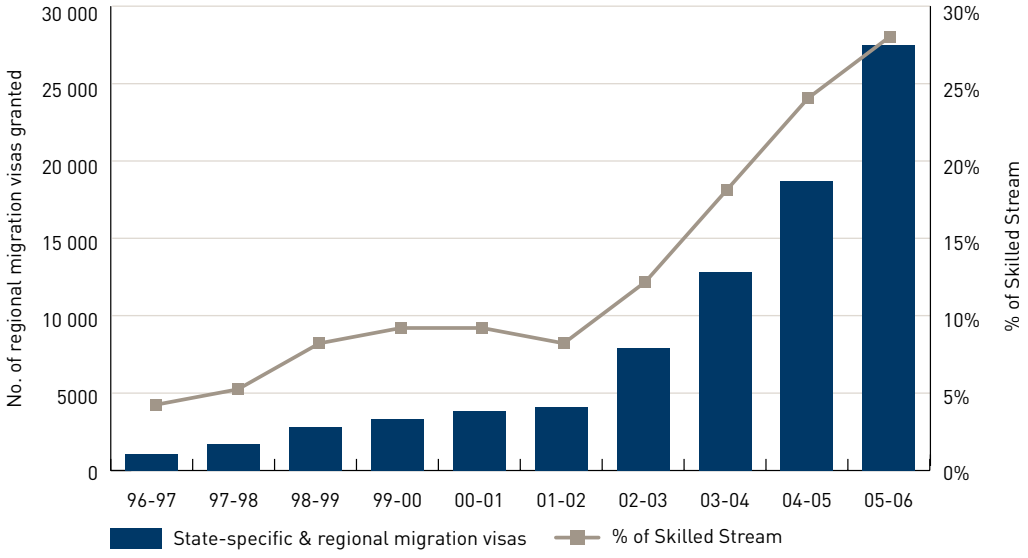
The government has worked with state and territory governments to encourage Australian employers and potential overseas applicants to consider these pathways.

**Table 6: State-specific and regional migration**

| State/Territory | 2004-05 | 2005-06 | Per cent change |
|---|---|---|---|
| New South Wales | 1300 | 1640 | 26.2 |
| Victoria | 7100 | 10 570 | 48.9 |
| Queensland | 2410 | 3120 | 29.5 |
| South Australia | 4950 | 8240 | 66.5 |
| Western Australia | 1790 | 2420 | 35.2 |
| Tasmania | 460 | 510 | 10.9 |
| Northern Territory | 160 | 310 | 93.8 |
| Australian Capital Territory | 530 | 690 | 30.2 |
| **Total** | **18 700** | **27 500** | **47.1** |

Source: DIMA Migration Programme Data

**Figure 4: State-specific and regional migration visas 1996-97 to 2005-06**

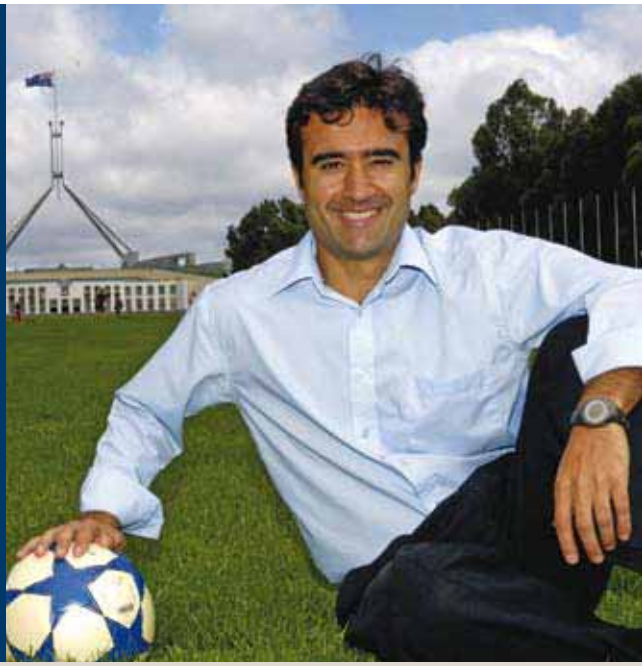



Source: DIMA Migration Programme Data

# Profile

## Australia provides a better work life balance

*After completing his Masters degree at the Australian National University, Brazilian student Elton De Simone Carneiro decided to stay and work in Australia 'to learn about a different culture'. Mr Carneiro found work through the Australian Government's Regional Sponsored Migration Scheme working for Stepsoft, a specialist IT company.*



'Here I have more free time than when I worked for a similar IT company in Brazil,' Mr Carneiro said. 'I've been in Canberra since 2004 and I love it here. The work and life balance is excellent.'

Stepsoft Web Services Manager, Melanie Rooney, said the company has found an exceptional talent in Elton. 'He brings important technical skills and the experience of working with overseas companies,' Ms Rooney said.

Mr Carneiro said Brazilians seeking new experience should consider working in Australia.

'I'm happy I did. Working in Australia has given me the opportunity to learn about a different culture and see things with a broader perspective.'

### Analysis of performance

Regional migration continues to be a priority under the Skill Stream. Our 2005-06 outcome of 27 500 for state-specific and regional migration initiatives is the highest outcome for these initiatives since they were established in 1996-97.

The 2005-06 outcome for state and territory-sponsored visa subclasses within this group - skilled independent regional (3920) and state and territory nominated independent (4110) - represented an increase of 94.1 per cent on the 2004-05 outcome.

The 2006-07 Migration Programme provides a total of 10 000 places for these two state-sponsored categories, which are an important component of state-specific and regional migration initiatives overall. State and territory governments continue to have a direct influence on the number and skills of migrants that settle in their jurisdictions through their sponsorship of skilled migrants.

The Migration Occupations in Demand List (MODL) is a list of occupations in significant national shortage and provides for priority processing and additional points for the general skilled migration points test. The MODL is reviewed every six months to better reflect emerging labour shortages and further improve targeting. In 2005-06, a total of 25 new occupations were added to the MODL:16 trades and nine professional occupations - three engineering-related, five computing professional specialisations, and one dental specialist.

### Employer-sponsored programmes

Employer-sponsored programmes include the Employer Nomination Scheme (ENS), the Regional Sponsored Migration Scheme (RSMS) and the Labour Agreement (LA) programme. In 2005-06 there were 15 226 visas granted (9693 ENS, 3454 RSMS and 2079 LA), which was a 16.9 per cent increase over 2004-05 and representing 15.6 per cent of the total skilled migration programme.

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

Over 50 per cent of people lodging ENS applications were holders of a business (long-stay) subclass 457 visa, which now provides a pathway for temporary skilled workers seeking permanent residence.

### Business and investment migration

Overseas business people who have a successful business or investment background can benefit Australia in terms of job creation, capital transfers, and exports. State and territory governments play an active role in selecting business migrants through their sponsorship of approximately 97 per cent of all applicants. This sponsorship also enables the support for economic development in specific areas of the sponsoring state or territory.

All business skills migrants have to demonstrate a commitment to business in Australia, and most applicants have up to four years on a provisional visa to establish a business in Australia. Some visa holders initially granted permanent residence (rather than a provisional visa), can be subject to visa cancellation. In 2005-06, we granted visas under this category to a total of 6080 migrants and 1020 visas were cancelled.

# Skilled migrants boosted a Queensland company's apprenticeship scheme

Skilled migration solved two problems for Mackay company Macs Engineering as it strived to meet the demands of the booming Queensland mining industry.

Employing 10 British and six South African workers helped the company overcome an immediate skills shortage.

The engineering firm, which supplies truck and utility bodies for mine sites, employed the boilermakers, sheetmetal workers, and painters under the Australian Government's Regional Sponsored Migration Scheme.

Company Director David Hinder said employing the British and South African workers enabled him to expand the number of local Australian apprentices he trained from eight to 17.

'It is an excellent scheme for us,' Mr Hinder said. 'There is major development underway in the Queensland coal industry and exports alone are worth about $1.2 billion annually.'

The demand for skilled people is critical and it's going to get tighter as exports increase.

'The majority of our business comes from large companies such as Rio Tinto, BHP Billiton, Mitsubishi Alliance, Orica, Roche, and Ergon and we need skilled workers to meet the needs of our clients,' he said.

Mr Hinder sought the British workers through our Australia Needs Skills Expo in London last year after an Australia-wide recruitment campaign had failed to secure enough people with the required skills.

'More than 4000 people attended the expo,' Mr Hinder said. 'We spoke to 90 tradespeople before finally employing 10 people.'

'The expo has been so successful we're returning to the London, Manchester, and Dublin expos in 2006.'

Two of the British recruits, London boilermakers Chris Green and Daniel George moved to Mackay where they were enjoying the benefits of the relaxed Australian lifestyle and the satisfaction of training apprentices.

Mr Green, 31, who settled in Mackay with his wife Rachel, 33, and daughter Jessie, 18 months, said he enjoyed family activities such as taking Jessie for walks along the beach and collecting shells.

'I'm also enjoying passing on my skills to the apprentice. He's a good lad and he's willing to listen and learn,' Mr Green said.

Mr George, 25, said that as well as earning more money he was enjoying the beach after work.

'I've taken up sport again,' Mr George said. 'I'm playing soccer for South Rangers and I scored a goal in my first game.'

## 1.1.2 Family entry (permanent)

### OBJECTIVES

The objectives of this programme are to:

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

**Table 7: Performance information - Family entry (permanent)**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| 51 005 onshore applications (persons) finalised | 51 746 | 53 771 | 55 896 | 52 267 |
| 50 580 offshore applications (persons) finalised | 49 801 | 52 804 | 51 549 | 53 359 |
| Quality | | | | |
| 85 per cent of first stage offshore partner cases from non-ETA countries interviewed (either face to face or over the phone) | Standards maintained | | | |
| 65 per cent of first stage offshore partner cases from ETA countries interviewed (either face to face or over the phone) | Standards maintained | | | |
| 65 per cent of first stage onshore partner cases from ETA countries interviewed (either face to face or over the phone) | Standards maintained | | | |
| Performance against service standards | See output component 1.1.2 on page 91 | | | |

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

### DESCRIPTION

Table 8 shows the components of the Family Stream and the percentage change between last year and the previous year. The outcome for these visa categories was 45 290 in 2005-06, up 8.5 per cent on 2004-05.

**Table 8: Migration Programme outcome - Family Stream**

| Category | 2004-05 | 2005-06 | Per cent change |
|---|---|---|---|
| Partner | 33 060 | 36 370 | 10.0 |
| Parent* | 4500 | 4500 | 0.0 |
| Child | 2490 | 2550 | 2.4 |
| Other family | 1690 | 1870 | 10.7 |
| **Total** | **41 740** | **45 290** | **8.5** |

* Including 3500 grants in the contributory parent subclasses.

Source: DIMA Migration Programme, MPMS and ICSE data.

## ANALYSIS OF PERFORMANCE

### Partner visas

The median processing time for partner visa applications in Australian offices was 3.2 months and at overseas posts 5.1 months, which is below the service standards (see Table 30).

We started a partner visa review during 2005-06, including an examination of the partner visa best practice model that was implemented in 2002. We expect that once the review is complete and we have implemented its recommendations, there will be further improvements in visa processing times.

### Integrity gains

Australia's Migration Programme enables people (generally those who are in Australia on a provisional partner visa) to apply to stay in Australia if a partner relationship breaks down because of domestic violence. The domestic violence provisions were introduced in response to community concerns that some partners might feel compelled to remain in abusive relationships rather than end the relationship and be required to leave Australia.

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

Our reports indicate that 492 applications with claims against the domestic violence provisions were made during 2005-2006, compared to 497 applications in 2004-05.

As of 30 June 2006, there were 44 referrals made to Centrelink by our officers, a referral rate of less than 10 per cent of the total number of applications with domestic violence claims. Of the 44 referrals finalised by Centrelink, there were 22 findings of domestic violence having taken place and 22 findings of no domestic violence.

A further 36 referrals to Centrelink were also made by the Migration Review Tribunal. Of these, there were 16 findings of domestic violence having taken place and 20 findings of no domestic violence.

### Parent visas

All 1000 places available in the non-contributory parent category were filled in 2005-06. The contributory parent migration category came into effect on 27 June 2003 and there were 3500 visas granted in that category in 2005-06. This category was capped for the first time in June 2006 but in 2006-07 there will again be 4500 visa places available: 1000 in the non-contributory parent category and 3500 in the contributory parent category. Application rates in both categories increased significantly in 2005-06.

### Global working

All applications for parent visas previously lodged at overseas offices are processed centrally at the Perth Offshore Parents Centre (POPC). This includes applications for the contributory parent migration category. Economies of scale and specialisation have enabled POPC to develop more efficient and effective processing procedures.

Temporary child visa applications from onshore applicants are lodged and processed centrally at our Hobart office. This ensures consistency and focus on the special needs of these children who are seeking this temporary visa. This visa will allow them to be included in their parent's application for grant of a permanent partner visa. In 2005-06, we granted 38 of these applications.

## 1.1.3 Special eligibility

### OBJECTIVES

The objectives of this programme are to:

- resolve the status of certain groups of people who, for humanitarian reasons, have been allowed to remain in Australia as long-term temporary residents
- facilitate the entry of former permanent residents who have spent nine out of their first 18 years in Australia as permanent residents and who have maintained close ties to Australia or served in Australia's armed forces
- cater for people who arrived in Australia before 1975, or who had advertently become unlawful before the age of 18, have close ties to Australia and spent their formative years in Australia. This close ties visa subclass was repealed on 1 November 2005.

**Table 9: Performance information - Special eligibility**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| 720 onshore applications (persons) finalised | 1433 | 1119 | 639 | 329 |
| 225 offshore applications (persons) finalised | 292 | 179 | 256 | 165 |
| Quality | | | | |
| Performance against service standards | See output component 1.1.3 on page 92 | | | |

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

### DESCRIPTION

In support of these objectives, visas were issued in three categories, as shown in Table 10:

**Table 10: Migration Programme outcome-Special Eligibility Stream[1]**

| Category | 2004-05 | 2005-06 | Per cent change |
|---|---|---|---|
| Resolution of Status (ROS) Programme | 90 | 28 | -68.9 |
| Close Ties and Former Residents | 360 | 278 | -22.8 |
| **Total** | **450** | **306** | **-32.0** |

(1) 2004-05 Annual Report data has been changed due to change in data source.
Data now provided by Migration Programme Section.

## ANALYSIS OF PERFORMANCE

### Resolution of Status programme

Resolution of Status (ROS) visas were introduced in June 1997 to enable certain people in Australia on temporary visas, often for long periods of time, to apply for permanent visas. Applications closed in October 1998. The process to gain permanent residence under the ROS programme comprises two stages and successful applicants were initially granted a temporary ROS visa.

Decisions on permanent visas are not made until the applicant has lived in Australia for a period of 10 years. Applicants must meet this 10-year requirement within 12 years of arriving in Australia.

We granted a total of twenty eight permanent ROS visas during 2005-06 and only a handful of cases remain outstanding.

### Former resident visas

The former resident subclass caters for both onshore and offshore applicants who have spent nine out of their first 18 years in Australia as Australian permanent residents, subject to an upper age limit of 45. It also caters for former residents who served in the Australian Armed Forces before 1981.

### Close ties visas

The close ties subclass is no longer available for application, having been repealed on 1 November 2005. This subclass previously catered for onshore applicants who had either arrived in Australia before 1975, or who had inadvertently became unlawful before the age of 18, have close ties to Australia and spent their formative years in Australia. It also provided for former permanent residents who were onshore at the time of application, a group we now cater for under the expanded former resident visa subclass.

### Global working

We currently process close ties and former resident visa applications in the Australian Capital Territory and Regions' Global Processing Unit (GPU).

During 2005-06 the GPU granted 172 close ties and 106 former resident visas. It received a total of 38 applications for close ties visas and 192 former resident visas refusing 98 of these. The close ties visa was repealed in November 2005.

## 1.1.4 Visitors and working holiday makers

### OBJECTIVES

The objectives of this programme are to deliver visa processes and strategies that support the growth of the tourism industry and enhance border integrity by:

- assisting the entry of genuine tourists, business, and family visitors by continually improving grant rates, client services, and processing times
- minimising the potential for non-genuine visitors to enter, or remain, in Australia or to contravene their visa conditions.

**Table 11: Performance information - Visitors and working holiday makers**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| 31 260 visitor onshore applications (persons) finalised | 38 541 | 33 977 | 31 912 | 23 574 |
| 730 735 visitor offshore applications (persons) finalised | 688 993 | 675 877 | 713 106 | 708 203 |
| 107 620 working holiday maker offshore applications (persons) finalised | 89 553 | 95 336 | 105 824 | 113 744 |
| 4000 working holiday maker onshore applications (persons) finalised | n/a | n/a | n/a | 1973 |
| 260 work and holiday offshore applications (persons) finalised | n/a | 3 | 257 | 751 |
| 150 sanctions issued where there has been breach of visa and/or sponsorship conditions | n/a | 146 sponsors (relating to 184 visitors) | 161 sponsors (relating to 189 visitors) | 106 [2] sponsors (relating to 122 visitors) |
| 3 085 520 electronic travel authority applications (persons) finalised – electronically lodged | 2 596 766 | 2 731 021 | 2 811 068 | 2 742 997 |
| 75 760 electronic travel authority applications (persons) finalised –lodged at post | n/a | 75 476 | 78 545 | 81 577 |
| Quality | | | | |
| Number of international event organisers assisted with entry of participants | 204 | 406 | 681 | 790 |
| Percentage of visitor visa bonds refunded because visa conditions are met | 98.49 per cent | 98.40 per cent | 98.62 per cent | 98.85 per cent |
| The Approved Destination Status scheme Visitors non-return rate from the People's Republic of China maintained at less than 0.5 per cent | 0.28 per cent | 0.39 per cent | 0.34 per cent | 0.32 per cent |

Table 11: Performance information - Visitors and working holiday makers *continued*

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quality | | | | |
| The non-return rate of visitors relative to the refusal rate continues to decline or remain low in historic terms | 1.59 per cent | 1.47 per cent | 1.22 per cent | 1.20 per cent |
| Percentage of visitors applying for Protection visas after arrival remains below 0.2 per cent | n/a | 0.07 per cent | 0.06 per cent | 0.07 per cent |
| Overall take up rate of electronic working holiday applications greater than 90 per cent | n/a | 93.30 per cent | 98.01 per cent | 98.13 per cent |
| Number of working holiday maker arrangement countries | n/a | 16 | 19 | 19 |
| Percentage of onshore Visitor visa extensions lodged electronically that could have been lodged that way | 7 per cent | 17.40 per cent | 28.58 per cent | 17.32 per cent |
| Rate of sanctions for breach of visa and/or sponsorship to continue to decline | n/a | 2.14 per cent | 1.68 per cent | 1.29 per cent |
| Performance against service standards | See output component 1.1.4 on page 93 | | | |

(1) Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.
(2) Not all breaches in the 2005-06 programme year that require sanction have been finalised.

## DESCRIPTION

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

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

## ANALYSIS OF PERFORMANCE

As shown in Table 12 and Figure 5 below, tourist and business visa grants have continued to grow during 2005-06. However, there has been a slight drop in other visa categories, such as sponsored family visitors and the ETA visitors.

# We play key role in life-saving partnership

Photograph: Robert Pearce / Fairfaxphotos

Baby Maria was brought to Australia by the Rotary Programme ROMAC (Reaching Overseas with Medical Aid for Children) because East Timor did not have the medical expertise or technology to complete the delicate heart operations needed by the infant.

ROMAC organised the flights, and worked closely with our Dili-based Principal Migration Officer, Haddon Wright, to facilitate visa arrangements.

Haddon said he and his staff worked with ROMAC to ensure that critical documentation and medical checks were initiated well ahead of the expected travel time to meet what would become urgent when baby Maria and her mother Lorenca would need to travel to Australia.

Haddon said our staff were aware that baby Maria could have had life-threatening complications at any time.

'It was a case of pulling out all stops to get the visa processed as quickly as possible,' Haddon said.

'The visa was granted in 20 minutes.'

Baby Maria arrived in Australia in April, and was due to be cleared to return to East Timor in late August after treatment at Sydney Children's Hospital in Randwick.

The clearance for baby Maria to return home was announced at a ceremony at the hospital where ROMAC presented Senator Amanda Vanstone with a plaque recognising the department's help with more than 300 children over 18 years.

ROMAC's Ed Chenery said our staff in Australia and overseas were always ready to give their time and care to ensure deadlines could be met.

Senator Vanstone said she was pleased that we had been able to assist ROMAC by fast-tracking the urgent medical visas.

ROMAC partnerships involve 68 eminent Australian surgeons, Rotary volunteers, hospital teams, and people from organisations like ours.

These partnerships helped a record 38 young people from 20 developing countries in the region around Australia in 2005-06. They aim to help more than 40 more children in 2006-07.

The partnerships last year built on $650 000 worth of Rotary donations to deliver health care worth about $3 million and bring priceless benefits to the children.

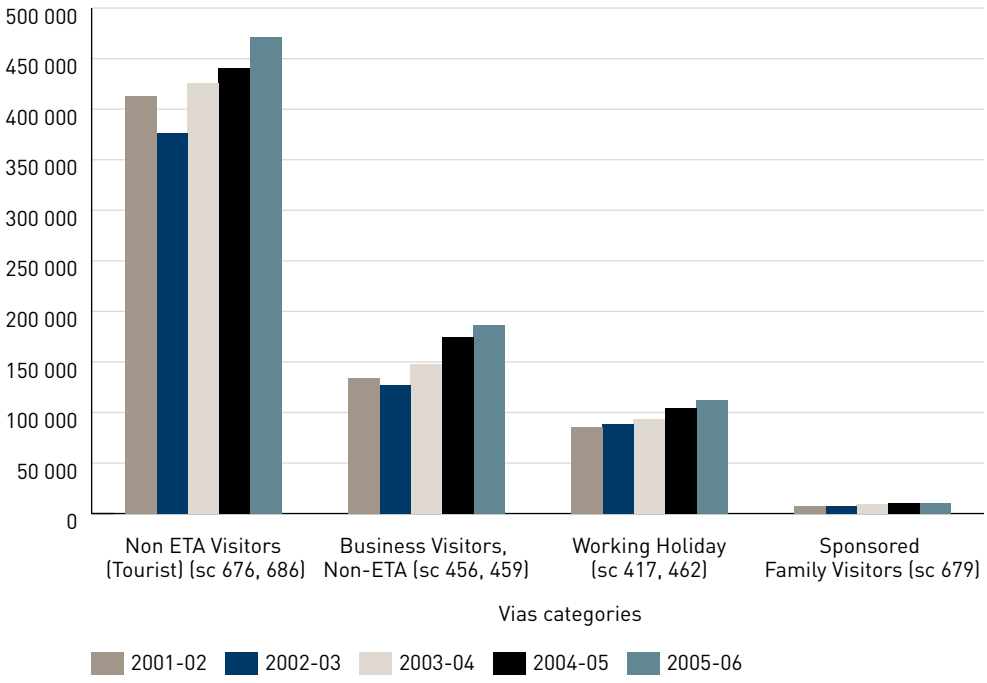
We issue about 3 700 visas a year to patients and carers to come to Australia for special medical treatment.

**Table 12: Visas granted to offshore applicants by categories**

| Categories | 2004-05 | 2005-06 | Percentage variation |
|---|---|---|---|
| Electronic Travel Authority (ETA) Visitors (subclass 956, 976, 977) | 2 969 903 | 2 902 249 | -2.28 |
| Tourist (Non-ETA) (subclass 676, 686) | 429 723 | 460 757 | 7.22 |
| Business Visitors (Non-ETA) (subclass 456, 459) | 174 724 | 186 290 | 6.62 |
| Sponsored Family Visitors (subclass 679) | 10 655 | 10 405 | -2.35 |
| Medical Treatment (subclass 675, 685) | 3942 | 3671 | -6.88 |
| Total Visitor Visas | 3 588 947 | 3 563 372 | -0.71 |
| Working Holiday Makers and Work and Holiday visas (subclass 417, 462) | 104 605 | 112 619 | 7.66 |

Note: 'Offshore applicants' includes visas granted in repatriated visa caseloads (subclass 679 and 459).

**Figure 5: Trends in Visitor and Working Holiday visa grants (other than ETAs)**



During 2005-06, we continued to support the tourism industry by facilitating the entry of bona fide visitors to Australia, including by:

- improving access to visa services through expanding online services
- maintaining integrity checking to minimise opportunities for non-bona fide visitors to be granted visas
- maintaining and expanding schemes, such as the Approved Destination Status (ADS) scheme and the Preferred Aussie Specialist programme, in important markets to help promote tourism to Australia
- working closely with bodies such as the Tourism and Visa Advisory Group
- continuing to assist entry through the International Event Coordinator Network for events such as the Melbourne Commonwealth Games and the ASEAN Free Trade Agreement Negotiations.

### Visitor visas

As noted in Table 12, in 2005-06, there were 3 563 372 visitor visa grants offshore, a decrease of 0.71 per cent over the 2004-05 figure of 3 588 947. Table 13 shows the countries in which the highest number of offshore visitor visas were granted.

**Table 13: Countries where highest numbers of offshore visitor visas granted**

| Country | 2004-05 | 2005-06 |
|---|---|---|
| United Kingdom | 655 271 | 651 077 |
| Japan | 642 994 | 616 650 |
| United States of America | 385 827 | 389 062 |
| Republic of Korea | 223 002 | 215 871 |
| People's Republic of China | 195 912 | 206 776 |
| Singapore | 148 502 | 136 406 |
| Malaysia | 138 688 | 122 980 |
| Germany | 136 407 | 121 216 |
| Canada | 97 354 | 98 381 |
| France | 93 982 | 97 940 |
| Taiwan | 88 870 | 85 579 |
| Hong Kong | 73 738 | 76 158 |

The approval rate for visitor visas has continued to improve during 2005-06.

**Table 14: Trends in visitor visa approval rates**

| Visa category | Approval rate 2004-05 | Approval rate 2005-06 |
|---|---|---|
| Offshore visitor visas | 98.5 per cent | 98.69 per cent |
| ETA applications | 99.98 per cent | 99.99 per cent |
| Non-ETA applications offshore | 91.6 per cent | 93.35 per cent |

### Improving access for clients

ETAs are issued through travel agents and airlines, or directly via the Internet. People who are not eligible for ETAs can apply for visas either over the Internet, through Service Delivery Partners, or at Australian missions overseas.

We continued to streamline visitor visa arrangements during 2005-06 to encourage emerging tourism markets, by making it faster and simpler for people to apply for a visa. We implemented a number of initiatives, for example, to improve access to visitor visas for nationals from certain Gulf countries. This included enabling citizens of the United Arab Emirates, Bahrain, Oman, Qatar, and Kuwait to travel without a label in their passport.

We are also working towards improved access to electronic Tourist visas (known as e-676) with nationals of 46 countries now being able to lodge e-676 applications online. Applications are processed in the Hobart Global Processing Centre, typically in a period of two to five days, unless further information is required. Some visas can be granted in a matter of seconds.

The benefits of e-676 are very similar to those of the ETA. These include electronic lodgement and payment, label-free travel, quicker decision-making, and no requirement for applicants to visit or post their passports to an Australian mission, usually located in another country.

In 2005-06, 43.63 per cent of eligible subclass 676 applications made offshore were lodged electronically, compared with 21.52 per cent in 2004-05. Table 15 shows the nationalities that had the highest electronic take-up rates.

**Table 15: Countries with high eVisa take-up rates**

| Country | Percentage of e-lodged 676 applications |
|---|---|
| Slovenia | 97.88 |
| Estonia | 97.13 |
| Latvia | 88.44 |
| Czech Republic | 87.46 |
| Switzerland | 84.44 |
| Sweden | 77.42 |
| Denmark | 75.36 |

In coming years, we will work to further improve electronic visa access, by expanding the availability of e-676 to additional countries and working to make the onshore e-676 visa product more attractive and convenient for clients.

### Maintaining programme integrity

During 2005-06, we improved access to visitor visas, without compromising programme integrity. We use tools such as the 'no further stay' condition, bonds, and sponsor sanctions to maintain integrity.

The number of visitor visa holders failing to leave Australia before their visa expired hit an all time low in 2005-06, with a 'non-return rate' of 1.20 per cent. As shown in Figures 6 and 7, non-return and protection visa application rates from high-risk countries (that is, non-ETA countries), also continued to decrease. Only 0.07 per cent of visitor visa holders (that is, 2441 people) applied for protection visas after arriving in Australia during 2005-06. This is similar result to 2004-05 when 2436 visitor visa holders applied for protection visas.

Figure 6: Non-ETA visitor visa approval rates and protection visa (PV) application rates

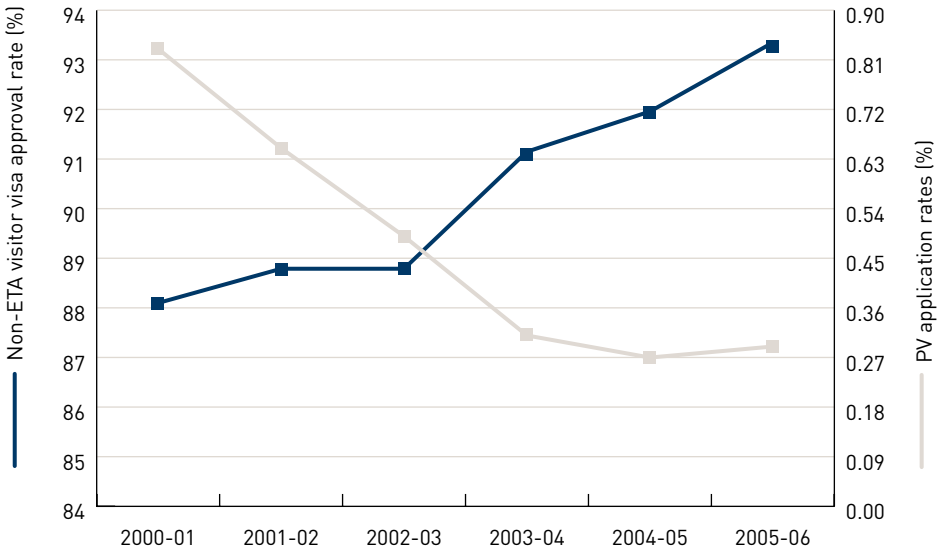
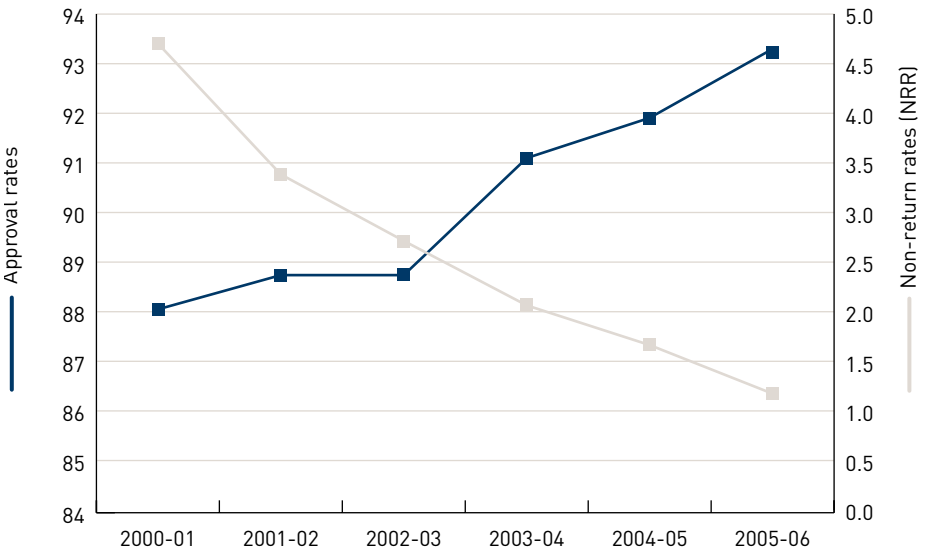



Figure 7: Non-ETA visitor visa approval rates and non-return rates



### Approved Destination Status scheme

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

We granted 55 487 ADS visas during 2005-06, compared with 45 083 in 2004-05, with a total of 223 007 tourists arriving on ADS visas since August 1999. The ADS non-return rate in 2005-06 was 0.32 per cent compared to a global non-return rate of 1.20 per cent.

The ADS scheme has been extremely successful, allowing a large number of tourists to visit Australia, while ensuring high levels of integrity and compliance with visa conditions. There are now 73 Chinese and 52 Australian travel agencies participating in the ADS scheme.

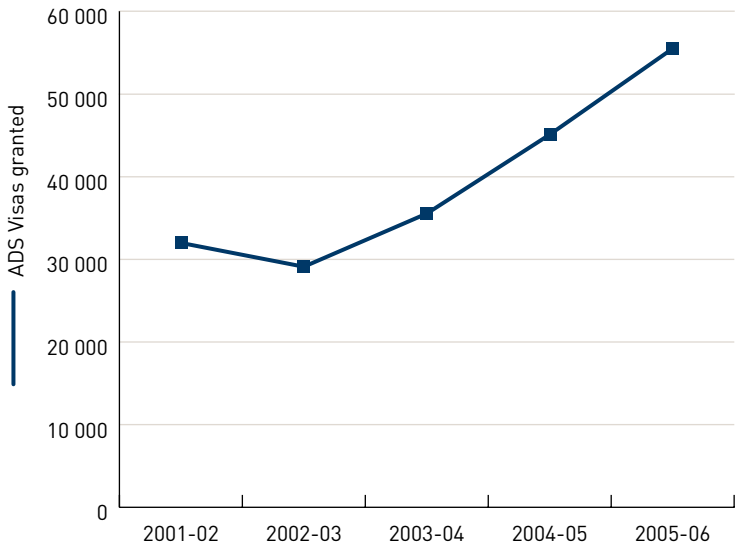
Since 1 July 2004, the ADS scheme has been operating in nine regions of the PRC: the Beijing and Shanghai Municipal Governments, Guangdong province, Hebei, Tianjin, Shandong, Chongqing, Zhejiang, and Jiangsu.

In October 2005, we reached agreement with the China National Tourism Association (CNTA) to expand the scheme to all provinces in the PRC, reflecting the expected growth in tourism from the PRC to Australia of more than 16 per cent annually. Changes have been made to the law to give effect to this expansion, and the expanded scheme will begin in August 2006. Streamlined travel opportunities will then be available to an additional 855 million PRC citizens.

### Preferred Aussie Specialist arrangements

Preferred Aussie Specialists are travel agents selected to promote tourism and facilitate the processing of Australian visitor visa applications. The agents are trained by Tourism Australia in promoting Australia as a destination and by us in general visitor visa policy and bona fides assessment. They do not, however, grant visas.

Figure 8: Trends in Approved Destination Status scheme grants



The Preferred Aussie Specialist scheme enables visas to be processed quickly and with greater programme integrity. The programme has been operating successfully in India since November 2003, with agents lodging more than 8000 tourist (subclass 676) visa applications (approximately 10 percent of the caseload) during this period, and an approval rate of more than 98 per cent. Further improvements are planned with the introduction of electronic processing by Preferred Aussie Specialist agents in India in August/September 2006.

In conjunction with Tourism Australia, the Aussie Specialist programme was expanded to Russia during 2005-06, recognising Russian tourism to Australia as an important emerging market. Since September 2006, five agencies have been participating in the scheme, with plans to extend the scheme in 2006-07. These agencies are lodging approximately 20 percent of Russian tourist (subclass 676) visa applications and short-stay business visa applications – with approval rates close to 100 per cent.

### Tourism and Visa Advisory Group

We continue to work closely with key stakeholders in the tourism industry, with the Tourism and Visa Advisory Group (TVAG) providing the main forum. The TVAG is made up of representatives from Tourism Australia, the Tourism and Export Council, Tourism and Transport Forum, Qantas, the Board of Airline Representatives Australia, the Australian Hotels Association, state and territory tourism authorities, and the Department of Industry, Tourism and Resources.

### Business visitors

Short-stay business visitor visas support Australian businesses, including export industries, and are an integral part of our operations. They enable business people to visit Australia for business negotiations, signing of contracts, intra-company business activities, and attendance at conferences.

In 2005-06, 368 333 short-stay business visitor visas were granted, an 8.52 per cent increase over the 2004-05 programme year (339 424 visas). Almost half of these were issued electronically, as shown in Table 16.

**Table 16: Types of short-stay business visitor visas granted in 2005-06**

| Visa category | Visas granted in 2005-06 | Percentage of total Business visitor (short stay) visas granted |
|---|---|---|
| ETA business visitor visas | 182 043 | 49.42 per cent |
| Non-ETA business visitor visas | 186 290 | 50.58 per cent |

Table 17: Main source countries for short-stay business visitor visa grants

| Country | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
|---|---|---|---|---|
| People's Republic of China | 49 330 | 62 164 | 78 495 | 76 084 |
| United States of America | 44 137 | 48 578 | 49 101 | 52 836 |
| United Kingdom | 22 154 | 25 663 | 27 183 | 29 754 |
| India | 12 281 | 15 029 | 18 018 | 23 651 |
| Japan | 16 058 | 17 937 | 19 845 | 21 874 |
| Thailand | 7966 | 10 088 | 11 731 | 12 703 |
| Singapore | 6952 | 9037 | 9 718 | 12 045 |
| Indonesia | 8875 | 10 251 | 10 087 | 10 820 |
| Germany, Federal Republic of | 6209 | 7778 | 9418 | 10 329 |
| Canada | 7075 | 7853 | 9441 | 9580 |
| Malaysia | 5652 | 7309 | 7812 | 9420 |
| South Africa, Republic of | 5618 | 6179 | 6845 | 8082 |

### Sponsored family visitors

The Sponsored Family Visitor programme allows Australian citizens and permanent residents to formally sponsor their relatives to visit Australia. In order to strengthen the integrity of this visitor programme, the sponsor may have to provide a security bond. This programme has proved to be successful in allowing those applicants about whom we may have some residual concerns to be granted a visa to visit family in Australia.

In 2005-06, we granted 10 405 Sponsored Family Visitor visas, a slight decline of 2.35 per cent from 10 655 grants in 2004-05. In 99 per cent of cases where a bond was requested, the visa holders met all visa conditions, including departing within the valid visa period, and the bond was refunded.

# International Event Coordinator Network

The small team in our International Event Coordinator Network (IECN) has been working hard to promote Australia as a destination for major events.

The team works with event organisers and immigration staff to streamline visa processing for as many as 135 000 people attending an event in Australia.

In 2005-2006 the IECN helped with 790 events, conferences, and meetings. That figure was up by 103 from the previous year. The workload of the IECN is forecast to continue increasing in the years ahead.

The team can point to a number of success stories in recent years, including their involvement with the Rugby World Cup and the United Nations Indian Ocean Rim Tsunami Meeting. Upcoming projects include the 2007 FINA World Swimming Championships and World Youth Day in 2008, which is expected to attract more than 135 000 pilgrims to the country.

The IECN is part of our Temporary Entry Programme, with a coordinator based at National Office in Canberra and staff based in state and territory offices. A big increase in the number of people from the People's Republic of China (PRC) attending events in Australia has led to the establishment in the PRC of the China Event Coordination Network.

Other major events, conferences, and meetings they assisted with in 2005-06 were the Forbes Global CEO Conference, ASEAN Free Trade Agreement Negotiations, International Education Forum, Beef Australia, and CeBIT 2006.

### Working holiday visas

Australia's Working Holiday programme has both social and economic benefits. It promotes international understanding by helping young people experience Australian culture. It supports the Australian economy by providing supplementary labour for industries needing short-term casual workers, and it gives the Australia tourism industry an additional boost.

Australia now has 19 reciprocal Working Holiday arrangements in place. We granted 111 973 working holiday maker visas to offshore applicants during 2005-06, a 7.30 per cent increase over the 104 352 visas granted in 2004-05. Table 18 shows the main source countries for Working Holiday visas over the last two years.

**Table 18: Countries where highest numbers of working holiday visas were granted to offshore applicants**

| Country | 2004-05 | 2005-06 |
|---|---|---|
| United Kingdom | 30 092 | 28 353 |
| Republic of Korea | 17 706 | 23 536 |
| Ireland | 12 585 | 12 369 |
| Germany | 10 646 | 11 925 |
| Japan | 9975 | 9102 |
| Canada | 6656 | 6754 |
| France | 550 | 6044 |

### Key changes to the working holiday programme

Changes to the Working Holiday programme came into effect on 1 November 2005, in recognition of the fact that overseas travellers often have highly sought-after skills and can make a positive long-term contribution to the Australian economy. These changes enable people who spend three months employed in primary industries – such as pearling, fishing, and tropical horticulture work – to apply for a second working holiday visa. This expansion will help primary producers in regional Australia by providing them with additional labour resources. It will also provide a further boost to tourism industries by enabling backpackers to stay longer in Australia.

Further changes agreed to in 2005-06, which will come into effect on 1 July 2006, will enable all working holiday makers to work for the same employer for an extra three months and to study in Australia for four months (instead of the current three months). These changes will benefit both employers and working holiday makers. They will enable employers to retain trained staff for longer and allow working holiday makers to apply for jobs that require a stay of longer than three months. Working holiday makers, who want to undertake further study or need to upgrade their skills to Australian standards (such as nurses) will also benefit from these changes.

### e-WHM

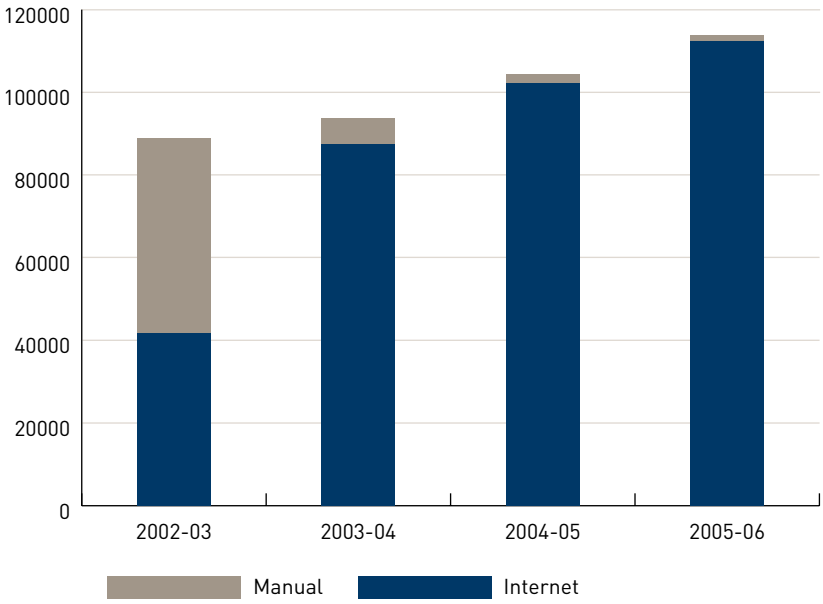
Working holiday makers have been able to lodge their visa applications electronically (e-WHM) since 1 July 2002. Of the 115 337 working holiday visa applications lodged in 2005-06, 98.13 per cent were lodged electronically, and almost half of these applications were approved automatically. Our Hobart office undertakes any additional processing that is required, and responds to email enquiries. The continuing high take-up rate of electronic lodgement of working holiday maker visa applications during 2005-06 is an important achievement, allowing for easy access by clients and faster decisions.

### Work and Holiday visas

Australia's Work and Holiday visa programme provides opportunities for young people, from a number of higher risk countries, to travel and experience different lifestyles and cultures. It is designed for tertiary-educated people aged 18 to 30, with functional English, who are interested in a working holiday of up to 12 months in Australia. Due to the higher risk, in addition to the educational and English qualifications, applicants are required to have approval from their government.

Currently, there are work and holiday visa arrangements in place for people from Chile, Iran, and Thailand. We also signed new arrangements with Turkey and Bangladesh in 2005-06 which should come into effect in 2006-07.

Figure 9: Take-up of e-WHM since July 2002




### Work and Holiday Visa Arrangement signed between Australia and Turkey

An important investment in Australia's future relations with Turkey was made in December 2005.

As part of the official visit to Australia by His Excellency Mr Recep Tayyip Erdogan, Prime Minister of the Republic of Turkey, the Minister for Immigration and Multicultural Affairs, the Hon. Senator Amanda Vanstone, and His Excellency Ali Babacon, Minister of State for Economics, signed a reciprocal Work and Holiday Visa arrangement between the two countries.

The arrangement will open up new opportunities for young people from Australia and Turkey who wish to travel and experience different lifestyles and cultures.

The Work and Holiday visa allows university-trained young people to work and holiday in Australia for up to 12 months and experience working and holidaying in arrangement countries.

It is different to a 'Working Holiday Maker' visa, in that it requires an applicant to have the support of their government, hold post-secondary qualifications and have some English ability.

Australia is becoming a more popular destination for Turkish travellers, with 3273 Tourist visas granted to Turkish nationals in 2004-05, which is a nine per cent increase over the previous year.

The Work and Holiday visa arrangement with Turkey is open to professionals aged between 18 and 30 and came into effect in early 2006. There will be an annual limit of 100 visas for both countries and the figure will be reviewed annually.

## 1.1.5 Students

### OBJECTIVE

The objective of this programme is to enable international students to come to Australia for the purpose of full-time study. The student visa programme is aimed at providing an efficient service that facilitates ease of access to visas for genuine students, while ensuring the integrity of Australia's immigration policies and procedures.

**Table 19: Performance information - Students**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| 142 165 onshore applications (persons) finalised | 123 359 | 142 046 | 141 380 | 160 348 |
| 130 230 offshore applications (persons) finalised | 120 741 | 129 191 | 129 558 | 140 320 |
| Quality | | | | |
| Approval rates compared to rates of non-compliance as measured by: | 93.14 per cent | 93.19 per cent | 91.31 per cent | 92.96 per cent |
| • percentage of students who apply for protection visas as a proportion of the number of student visas expiring in that programme year | 0.29 per cent | 0.19 per cent | 0.08 per cent | 0.07 per cent |
| • percentage of students who become unlawful as a proportion of the number of student visas expiring in that programme year | 1.49 per cent | 1.47 per cent | 0.60 per cent | 0.71 per cent |
| • percentage of students whose visas are cancelled for non-attendance or for not meeting course requirements as a proportion of the number of student visas expiring in that programme year | 2.00 per cent | 1.92 per cent | 1.87 per cent | 1.58 per cent |
| • percentage of students located by DIMA Compliance as proportion of the number of student visas granted in that programme year | 3.30 per cent | 2.90 per cent | 2.84 per cent | 1.41 per cent |
| Percentage of onshore student applications lodged electronically | 5 per cent | 7.42 per cent | 39.40 per cent | 40.52 per cent |
| Percentage of Assessment level 1 offshore student applications that could be lodged electronically being lodged in this way | 57 per cent | 73.4 per cent | 87.20 per cent | 89.82 per cent |

Table 19: Performance information - Students *continued*

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| Percentage of Assessment level 2-4 offshore student applications that could be lodged electronically being lodged in this way | n/a | n/a | 13.32 per cent | 42.09 per cent |
| Performance against service standards | See output component 1.1.5 on page 94 | | | |

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

Table 20: Total student visa grants by subclass

| Category | 2004-05 | 2005-06 | Per cent change |
|---|---|---|---|
| Independent ELICOS* | 22 642 | 26 683 | 17.85 |
| Schools | 12 612 | 12 659 | 0.38 |
| Vocational Education and Training | 25 187 | 29 942 | 18.88 |
| Higher Education | 82 116 | 93 732 | 14.15 |
| Postgraduate Research | 11 008 | 5510 | -49.95 |
| Non-Award | 17 668 | 17 573 | -0.54 |
| AusAID/Defence | 3554 | 4575 | 28.73 |
| Total | 174 787 | 190 674 | 9.09 |

* English Language Intensive Courses for Overseas Students. Source: Reporting Assurance Section

## DESCRIPTION

The structure of the student visa programme broadly reflects Australia's different education sectors. Student visas are issued in the categories listed in Table 20.

We also introduced a Student Guardian visa on 1 January 2004 so that a parent or relative of an overseas student (18 years of age or under) can accompany the student to Australia to support them while studying. In certain limited circumstances, the visa may also provide for someone to accompany a student aged 18 years and over.

For each category of visa, there are criteria students have to meet in relation to their financial capacity, English proficiency, and other requirements. The level of evidence required depends on their visa category and nationality.

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

## ANALYSIS OF PERFORMANCE

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

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

A total of 190 674 student visas were granted in 2005-06. This figure does not include Permission to Work, Change of Provider, or Student Guardian visas. This represents a significant increase of 9.09 per cent over the 2004-05 figure of 174 787 visas and is an encouraging trend for Australia's international education sector.

There were 129 175 offshore student visas granted in 2005-06, an increase of 10.67 per cent compared with 2004-05. During the same period, the number of onshore student visas granted increased by 5.9 per cent from 58 071 to 61 499 (not including visas granted for Permission to Work, or to allow students to change provider).

In 2005-06, there were 1135 Student Guardian visas granted representing a 0.8 per cent increase compared with 2004-05. The majority of the grants for this visa went to Korean nationals (47.3 per cent of total grants) followed by PRC nationals (18.3 per cent of total grants).

International students from a diverse range of nationalities are attracted to studying in Australia. This diversity is illustrated by the fact that in 2005-06 we granted visas to students from 189 different countries.

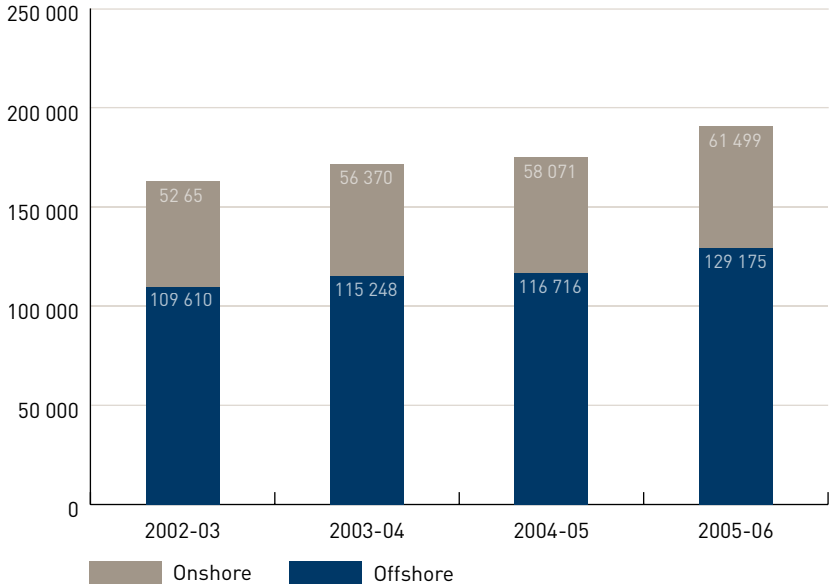
**Table 21: Total student visa grants**

| Visa statistics | 2004-05 | 2005-06 | per cent change |
|---|---|---|---|
| Offshore grants | 116 716 | 129 175 | 10.67 |
| Onshore grants* | 58 071 | 61 499 | 5.9 |
| **Total** | **174 787** | **190 674** | **9.09** |

*Not including Permission to Work, Change of Provider and Student Guardian visa grants.

Source: Reporting Assurance Section

**Figure 10: Offshore student visa grants 2002-03 to 2005-06**




Source: Reporting Assurance Section

The top 10 source countries for student visas granted during 2005-06 (offshore grants only) were:

**Table 22: Top 10 source countries for student visa grants**

| Passport Held | 2004-05 | 2005-06 |
|---|---|---|
| People's Republic of China (PRC) | 17 506 | 15 877 |
| India | 10 000 | 15 396 |
| Republic of Korea | 9 328 | 11 657 |
| United States of America | 10 367 | 9 635 |
| Malaysia | 6 609 | 6 446 |
| Japan | 5 829 | 5 406 |
| Thailand | 4 818 | 5 391 |
| Indonesia | 4 751 | 5 059 |
| Hong Kong (SAR of China) | 4 838 | 4 561 |
| Brazil | 3 118 | 4 439 |

There was a significant increase in the number of student visas approved for ELICOS (from 22 642 to 26 683), and a larger increase in the Vocational Education and Training sector (VET) from 25 187 to 29 942. The total number of students applying for university education, including the Higher Education and Postgraduate Research sectors, also increased from 93 124 in the last programme year to 99 242. The non-award sector showed a slight reduction in overall growth from 17 668 to 17 573 visa grants in 2005-06.

The following tables illustrate the steady growth in the number of student visa holders in Australia, both in total and by top source countries. This data provides a 'snapshot' of the estimated number of people in Australia on student visas (including students and their family members) on four given dates throughout the year.

At 30 June 2006 there were 208 038 international students in Australia, which is a 9.27 per cent increase over the previous year, while 31 March 2006 showed a record number of 232 147 international students in Australia.

**Table 23: Number of people on student visas in Australia**

| Programme Year | 30 September | 31 December | 31 March | 30 June |
|---|---|---|---|---|
| 2000-2001 | 138 566 | 87 728 | 153 706 | 138 192 |
| 2001-2002 | 163 032 | 102 331 | 168 730 | 154 017 |
| 2002-2003 | 176 405 | 109 024 | 184 732 | 171 619 |
| 2003-2004 | 193 546 | 120 602 | 203 123 | 177 292 |
| 2004-2005 | 207 914 | 132 278 | 211 515 | 190 400 |
| 2005-2006 | 222 216 | 150 560 | 232 147 | 208 038 |

Source: Quarterly stock data reports provided by Research & Statistics Section.

Table 24: Stock of students by citizenship for top 10 source countries at 30 June

| Citizenship | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 |
|---|---|---|---|---|---|---|
| PRC | 13 926 | 22 078 | 30 479 | 34 541 | 40 844 | 43 938 |
| India | 8 351 | 6 728 | 8 123 | 11 878 | 17 358 | 23 609 |
| Korea | 12 321 | 10 903 | 12 379 | 13 127 | 14 716 | 17 492 |
| USA | 3 342 | 4 110 | 4 588 | 4 202 | 3 971 | 3 706 |
| Malaysia | 9 713 | 11 316 | 12 878 | 12 539 | 12 224 | 12 153 |
| Japan | 7 664 | 8 750 | 9 911 | 9 965 | 9 407 | 8 978 |
| Thailand | 6 876 | 7 911 | 8 629 | 8 207 | 7 938 | 8 528 |
| Indonesia | 14 962 | 13 640 | 12 826 | 11 426 | 10 466 | 10 052 |
| Hong Kong | 2 486 | 3 415 | 5 229 | 6 036 | 6 591 | 7 169 |
| Brazil | 1 541 | 1 849 | 1 658 | 2 051 | 2 852 | 3 969 |

Source: Quarterly stock data reports provided by Research & Statistics Section.

The data in Table 23 has been extracted at the end of each quarter of each programme year from 2000-01 to 2005-06. Table 24 shows the fluctuations in each year at 30 June due to student peak periods.

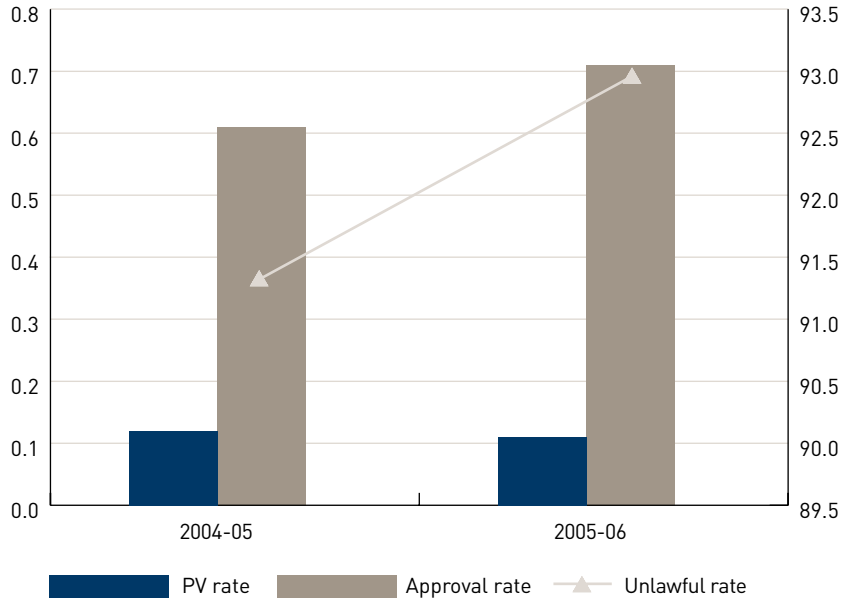
## COMPLIANCE

One of the main goals of the student visa programme is to support the growth of Australia's international education sector, while minimising the number of students not complying with their visa conditions. These levels of non-compliance are measured by:

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

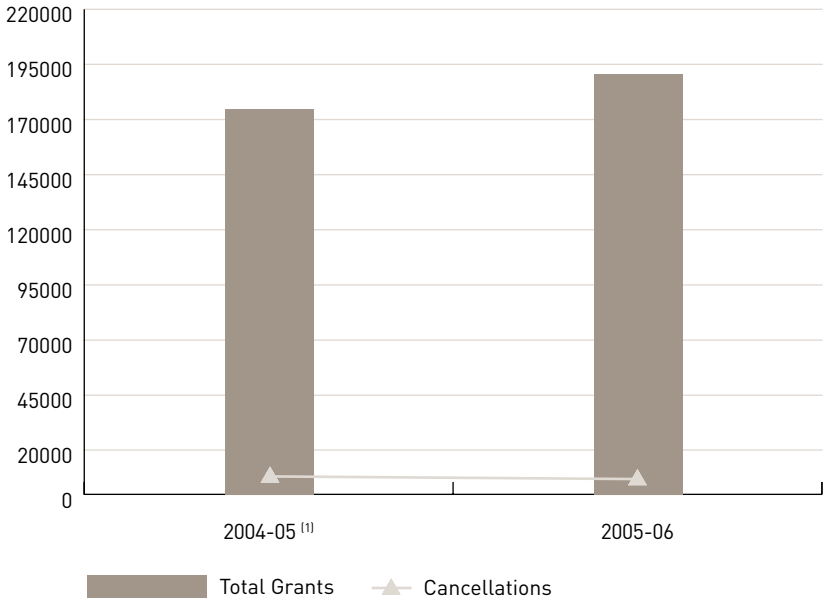
Since the reform of the student visa legislation in 2001, there has been a steady improvement in compliance levels.

Figure 11: Unlawful and protection visa rate trends compared with approval rates




Source: Reporting Assurance Section

Figure 12: Student visa cancellations compared with grants




(1) The student visa cancellation data for 2004-05 included 2060 visa cancellations that have subsequently been reversed as a result of the Federal Magistrates Court decision of *Uddin v Minister for Immigration* [2005] FMCA 841.

Source: Reporting Assurance Section

The number of students applying for protection visas (PV) in proportion to student visa grants continues to decline. The rate of protection visa applications compared with student visa grants now stands at its lowest-ever level of 0.11 per cent.

Student visa cancellations in 2005-06 were lower than the previous year (6983 compared to 8140). The proportion of cancellations compared to grants declined from 4.66 per cent in 2004-05 to 3.64 per cent in 2005-06.

There has been a slight increase in the 'Unlawful in Australia' rate (from 0.60 per cent in 2004-05 to 0.71 per cent in 2005-06). However, this figure is proportional to the increase in overall student visa grants in the last programme year. The number of student visa holders who became unlawful in 2005-06 was 1959, compared to 1514 in 2004-05.

### Assessment Level Review

The improved levels of compliance by student visa holders is a good measure of the success of the 2001 student visa reforms. As a result, we can now review the risk ratings allocated to individual nationalities by education sector, to better reflect their current compliance levels.

In recognition of improving compliance levels, Assessment Levels for a number of countries and education sectors were reduced in November 2005. In all, 15 nationalities had their risk ratings reduced in one or more sectors, totalling 59 Assessment Level adjustments. These reductions reflect the on-going success of the reforms introduced in 2001, and will provide more people with the opportunity to study in Australia.

Following these reforms, we are seeing rising approval rates and a general decline in non-compliance rates for student visa holders. The changes are likely to increase the numbers of students from different countries, adding to the diversity of the industry.

### Adjustments to Migration Regulations

Key changes to the Migration Regulations that took effect from 1 November 2005 included:

- removing the assessment of 'career relevance' from the requirements for higher immigration risk countries, to ensure that otherwise genuine students are not disadvantaged by the 'career relevance' of their studies
- allowing alternative pathways to the Higher Education sector for international students from higher immigration risk countries
- enabling students to submit combined applications (that is primary applicants and dependants in the one application) in order to simplify the technical requirements of the Student Guardian visa.

### Effect of the decision of *Uddin V Minister for Immigration* [2005] FMCA 841

In a judgement handed down on 7 June 2005, the Federal Magistrate's Court found a notice issued under s.20 of the *Education Services for Overseas Students (ESOS) Act 2000* by education providers to students in breach of student visa obligations to be defective.

The judgement affected people who received a s.20 notice between 4 June 2001 and 16 August 2005. Importantly, it only applied to students who received a notice of automatic cancellation and did not report to a departmental office within 28 days of receiving the notice.

Some 8450 s.137J cancellations were reversed. Most such visas would have expired in any case, and some people had other visas.

Student visa holders are obliged to maintain enrolment in a registered course, attend classes, and achieve a satisfactory academic result.

Students who did not comply with these attendance or academic requirements were issued with a written notice by their service providers. This notice gave the student 28 days to report to us and discuss their case. If they failed to do this, their visa was automatically cancelled.

The notice, found by the Court to be defective, told students to report to a particular departmental office and officer. The Court found students should have been directed to any departmental office. Any cancellation of student visas where this notice was used may have been ineffective.

As a result, we decided to reverse all student visa cancellations made under s.137J between May 2001 and 16 August 2005. All affected student visas are now considered to have never been cancelled and remain in effect until their expiry date. This reversal ensures that all people affected will not have further visa applications rejected on the incorrect basis that they had previously been unlawful in Australia. We have subsequently revised the s.20 notice.

### Consultation

We consult widely with education providers, international education bodies, and student representative groups on the student visa programme. Industry input is critical to ensuring the programme remains responsive to its dual purposes of maximising Australia's competitive advantage while maintaining integrity. We participated in a range of conferences, workshops, and seminars arranged by education peak bodies, Department of Education, Science and Training (DEST), and state education authorities, as well as having regular meetings with 13 education bodies. In a recent survey of student visa holders conducted by Australian Survey Research, education body representatives commented favourably on the improved level of consultation and information provided to them.

### *Evaluation of the Education Services for Overseas Students (ESOS) Act 2000* (the ESOS Act)

We continue to work closely with the DEST on matters relating to the management of the student visa programme, and in particular the intersection between migration legislation and the ESOS Act.

In 2004, DEST undertook an evaluation of the ESOS Act. The ESOS Act ensures the quality of education services delivered to overseas students studying in Australia, and protects their interests as consumers.

The independent report into the evaluation found that while effective, a number of improvements could be made to strengthen the quality assurance and consumer protection aspects of the ESOS arrangements.

During 2005-06, we worked closely with DEST to implement the recommendations of the report, including amending the *ESOS National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students* (the National Code). We and DEST have consulted widely with industry on proposed changes to the National Code that are aimed at improving the quality of education for international students, while affording education providers more flexibility in their delivery of education services.

### Outreach activities

Our state and territory offices undertake regular outreach activities at the local level, visiting universities and other institutions during student orientation periods, and conducting information sessions for international students and their education providers. Issues around visa conditions, particularly those relating to study and work, are a central focus of these sessions. Between October and December 2005 we held 60 seminars that were attended by approximately 4500 students.

### Client services

We continue to improve our online services, using new technology to increase the competitive advantage of Australia's international student market.

Our eVisa promises faster visa processing times, and will contribute to higher approval rates. Take-up rates for eVisa continued to improve, and both Australia's overseas missions and education agents are being continually encouraged to transfer from paper processing to eVisa processing.

### Online visa services

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

### In Australia

Electronic lodgement of student visa applications by students in Australia continued to grow from 11 019 in 2004-05 to 27 405 in 2005-06 (a 148.3 per cent increase). This figure does not include electronic Permission to Work (ePTW) visa applications lodged by students in Australia. The number of ePTW applications lodged in Australia was 56 301 for the 2005-06 programme year. The take-up rate for ePTW grants has increased significantly from 58.65 per cent in 2004-05 to 66.66 per cent in 2005-06.

Electronic lodgement of PTW and onshore student visa applications is promoted by our contact centres and through peak bodies.

### Outside Australia

The number of Assessment Level 1 students applying offshore via the Internet continued to grow, with 41 510 visa grants in 2005-06, compared to 39 270 in 2004-05. The rate of eligible applicants using this facility increased to 89.82 per cent (87.20 per cent in 2004-05).

The number of students in the People's Republic of China (PRC), India, Indonesia, and Thailand who lodge their applications via the Internet has continued to climb in 2005-06 as the trial of an online service for these four markets continues.

The overall rate of use by eligible applicants across the four countries in 2005-06 was 42.09 per cent, up from 13.32 per cent in 2004-05.

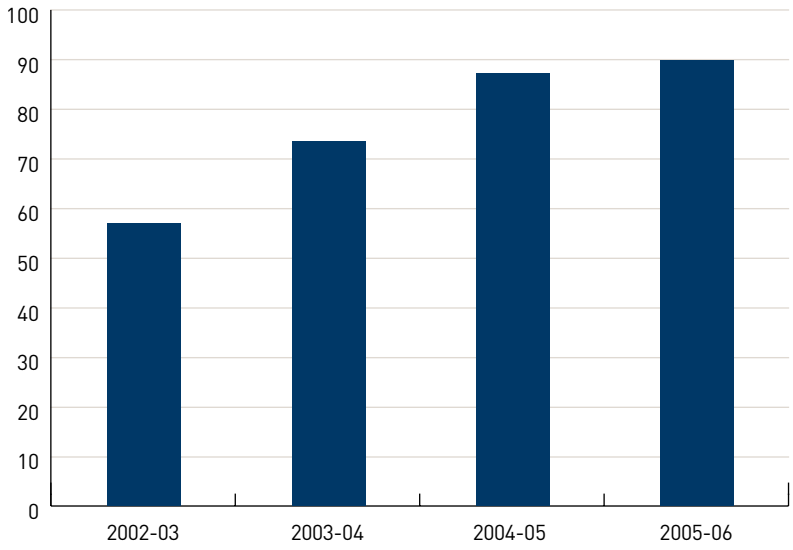
A total of 16 591 visas were granted in 2005-06 to students using the service.

**Table 25: eVisa grants in Assessment Level 2 – 4 trial countries**

| | 2004-05 | 2005-06 |
|---|---|---|
| PRC | 2556 | 7286 |
| India | 599 | 6943 |
| Thailand | 241 | 2148 |
| Indonesia | 0 | 214 |
| Total | 3396 | 16 591 |

Source: Reporting Assurance Section

**Figure 13: Offshore eVisa take-up rates for Assessment Level 1 countries**




Source: Reporting Assurance Section

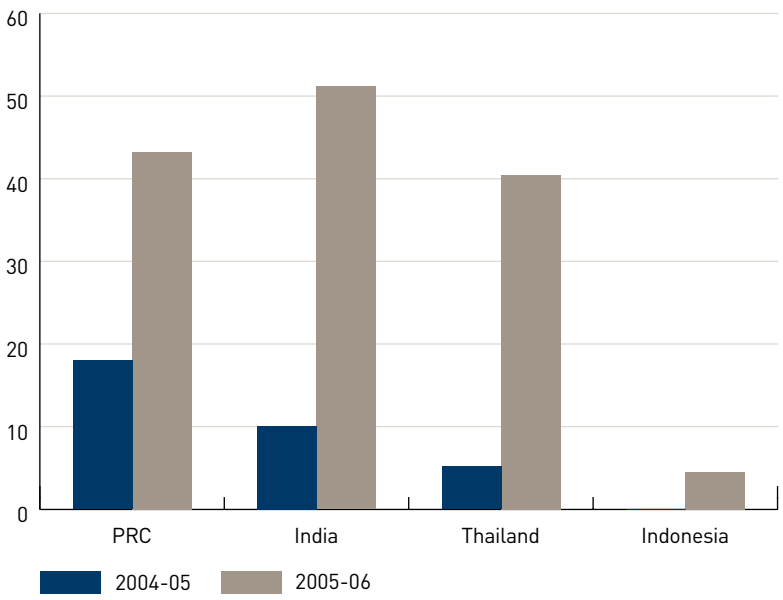
Education agents support us in providing quality visa services to international students.

The uptake of the service for the PRC and India was particularly strong in 2005-06. Almost 43.28 per cent of all visa applications from the PRC were lodged online. In India the rate of applicants using the facility was 51.16 per cent (up from 10.07 per cent in 2004-05).

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

Through the trial, we are also fostering a collaborative relationship with education agents overseas and Registered Migration Agents in Australia. Students in the four countries can lodge their application through an agent to whom we have given access to the Assessment Level 2–4 eVisa facility. The agent can also manage their students' applications through the visa application process.

**Figure 14: Offshore eVisa take-up rates for PRC, India, Thailand, and Indonesia (Assessment Level 2-4 trial countries)**




Source: Reporting Assurance Section

# Profile

## 'Goodonya' Aditya

*Aditya Tater is one of the success stories of the skilled migration programme.*

*Mr Tater came to Australia in October 2001 to study for his masters in business administration at Griffith University.*

Aditya Tater at a recent conference in Perth.

Mr Tater obtained considerable skills and knowledge while studying in India and Australia, so after a chance meeting with a migration officer Mr Tater decided to pursue permanent residency in Australia through the general skilled migration programme.

Mr Tater is accustomed to new beginnings. In Nepal his family are regarded as newcomers having only migrated from India 200 years ago. He said that his prospects in Australia are only limited by his imagination and willingness to work hard.

After graduating from university, Mr Tater accepted a senior position with Medibank Private as a state manager with the overseas student health cover unit, where he continues to work.

Mr Tater has maintained a keen interest in student politics. He was the first non-Indian student to hold the position of vice-president of the University of Delhi's student union and in Australia he was elected by his peers to be national convenor of the National Liaison Committee for International Students.

Mr Tater's love for his new homeland has not diminished, prompting him to apply for Australian citizenship. His application was recently approved.

## 1.1.6 Temporary residents

### OBJECTIVE

The objective of this programme is to further Australia's economic, social, cultural, and international relations in the context of a more mobile global workforce.

**Table 26: Performance information - Temporary residents**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| 25 715 sponsored business (long stay) onshore applications (persons) finalised | 32 568 | 32 075 | 33 541 | 38 217 |
| 24 145 sponsored business (long stay) offshore applications (persons) finalised | 23 666 | 23 455 | 28 240 | 47 812 |
| 21 225 other temporary residence onshore applications (persons) finalised | 22 961 | 22 050 | 20 763 | 16 878 |
| 36 540 other temporary residence offshore applications (persons) finalised | 34 718 | 34 498 | 37 373 | 34 542 |
| 63 955 nomination/sponsorship applications finalised | 57 564 | 58 169 | 65 449 | 76 763 |
| 25 professional development visa – sponsorship applications finalised | n/a | 26 | 13 | 7 |
| 40 sanctions issued where there has been breach of visa and/or sponsorship conditions | n/a | 0 | 13 | 33 |
| Quality | | | | |
| Approval rates compared to rates of non-compliance as measured by: | | 95.33 per cent | 97.17 per cent | 98.02 per cent |
| • percentage of temporary entrants who apply for protection visas | n/a | 0.36 per cent | 0.11 per cent | 0.11 per cent |
| • percentage of temporary entrants who become unlawful | n/a | 1.59 per cent | 1.05 per cent | 1.27 per cent |
| • percentage of sponsors in breach of their undertakings | n/a | 0.47 per cent | 0.16 per cent | 0.33 per cent |
| 100 per cent of 457 visa sponsors monitored for compliance with visa conditions | n/a | 100 per cent | 96.6 per cent | 65.2 per cent |
| 25 per cent of 457 visa sponsors site visited at place of employment | n/a | 28 per cent | 22.4 per cent | 18.0 per cent |
| Performance against service standards | See output component 1.1.6 on page 94 | | | |

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

## DESCRIPTION

In support of these objectives, visas are issued in the categories shown in Table 27.

**Table 27: Number of visas issued by category**[1]

| Category | 2003-04 | 2004-05 | 2005-06 | Per cent change |
|---|---|---|---|---|
| Skilled visa classes | 48 652 | 55 675 | 74 666 | 34.1 |
| Social and cultural | 26 400 | 26 550 | 27 782 | 4.6 |
| International relations | 11 165 | 11 033 | 10 541 | -4.5 |
| Other temporary residents | 9 191 | 7 500 | 5 192 | -30.8 |
| TOTAL | 95 408 | 100 758 | 118 181 | 17.3 |

(1) Significant quality assurance work to correct miscoding. Inclusion of a new category, Other Temporary Residents, has resulted in changes to the number of grants reported in the 2003-04 and 2004-05 Annual Reports.

Source: Migration Programme

## ANALYSIS OF PERFORMANCE

### Benefiting Australia's economy

Skilled long-term temporary residents continue to make a major contribution to Australia. By filling specific skill gaps in Australian businesses, they are assisting Australia to remain a strong competitor in the international market. Skilled long-term temporary residents also bring with them new ideas, international contacts, and access to cutting edge technologies and business practices. Many are also helping businesses to train their Australian staff. We expect demand for the programme will continue to grow while Australia's economy remains strong.

### A skill focused, streamlined process

The temporary business long-stay (subclass 457) programme allows businesses to respond quickly to skill gaps by sponsoring skilled workers in management, professional, association professional, and skilled tradesperson positions. Demand continues to be high for health professionals and senior management roles. In 2005-06, some 3350 nurses, 3300 medical practitioners (2200 subclass 457 and 1100 subclass 422), and 4500 management and information professionals were nominated by employers.

The skill focus of the programme is reinforced through minimum salary requirements. In May 2006, minimum salary requirements were increased to $41 850 for general occupations and $57 300 for information and communication technology (ICT) occupations. In 2005-06, the average nominated salary under the programme was $65 000.

### Supporting regional needs

Recognising the unique needs of employers in regional Australia, the subclass 457 programme has provisions that allow regional employers to nominate a broader range of occupations at lower salary levels, subject to certification by a regional body endorsed by the state or territory government. Arrangements were made to set regional minium salary requirements at 90 per cent of the minimum salary requirements in metropolitan centres of Brisbane, Gold Coast, Newcastle, Sydney, Wollongong, Melbourne, and Perth. The changes include the requirement that the minimum salaries are based on work for 38 hours per week. These come into effect from the beginning of the 2006-07 programme year and address a number of the controversies relating to the visa in 2005-06.

### A pathway to permanent residence

The subclass 457 programme provides a pathway for skilled workers to apply for permanent residence at the completion of their nominated role. In 2005-06, some 13 300 subclass 457 visa holders applied to stay in Australia permanently. The majority of these (80 per cent) applied for permanent entry under the Employer Nomination Scheme, the Regional Sponsored Migration Scheme, or the Labour Agreement, or skilled independent visa programmes.

### Global working

Australian business and skilled workers have enthusiastically shown a preference to lodge their applications over the Internet. The take-up rate for the 2005-06 year remained high with between 60 and 70 per cent of sponsorship, nomination, and visa applications lodged online.

### Robust integrity measures

In 2005-06, there were 6471 business sponsors monitored to test their compliance with sponsorship undertakings and commitments made on their application. Of these, 27 per cent were site visited based on targeted risk profiling.

We also undertook investigations with workplace relations and law enforcement agencies into alleged breaches by business sponsors raised by employee bodies and members of the public.

There is a high level of business sponsor compliance with their sponsorship undertakings under the temporary business long-stay (subclass 457) programme. In 2004-05, with over 8000 sponsors, fewer than 30 sanctions were issued. This trend was mirrored in 2005-06, with fewer than 40 cases subject to sanction activity out of a total of 9928 sponsors.

# Profile

## Hein's move is the bees knees for Australian farmers

*Hein Van Kralingen's decision to leave his nine-to-five South African desk job and join the Australian beekeeping industry is a sweet victory for local farmers.*

His employer, Victorian commercial apiarist Ian Oakley, says Australia is experiencing a shortage of beekeepers at a critical expansion phase in the agricultural and horticultural industries.

'In the next few years we're going to need about 100 000 extra bee hives in Australia for a range of ventures, including a major expansion of the almond industry in New South Wales, Victoria, and the South Australian Riverland. There is also an increasing demand for live bee exports,' Ian said.

'People don't realise how important bees are. One mouthful in every three of food we consume is pollinated by bees. The benefit of bee cross-pollination is estimated to be worth about $1.2 billion annually to the agricultural sector.

With the decline in the feral bee population a lot of farmers are finding that they have to hire bees to pollinate crops, including rockmelons, watermelons, pumpkins, cucumbers, canola, and avocados.

Small seed or export crops such as lucerne, clover, carrots, onions, Chinese cabbage, and Chinese radish, also rely heavily on pollination. I take my bees to the farmers to pollinate their crops.

The problem is that a lot of people in the beekeeping industry are getting old and it is difficult finding young people to take the job on.'

Ian, an apiarist for 35 years, says beekeeping is a highly skilled, labour intensive job with a semi-nomadic lifestyle which doesn't suit everyone. For a start, a lot of people will not work with bees because of the bee stings.

'I was hamstrung and facing winding up part of my business until I recently employed Hein on a 457 business long stay visa. I'm hoping to bring out another South African beekeeper to deal with honey production,' he said.

'A lot of Victorian and South Australian farmers rely on my bees to pollinate their crops. I'm hoping that by employing Hein we will expand our business.'

Hein, a former KwaZula-Natal Province agricultural scientist and hobby beekeeper, says he is also pleased with the opportunity to join Ian at Carwarp, a Victorian Mallee settlement about 30km south of Mildura.

'In my previous job, I sat behind a computer. Here I am able to get out in the field and pursue my interest in bees. Both Ian and I are interested in exploring education programmes for young people. For me and my family Australia offers a lot of opportunities,' he added.

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

## OBJECTIVES

The objectives of this programme are to:

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

**Table 28: Performance information - Resident return visas, Australian declaratory visas, and certificates of evidence of resident status**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity[1] | | | | |
| 82 425 onshore applications (persons) finalised | 67 554 | 80 922 | 86 404 | 72 652 |
| 7825 offshore applications (persons) finalised | 7964 | 8061 | 8117 | 8369 |
| Quality | | | | |
| Percentage of onshore Resident Return Visa applications lodged electronically | 4 per cent | 6 per cent | 10 per cent | 13 per cent |
| Performance against service standards | See output component 1.1.7 on page 95 | | | |

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

## DESCRIPTION

In support of programme's goals, visas were issued in the following categories, including the issue of certificates of evidence of resident status (CERS).

**Table 29: Number of return residents, Australian declaratory visas, and certificates issued**

| Category | 2005-05 | 2005-06 | Per cent change |
|---|---|---|---|
| Return Resident | 65 371 | 57 255 | -12.3 |
| Australian Declaratory | 1163 | 980 | -15.7 |
| Certificates of Evidence of Resident Status | 20 167 | 17 964 | -10.9 |
| Total | 86 701 | 76 199 | -12.0 |

## ANALYSIS OF PERFORMANCE

### Resident Return visas

The resident return visa (RRV) scheme provides a service to cater for Australian permanent residents who wish to leave Australia temporarily but retain the capacity to return as permanent residents. Applications can be lodged in a number of ways, including over the counter at departmental offices in Australia and overseas, and electronically over the Internet. A total of 60 343 RRV applications were lodged over the counter and via the Internet during 2005-06. Of those, 53 772 were lodged in person, resulting in 50 881 grants and 760 refusals.

### Global working

During 2005-06, there were 6571 Internet applications lodged for RRVs, up 7.6 per cent on 2004-05. A total of 6374 RRVs were granted as a result of this process.

### Australian Declaratory visas

An Australian declaratory visa (ADV) is an administrative document granted in limited circumstances to Australian citizen dual nationals who would suffer hardship or persecution in another country if they travelled on their Australian passport. A total of 1033 ADV applications were lodged during 2005-06, down 25.4 per cent on 2004-05. A total of 980 ADVs were issued during 2005-06.

### Certificates of evidence of resident status

We provide a service to permanent residents who are unable to present (to third parties) a passport and visa as proof of their resident status. During 2005-06, 17 862 applications were lodged for a certificate of evidence of resident status, down 11.2 per cent on 2004-05. A total of 17 964 certificates were issued during 2005-06.

# Output 1.1 Migration and temporary entry performance information

Table 30: Service standards – output 1.1 migration and temporary entry

Actual median and 75 percentile processing time

| Output 1.1.1 Economic entry (permanent) | | | | |
|---|---|---|---|---|
| | **Onshore** | | **Offshore** | |
| | **Low Risk** | **High Risk** [1] | **Low Risk** | **High Risk** [1] |
| **Labour agreement/employer nomination/regional sponsored migration** | | | | |
| Median processing time | 3 months | 4 months | 3 months | 4 months |
| Actual median | 2.60 | 3.25 | 0.00 | 0.00 |
| 75 percentile processing time | 5 months | 7 months | 5 months | 7 months |
| Actual 75 percentile | 4.73 | 5.78 | 0.00 | 0.00 |
| **Business skills** | | | | |
| Median processing time | 6 months | 9 months | 6 months | 11 months |
| Actual median | 5.52 | 7.23 | 6.28 | 8.38 |
| 75 percentile processing time | 9 months | 15 months | 9 months | 15 months |
| Actual 75 percentile | 8.71 | 11.24 | 9.00 | 9.72 |
| **General skilled migration** | | | | |
| Median processing time | 4 months | 4 months | 9 months | 12 months |
| Actual median | 4.11 | 3.81 | 7.56 | 10.38 |
| 75 percentile processing time | 6 months | 6 months | 12 months | 15 months |
| Actual 75 percentile | 5.91 | 5.75 | 12.16 | 16.85 |
| **Skilled independent - regional** | | | | |
| Median processing time | 3 months | 3 months | 5 months | 5 months |
| Actual median | 3.63 | 3.03 | 4.80 | 5.43 |
| 75 percentile processing time | 5 months | 5 months | 7 months | 7 months |
| Actual 75 percentile | 5.43 | 4.63 | 6.23 | 7.57 |

Table 30: Service standards – output 1.1 migration and temporary entry *continued*

| Output 1.1.2 Family entry (permanent) | | | | |
|---|---|---|---|---|
| | **Onshore** | | **Offshore** | |
| | **Low Risk** | **High Risk** [1] | **Low Risk** | **High Risk** [1] |
| **Spouse/interdependent (temporary)** | | | | |
| Median processing time | 3 months | 3.5 months | 3 months | 6 months |
| Actual median | 2.23 | 2.00 | 1.87 | 5.13 |
| 75 percentile processing time | 6 months | 6 months | 5 months | 10 months |
| Actual 75 percentile | 4.50 | 4.27 | 3.47 | 7.79 |
| **Prospective spouse** | | | | |
| Median processing time | N/A [2] | N/A [2] | 3 months | 6 months |
| Actual median | | | 2.14 | 4.01 |
| | **Onshore** | | **Offshore** | |
| | **Low Risk** | **High Risk** [1] | **Low Risk** | **High Risk** [1] |
| 75 percentile processing time | N/A [2] | N/A [2] | 5 months | 10 months |
| Actual 75 percentile | | | 3.75 | 6.90 |
| **Spouse/interdependent (permanent)** | | | | |
| Median processing time | 3 months | 3.5 months | N/A [3] | N/A [3] |
| Actual median | 2.27 | 3.22 | | |
| 75 percentile processing time | 6 months | 8 months | N/A [3] | N/A [3] |
| Actual 75 percentile | 4.83 | 6.93 | | |
| **Child** | | | | |
| Median processing time | 3 months | 3 months | 2 months | 4.5 months |
| Actual median | 2.00 | 1.94 | 1.18 | 2.99 |
| 75 percentile processing time | 6 months | 7 months | 3 months | 10 months |
| Actual 75 percentile | 5.68 | 8.54 | 2.3 | 7.33 |
| **Contributory aged parent (temporary)** | | | | |
| Median processing time | 6 months | 6 months | 6 months | 6 months |
| Actual median | 5.09 | 3.75 | 7.36 | 8.05 |
| 75 percentile processing time | 9 months | 9 months | 9 months | 9 months |
| Actual 75 percentile | 9.43 | 6.77 | 9.59 | 11.10 |
| **Contributory aged parent (permanent)** | | | | |
| Median processing time | 6 months | 6 months | 6 months | 6 months |
| Actual median | 6.44 | 4.83 | 7.59 | 7.85 |
| 75 percentile processing time | 9 months | 9 months | 9 months | 9 months |
| Actual 75 percentile | 10.12 | 7.92 | 9.86 | 10.35 |

Table 30: Service standards – output 1.1 migration and temporary entry *continued*

| Output 1.1.3 Special eligibility | | | | |
|---|---|---|---|---|
| | **Onshore** | | **Offshore** | |
| | **Low Risk** | **High Risk** [1] | **Low Risk** | **High Risk** [1] |
| **Other special eligibility** | | | | |
| Median processing time | 5 months | 6 months | 6 months | 9 months |
| Actual median | 4.53 | 3.24 | 3.94 | 4.30 |
| 75 percentile processing time | 6 months | 9 months | 9 months | 12 months |
| Actual 75 percentile | 7.59 | 7.92 | 5.65 | 7.75 |

Table 30: Service standards – output 1.1 migration and temporary entry *continued*

| Output 1.1.4 Visitors and working holiday makers | | | | |
|---|---|---|---|---|
| | **Onshore** | | **Offshore** | |
| | **Low Risk** | **High Risk** [1] | **Low Risk** | **High Risk** [1] |
| **Sponsored visitors** | | | | |
| Median processing time | N/A [2] | 1 month | N/A [3] | N/A [3] |
| Actual median | | 1.97 | | |
| 75 percentile processing time | N/A [2] | 1.5 months | N/A [3] | N/A [3] |
| Actual 75 percentile | | 3.35 | | |
| **Non-sponsored visitors (short-stay)** | | | | |
| Median processing time | 1 day | 1 day | 1 day [3] | 0.5 months |
| Actual median | | | 0.00 | 0.00 |
| 75 percentile processing time | 1 day | 1 week | 1 day [3] | 1 month |
| Actual 75 percentile | | | 0.00 | 0.00 |
| **Non-sponsored visitors (long-stay)** | | | | |
| Median processing time | 1 day | 1 week | 1 day | 1 month |
| Actual median | 2.00 | 1.00 | 2.00 | 0.16 |
| 75 percentile processing time | 1 day | 1 month | 1 day | 1.5 months |
| Actual 75 percentile | 20.00 | 0.79 | 11.00 | 0.39 |
| **Sponsored business visitors** | | | | |
| Median processing time | N/A [2] | N/A [2] | N/A [3] | 3 days |
| Actual median | | | | 4.00 |
| 75 percentile processing time | N/A [2] | N/A [2] | N/A [3] | 1 month |
| Actual 75 percentile | | | | 0.23 |
| **Non-Sponsored Business Visitors** | | | | |
| Median processing time | N/A [2] | N/A [2] | 1 day [3] | 0.5 months |
| Actual median | | | 0.00 | 0.10 |
| 75 percentile processing time | N/A [2] | N/A [2] | 1 day [3] | 1 month |
| Actual 75 percentile | | | 0.00 | 0.23 |
| **Working holiday makers** | | | | |
| Median processing time | 1 day | N/A [2] | 1 day | N/A [4] |
| Actual median | 31.00 | | 0.00 | |
| 75 percentile processing time | 6 days | N/A [2] | 6 days | N/A [4] |
| Actual 75 percentile | 52.00 | | 12.00 | |

Table 30: Service standards – output 1.1 migration and temporary entry *continued*

| Output 1.1.5 Students | | | | | |
|---|---|---|---|---|---|
| | **Onshore** | | **Offshore** | | |
| | **Assessment Level 1 / 2** | **Assessment Level 3/4** | **Assessment Level 1** | **Assessment Level 2** | **Assessment Level 3/4** |
| **Students** | | | | | |
| Median processing time (calendar days) | 7 days | 14 days | 7 days | 14 days | 60 days |
| Actual median | 15.00 | 21.00 | 6.00 | 13.00 | 43.00 |
| 75 percentile processing time (calendar days) | 14 days | 30 days | 14 days | 21 days | 90 days |
| Actual 75 percentile | 39.00 | 55.00 | 14.00 | 21.00 | 73.00 |
| | **Onshore** | | **Offshore** | | |
| | **Assessment Level 1 / 2** | **Assessment Level 3/4** | **Assessment Level 1/2** | **Assessment Level 3/4** | |
| **Students: permission to work** | | | | | |
| Median processing time (calendar days) | 3 days | 3 days | N/A [5] | N/A [5] | |
| Actual median | 0.00 | 1.00 | | | |
| 75 percentile processing time (calendar days) | 7 days | 7 days | N/A [5] | N/A [5] | |
| Actual 75 percentile | 5.00 | 14.00 | | | |

| Output 1.1.6 Temporary Residents | | | | |
|---|---|---|---|---|
| | **Onshore** | | **Offshore** | |
| | **Low Risk** | **High Risk** [1] | **Low Risk** | **High Risk** [1] |
| **Long Stay Business & Other Sponsored Temporary Residence** [5] | | | | |
| Median processing time | 1 month | 6 weeks | 1 month | 6 weeks |
| Actual median | 0.53 | 3.71 | 0.85 | 4.29 |
| 75 Percentile service standard | 2 months | 3 months | 2 months | 3 months |
| Actual 75 percentile | 1.28 | 2.00 | 1.41 | 2.00 |

Table 30: Service standards – output 1.1 migration and temporary entry *continued*

| Output 1.1.7 RRVs, ADVs and Evidence of Resident Status | | |
|---|---|---|
| | **Onshore** | **Offshore** |
| **RRV, ADV, and Certificate of Evidence of Resident Status** | | |
| Median processing time | 1 day | 2 days |
| Actual median | 0.00 | 2.00 |
| 75 percentile processing time | 1 day | 2 weeks |
| Actual 75 percentile | 0.00 | 1.71 |

**Notes:**

(1) High Risk is defined as those nations for whom ETA is not available.

(2) Not applied for in Australia.

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

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

(5) Service standard excludes sponsorship and nomination processing.

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

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

# Output 1.2 – Refugee and humanitarian entry and stay

## HIGHLIGHTS

### International cooperation

We continued to develop productive working relationships internationally to facilitate faster and safer travel, to achieve operational cooperation (including against people-smuggling and human-trafficking), to strengthen the international system for protection, and to support effective responses to extremism.

### Highlights during 2005-06 included:

- visits by the Minister to Italy, Switzerland, the United Kingdom, the People's Republic of China (PRC), Bangladesh, India, Sri Lanka, Thailand, and Indonesia. Outcomes include:
  - progress on Australia-European Union (EU) visa reciprocity issues, agreement to conclude a memorandum of understanding (MOU) with the Vatican on visa arrangements for World Youth Day in Sydney in 2008, promotion of the Australia Needs Skills expos in London, Berlin, Amsterdam, KolKata, and Chennai, and opportunities taken to influence IOM, UNHCR, and GCIM on refugee and migration issues, including preparations for the UNHLD [1]
  - agreement to expand the Approved Destination Scheme (ADS) in the PRC, joint commitment to border systems cooperation with the PRC in the lead-up to the 2008 Olympics, a new work and holiday visa arrangement with Bangladesh, renewed emphasis on humanitarian resettlement from border camps in Thailand
  - sustained good cooperation with Indonesia against people-smuggling, including agreement to proceed with joint implementation of a project to strengthen Indonesia's border movements alert system
- working group meetings or other senior level exchanges on migration, border security, and asylum matters with the EU, Cambodia, Canada, the PRC, India, Indonesia, Malaysia, New Zealand, Philippines, Papua New Guinea (PNG), Singapore, Sri Lanka, Thailand, and the United States of America
- opportunities taken to influence the global migration debate, in particular, to encourage effective protection and durable solutions for refugees through the annual UNHCR Executive Committee meeting to promote the important role of the IOM and development of regional positions for the UNHLD bilaterally and through a number of multilateral meetings, including the APC[2], and the Pacific Immigration Directors Conference (PIDC) [3]
- increased regional cooperation on border and migration management including through the inaugural Association of South East Asian Nations (ASEAN)-Australia immigration consultations in Cambodia in November 2005 which supported the development of a forward programme of activities, annual and Management Board meetings of the PIDC which agreed new strategic directions for Pacific cooperation and harmonisation, and co-chairing a workshop on operationalising immigration intelligence in Singapore under the auspices of the Bali Process on People-Smuggling
- allocation of $5.7 million to international organisations to support displaced people requiring protection pending more durable solutions. Funding was provided to IOM, UNHCR, UNICEF, UNDG, and UNDP for projects in the Sudan, Nepal, Thailand, Iraq, and Afghanistan respectively[4]

1 Consultations were undertaken with officials from the International Organization for Migration (IOM), the United Nations High Commissioner for Refugees (UNHCR), and the Global Commission on International Migration (GCIM). The United Nations High Level Dialogue on International Migration and Development (UNHLD) is to be held in September 2006.

2 Regional preparation for the UNHLD was conducted through an Inter-governmental Asia-Pacific Consultations on Refugees, Displaced Persons and Migrants (APC) workshop in Bangkok in April 2006.

3 Management Board meetings of the Pacific Immigration Directors Conference in 2006 agreed on PIDC input into the UNHLD.

4 The United Nations Children's Fund (UNICEF), United Nations Development Group (UNDG), United Nations Development Program (UNDP)

- consolidation of a substantial programme of border security-related capacity building and other activities in more than 20 countries, including:
  - three officers seconded under the Enhanced Cooperation Programme (ECP) with PNG to assist with immigration and border security programmes and projects including: a substantial new border management system to be completed in 2007, travel document processing, and promotion of policy initiatives such as the introduction of a PNG permanent residence classification and progressing the APEC Business Travel Card Scheme
  - a computer upgrade and networking project for Lao PDR Department of Immigration to be completed in 2006
  - implementation of a provision in the 2005-06 Budget counter-terrorism regional assistance package for a substantially enlarged programme of training and advice on forensic document examination and on immigration intelligence in the Asia-Pacific region
- conclusion of a series of MOU and record of understanding (ROU) arrangements:
  - a tripartite MOU with Papua New Guinea and IOM to facilitate cooperation on the accommodation, care, and voluntary removal of irregular immigrants with no legal right to remain in PNG
  - a revised ROU with Afghanistan to implement a US$4 million Afghan Housing Project for returning Afghan nationals
  - an MOU with the Philippines on border and migration management cooperation.

# Enhanced border management system provides greater security

Ian Campbell (left), Chairman of CPS Systems, and Deputy Secretary, Bob Correll, signing the contract for the Enhanced CEKAL System Project.

Australian and Indonesian immigration agencies are working together on a project to enhance border security in the region.

The project involves the design, implementation, and support of an enhanced border alert system for Indonesia, also known as the Enhanced CEKAL System (ECS).

The system will help to improve border management, airport security, and strengthen Indonesia's counter terrorism capacity. It will also expand Indonesia's ability to combat illegal migration and improve travel security in the region.

The current CEKAL system is used in ports and offices in Indonesia and also in embassies and consulates around the world. The system allows officers to check against an alert list the names of persons applying for visas or entry permits.

The key enhancements to the existing CEKAL system are that the same list of names will be used at all locations and that the computer software used for name search and name matching will be more reliable. The enhancements will lead to people of concern being identified more effectively.

Implementation will be at five key ports and associated immigration offices in Jakarta, Denpasar, Surabaya, Medan, and Batam, with provision for sending updates of the alert list to embassies and consulates.

Implementation is to start in July 2006 and includes detailed designs, installation of equipment, systems testing, procedures for operations, and training sessions. The project is expected to be completed by 2007 with support and maintenance provided by Australia until June 2010.

A contract for the ECS project was signed by Department of Immigration and Multicultural Affairs Deputy Secretary, Bob Correll and Ian Campbell of CPS Systems on June 29.

The ECS project will be managed by the Asia Bilateral Section in our International Cooperation Branch.

# Building communities in Afghanistan

Afghan Minister for Urban Development, Mohammad Yousaf Pashtun and Senator Amanda Vanstone sign the Record of Understanding.

Since 2002, more than 3.5 million Afghans have returned to the Islamic Republic of Afghanistan from neighbouring and other countries after fleeing unrest resulting from more than 25 years of conflict. About 600 000 Afghans are expected to return to Afghanistan in 2006.

Building on our previous contribution of US$ 4 million allocated in 2005, the Minister for Immigration and Multicultural Affairs, the Hon. Senator Amanda Vanstone announced in May 2006 a further A$ 3.5 million contribution to assist the Government of Afghanistan settle landless Afghan returnees and internally displaced people.

Strengthening our commitment to building communities in Afghanistan and helping the Afghan returnees and internally displaced people, Senator Vanstone and Afghan Minister for Urban Development, Mohammad Yousaf Pashtun, signed a revised Record of Understanding outlining the development principles for a housing project.

The housing project, which is to be named AliceGhan, recognises the role Afghans played in developing Central Australia and will be implemented by the United Nations Development Programme. It includes housing for more than 6000 people, a water supply, a school, a community centre, and roads to be built in the Kabul Province. Beneficiaries selected for the project will be trained in construction techniques and will be paid to build their community. Women and those who are not able to participate in the construction of the community will have access to trade and vocational training to develop income-generating life skills.

Funding for this project contributes to the Australian Government's current $55 million development assistance commitment to Afghanistan.

# Output 1.2 Refugee and humanitarian entry and stay

## OVERVIEW

The Humanitarian Programme is an important element of Australia's contribution to the system of international protection of refugees. The programme has two components:

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

In 2005-06, a total of 14 144 visas were granted under the Humanitarian Programme. This number included 12 758 visas granted offshore and 1386 onshore.

The total number of Humanitarian Programme visas granted was higher than the 12 339 available places by three refugee grants and 1802 Special Humanitarian Program (SHP) grants. These additional places were brought forward from the 2006-07 programme.

### DIMA – NGO Dialogue

The DIMA-Non-Government Organisation (NGO) Dialogue was held twice during 2005-06, in July 2005 and February 2006. NGOs include national peak bodies such as the Refugee Council of Australia, Amnesty International, the International Commission of Jurists, and the National Council of Churches. The aim of the dialogue is to develop and further strengthen relationships between us and peak NGOs who are stakeholders in the management of the Humanitarian Programme. It also provides an opportunity to receive feedback on services delivered and to discuss any issues of concern to NGOs.

In 2005-06 we also held a forum on world refugee issues with those peak NGOs with an interest in attending the UNHCR's annual Executive Committee meeting to assist in reaching an Australian Government position for the meeting.

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

## 1.2.1 Offshore Humanitarian Programme

### OBJECTIVES

The objectives of this programme are to:

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

**Table 31: Performance information: Offshore Humanitarian Programme**

| Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| Measure - applications (persons) finalised | 56 000 | 56 000 | 125 000 | 100 000 |
| Results | 65 750 | 67 081 | 114 060 | 90 678 |
| Quality | | | | |
| Measure – per cent of applications (persons) finalised within 12 months | n/a | 75 per cent | 75 per cent | 75 per cent |
| Results | n/a | 87 per cent | 79 per cent | 88 per cent |

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

### DESCRIPTION

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

# Profile

## A story of strength, courage, and spirit

*When she was just seven years old, Acee and her family fled their native war-torn country of Liberia in search of a safer place to live.*

Acee and her daughter Daybeh.

Her new life in Ivory Coast was disrupted in 2002 when soldiers came into 19-year-old Acee's school and began shooting. Fearing for her life, she ran from the school and fled to Guinea, carrying her six-month-old daughter Daybeh with her and leaving behind her parents and five sisters.

'It was very hard to separate from each other but I just had to run for my life. I was very afraid. They killed many people,' Acee said.

She hasn't seen her family since.

For three days Acee walked the long and dangerous route to Guinea, asking anyone she met for food and water.

'We walked through the night and the day. We couldn't get any food because if you don't have money, how do you buy food?

'It was very difficult. All of my journeys have been hard.'

It wasn't until she arrived in Australia that Acee was able to sleep soundly with four walls around her. She was resettled here in October 2005 as a refugee under the Humanitarian Programme.

'I was not expecting to be accepted (for resettlement), but I really wanted to come to Australia because of the opportunities here,' she said.

Acee is still adjusting to life in Australia and finds the Australian way of speaking particularly difficult to understand. She is learning English though, and wants to study beauty care and eventually become a beautician.

She is happy to be in Australia and grateful for the opportunities that she and her daughter will have in the future.

## ANALYSIS OF PERFORMANCE

### Humanitarian Programme visas

The Humanitarian Programme is made up of the following group of visas:

**Table 32: Humanitarian Programme visa subclass**

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

### Available Places

The government made 13 000 new Humanitarian Programme places available for 2005-06. Government policy enables us to manage the programme flexibly, allowing places to be carried over or brought forward for use between consecutive programme years.

We also re-credit places to available programme numbers if offshore visas, once granted, are not taken up or if a temporary protection visa (TPV) holder departs Australia. For the 2005-06 programme, 789 of the 13 000 new places for the year had been taken forward in 2004-05 and 128 places were re-credited to the available programme numbers as a result of TPV holders departing Australia and offshore visas not being taken up by the visa recipients.

Following adjustment, a total of 12 339 places were available for use in the 2005-06 programme year. This is broken down into:

- 6019 refugee places
- 6320 Special Humanitarian Program and initial[5] onshore protection places.

5 A humanitarian visa granted to an applicant who previously held another type of humanitarian visa is not counted the second time against the available programme number. For example, a permanent protection visa granted to an applicant is not counted against the programme number if that applicant previously held a temporary protection visa.

**Figure 15: Humanitarian Programme – available places**

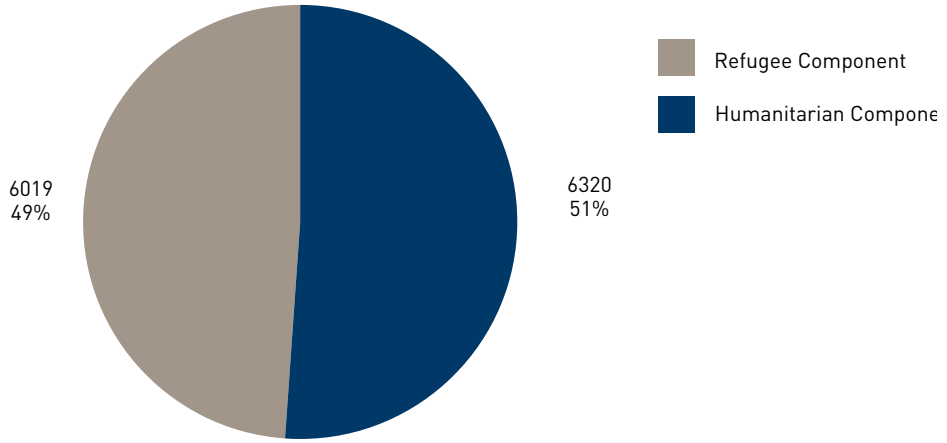



**Figure 16: Humanitarian Programme – visa grants**

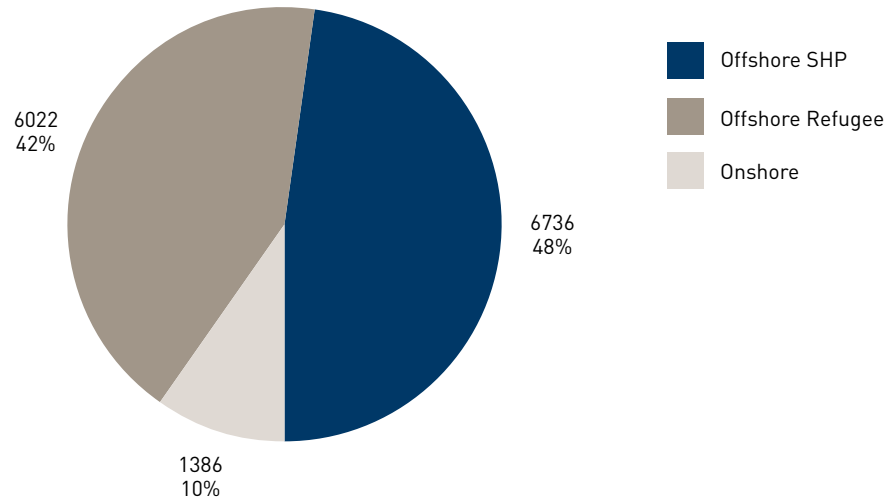


Table 33: Humanitarian visas granted 2005-06

| Number | Type |
|---|---|
| 4996 | Refugee visas subclass 200 |
| 6 | In-country Special Humanitarian visas subclass 201 |
| 995 | Woman at Risk visas subclass 204 |
| 11 | Secondary Movement Offshore Entry (Temporary) visas subclass 447 |
| 14 | Secondary Movement Relocation (Temporary) visas subclass 451 |
| 6836 | Global Special Humanitarian Program visas[6] subclass 202 |
| 277 | Onshore Temporary Protection visas subclass 785 |
| 995 | Onshore Permanent Protection visas subclass 866 |
| 14 | Temporary Humanitarian Concern visas subclass 786 |

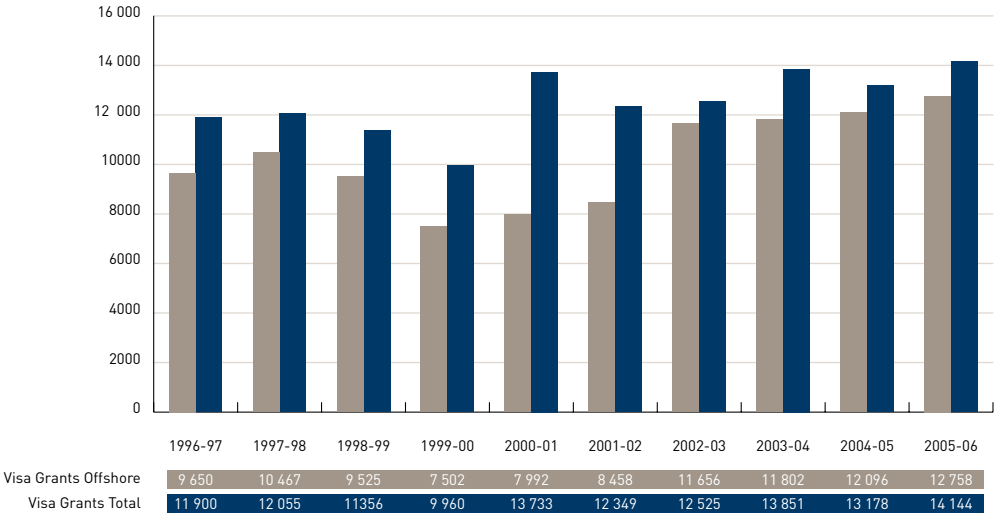
### Visa Grants

14 144 visas were granted during 2005-06, as detailed in Table 33.

Ninety per cent (12 758) of the total visas were granted to offshore applicants, of which 6022 (42 per cent) were refugee visas and 6736 (48 per cent) were SHP visas. The other 1386 (10 per cent) were protection and other humanitarian visas granted to onshore applicants.

The number of visas granted to offshore applicants and the total number of visas granted under the programme were the highest in 10 years.

Figure 17: Humanitarian Programme – Offshore V Total Grants




6 This figure includes 100 visas granted to applicants onshore.

# Arrival of 100 000 refugees celebrated

Evelyn and her granddaughter.

Despite 12 long years in a refugee camp and continuing uncertainty in her homeland of Liberia, Evelyn and her family have showed great courage and perseverance to begin a new life in Australia.

Evelyn and her family were welcomed to Australia by Senator Vanstone at an event held in Melbourne on 23 February 2006 to celebrate the arrival of 100 000 refugees in the past decade under the offshore component of the Humanitarian Programme.

During seemingly endless years in Laine Camp, a refugee camp in the N'Zérékoré region of Guinea, Evelyn supported her five children, niece, and two grandchildren by working as a seamstress and tailor for the Jesuit Refugee Service.

Although Evelyn had never heard of Australia until our officers interviewed her in Guinea, the family was granted a refugee visa as part of Australia's Humanitarian Programme.

Today, Evelyn and her family have settled in the eastern suburbs of Melbourne and are building a new life for themselves away from the chaos and uncertainty of their homeland.

All four of Evelyn's daughters are now studying at school or taking English classes. Evelyn's son Allen has plans to pursue tertiary education, building on a one-year course in business management that he completed in the Ivory Coast.

In Australia the family has found peace and security. They are grateful to the Australian Government for the chance to pursue their life goals.

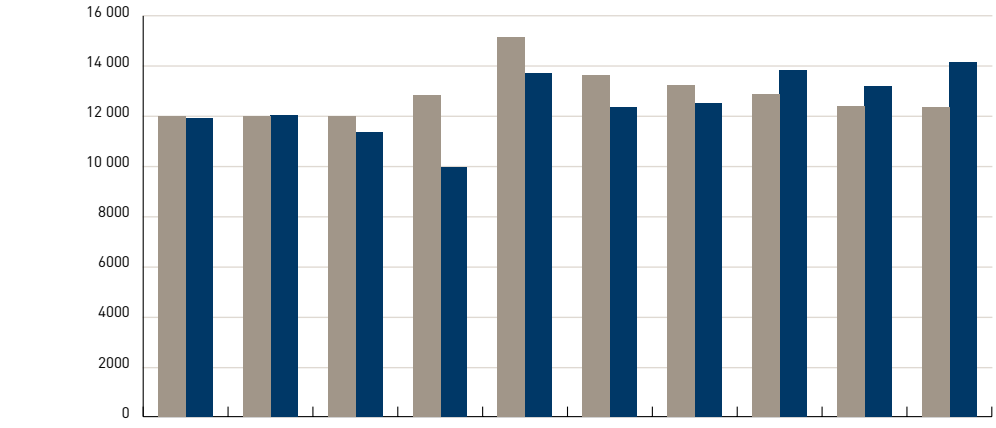
'For me Australia is a place to rest my mind. I can settle down here, like I never could in Africa and know that I'm free now, there is no fighting, no rebels coming for me,' Evelyn's daughter Lovetta said.

'I appreciate the government for all the effort, all the mechanisms put in place to bring me here. Here I experience total freedom. I thank the government for that. I hope some day to repay what the government gave me,' Allen said.

Evelyn and her extended family.

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

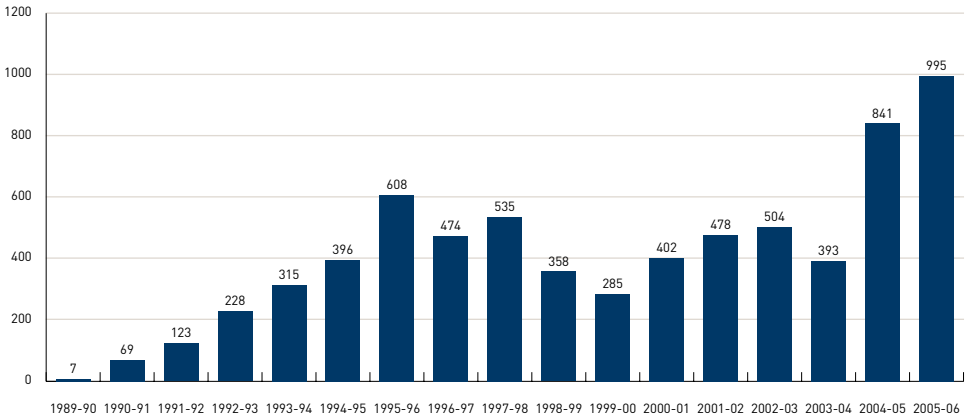
**Figure 18: Humanitarian Programme – Visa grants V available places**




| | 1996-97 | 1997-98 | 1998-99 | 1999-00 | 2000-01 | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
|---|---|---|---|---|---|---|---|---|---|---|
| Available Places | 12 000 | 12 000 | 12 000 | 12 841 | 15 134 | 13 645 | 13 223 | 12 891 | 12 389 | 12 339 |
| Actual Visa Grants | 11 900 | 12 055 | 11 356 | 9 960 | 13 733 | 12 349 | 12 525 | 13 851 | 13 178 | 14 144 |

Of the total 6022 visas granted under the refugee component, 995 (or 16.5 per cent) were granted to Woman at Risk applicants, exceeding the nominal annual target of 10.5 per cent. The level of Woman at Risk visa grants for 2005-06 was the highest since this visa category was established in 1989. A total of 7011 Woman at Risk visas have been granted since 1989.

**Figure 19: Humanitarian Programme – Woman at Risk visa grants**



# Profile

## The taste of freedom

*Munira was just 13 when she fled her home country of Eritrea in 1976 to escape civil war. She arrived in Australia in November 1994 under the Special Humanitarian Program.*

Munira and the Sorghum Sisters prepare some of their delicious fare (L-R Rahma, Munira, Siti, and Nuira).

On her way to Australia Munira spent 18 years in Sudan where she married and had two children. Her husband disappeared during a working trip, leaving the family to cope in difficult circumstances.

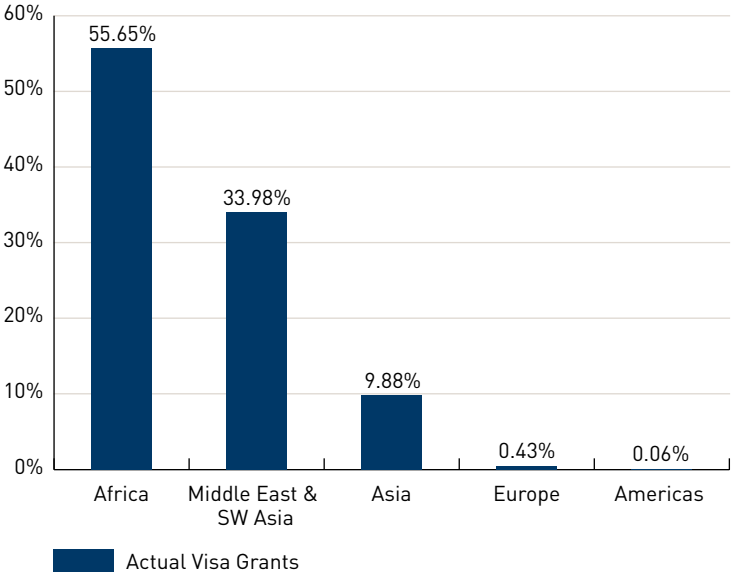
After learning of her husband's whereabouts, she proposed his entry under the Special Humanitarian Program. The family are now together and living in Melbourne.

Munira works with the Adult Multicultural Education Service, developing vocational projects for women who have arrived in Australia as refugees or migrants. One of these initiatives is the Sorghum Sisters—a catering company made up of three women from the Horn of Africa who arrived in Australia as refugees.

The women prepare traditional African dishes for a growing clientele in Melbourne. They provided catering for the event held by us in February 2006 to celebrate the arrival of 100 000 refugees in Australia in the last decade.

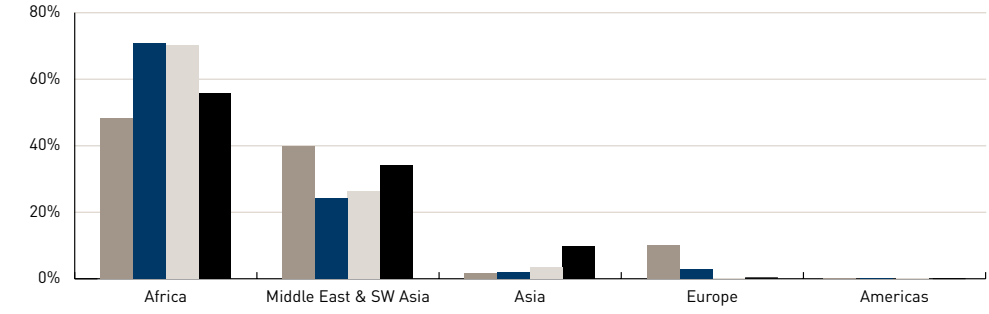
The highest number of offshore visas in 2005-06 was granted to applicants from Africa (55.6 per cent), followed by the Middle East, and South West Asia.

**Figure 20: Humanitarian Programme – visa grants by region**




This year marked a shift in offshore visa grants away from Africa towards the Middle East and Asia regions in line with regional priorities recommended by the United Nations High Commissioner for Refugees (UNHCR) and reflecting greater access to resettlement caseloads in our region.

**Figure 21: Humanitarian Programme – regional trend**




| | | | | | |
|---|---|---|---|---|---|
| 2002-03 | 48.28% | 39.95% | 1.78% | 9.93% | 0.03% |
| 2003-04 | 70.78% | 24.29% | 1.87% | 3.00% | 0.06% |
| 2004-05 | 70.16% | 26.24% | 3.43% | 0.17% | 0.01% |
| 2005-06 | 55.65% | 33.98% | 9.88% | 0.43% | 0.06% |

# Profile

## Finally, life outside a refugee camp

*Shin Thu, Eh Tar, and their five youngest children had never known life outside of a refugee camp until they arrived in Australia in June 2006.*

Shin Thu, Eh Tar, and their daughter Ta Ler Pwe.

Home for them had been a crowded refugee camp in Northern Thailand where they fled in 1984 to escape persecution in their home country of Burma. The camp was surrounded by a fence which blocked access to the outside world and life in the camp was harsh and violent.

In 1995, the family moved to the Mae La refugee camp, which was slightly safer on account of strict security, but life was still difficult. Food and water in the camp was provided by the Burma Border Consortium but was often in short supply and sometimes the family had to live on less than 18 litres of water per week.

'It was a very hard life. The things we needed we couldn't buy. We were given only eight kilos of rice for each person every 15 days. Sometimes we got sick but we had no money to buy medicine or food and we couldn't go outside the camp,' Shin Thu said.

In 2005, the family applied for resettlement in Australia under the Humanitarian Programme. They sought safety and a place where their children could continue their education.

'If we stayed in the camp we had no education, we had no future. I wanted my children to continue learning but they couldn't if they stayed in the camp,' Shin Thu said. 'I wanted them to have a better life in Australia,' she said.

The family arrived in Australia on 20 June 2006, a day which is designated by the United Nations as World Refugee Day.

The arrival of the family served as a poignant reminder of the importance of Australia's Humanitarian Programme, which gives families like this a new chance at a life in a country of safety.

'We were so happy when we arrived,' she said. 'Here there is no war and we are safe and secure, we don't have to worry about anything.'

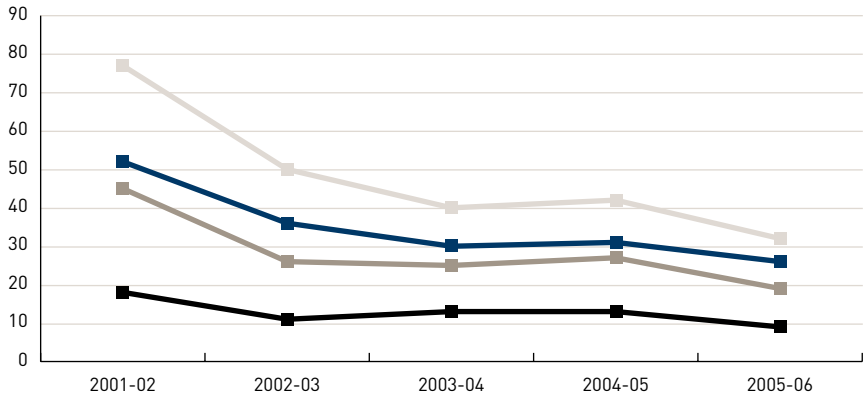
Already the children are studying English and hope to begin studying at university and secondary school soon. Shin Thu is trained as a mathematics teacher and plans to begin teaching again once her English has improved. Both Shin Thu and her husband are also taking English classes.

'The Australian Government has helped us in so many ways. We want to say a big thank you to the government and also the people that have helped us to come to Australia,' she said. 'Here we can start a new life and we are very thankful.'

### Processing time

We continued improving our processing times this year, as we have in recent years. We exceeded the target of 75 per cent of applications (people) finalised within 12 months, with 75 per cent being finalised within seven and a half months and 88 per cent of cases finalised within 12 months.

**Figure 22: Humanitarian Programme – finalisation times offshore**

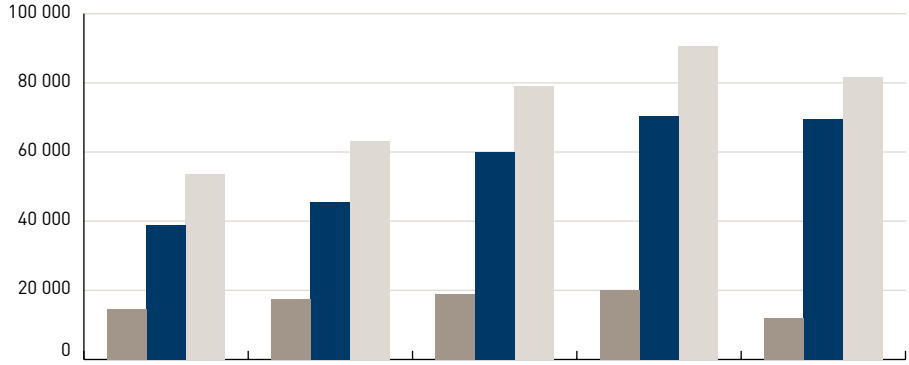



| | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
|---|---|---|---|---|---|
| Weeks taken for 25% of cases | 18 | 11 | 13 | 13 | 9 |
| Weeks taken for 50% of cases | 45 | 26 | 25 | 27 | 19 |
| Weeks taken for 75% of cases | 77 | 50 | 40 | 42 | 32 |
| Average weeks taken for all cases | 52 | 36 | 30 | 31 | 26 |

### Applications

In 2005-06, a total of 81 682 applications (people) were made offshore, which was 8857 (or 10 per cent) less than in 2004-05.

Figure 23: Humanitarian Programme – applications lodged
Onshore processing




| | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
|---|---|---|---|---|---|
| Refugees | 14 733 | 17 513 | 18 996 | 19 994 | 12 090 |
| Special Humanitarian | 39 020 | 45 560 | 59 975 | 70 545 | 69 592 |
| Total | 53 753 | 63 073 | 78 971 | 90 539 | 81 682 |

### Onshore processing

Onshore processing of Special Humanitarian Program (SHP) applications is now firmly established in our Sydney Office for cases from Africa, and Melbourne for cases from the Middle East. Onshore processing of selected parts of the caseload has allowed us to deliver the increased programme in the major source regions of Africa and the Middle East and to maintain improvements in processing times and client service.

In 2006, we comissioned the Refugee Council of Australia (RCOA) to conduct an evaluation of onshore processing of SHP applications. The RCOA gathered information from proposers and stakeholders onshore to assess the level of client satisfaction. The report was completed in May 2006 and concluded that onshore processing has significantly reduced initial processing times and is perceived to be fairer and more transparent. Communication with clients has also improved, with proposers onshore feeling more informed about the progress of their applications. The report made a number of recommendations to improve the effectiveness of onshore processing and these are now being addressed.

### Mobile team visits

We send mobile teams to refugee locations offshore for periods of up to four weeks to interview humanitarian visa applicants.

In the 2005-06 year, mobile teams were deployed to the African, Middle Eastern, and South East Asian regions. Teams include two experienced departmental staff and interpreters, as required, and their role is to supplement the work of overseas posts in processing refugee and humanitarian visa applications.

Mobile team members work in conjunction with locally engaged staff and our Australia-based staff in the relevant country. Since 2003-04, 35 teams have been deployed to various locations around the world. In 2005-06, 14 teams were deployed to Nairobi, Cairo, Beirut, Bangkok, Amman, and Guinea.

### Cultural Orientation

The Australian Cultural Orientation (AUSCO) offshore pre-embarkation programme is delivered in the participants' local languages in six locations: Egypt, East Africa, West Africa, the Middle East, the Indian subcontinent, and South East Asia. AUSCO is made available to all entrants between the ages of 12 and 60, regardless of their gender, ethnicity, or visa subclass. Additional courses are also organised for entrants from other regions as required.

AUSCO aims to provide humanitarian entrants with realistic expectations about life in Australia as well as essential information about travelling to - and settling in - Australia. A wide range of topics are covered in the curriculum, including:

- journey to Australia
- assistance and services provided to refugee and humanitarian entrants
- Australian society and culture
- Australia's legal system (including the role of police)
- physical and mental health care
- employment and education
- transport and housing
- state and territory information.

In 2005 a children's course was piloted in Thailand and an adult pre-literate course in Iran. In 2005-06, six children's classes were conducted for a total of 89 clients along with four pre-literate classes for a total of 79 clients. These courses are in addition to the regular programme activities in these regions and are necessary to address the special needs of particular clients.

In total, 6163 people attended cultural orientation classes in 2005-06.

We commissioned internal auditors Ernst and Young to conduct an internal evaluation of the AUSCO programme. Recommendations were largely administrative in nature and have now been implemented.

The current contract for the delivery of AUSCO ends in 2006. A global tender process is under way which will result in new contracts for the provision of AUSCO in six regions for 2006-09. New contracts are expected to be finalised in September 2006 and will include full expansion of the children's and pre-literate courses.

# Profile

## Soccer stars of the future

*Former Sudanese refugee and rising Australian soccer star Adut may not be able to 'bend it like Beckham' just yet but she's certainly learning from the best.*

Adut participated in the soccer event at the MCG Socceroos final training session before the 2006 World Cup.

Adut was one of 19 high school students who had the opportunity to watch the Socceroos' final training session at the Melbourne Cricket Ground before their match against Greece in May and their World Cup challenge in Germany.

The students participated in a soccer skills workshop led by Melbourne Victory midfielder Michael Ferrante and then watched the Socceroos training session to pick up some tips and tricks.

The event was jointly organised by us and Football Federation Australia. The aim of the event was to encourage children to become involved in sport and reach for their goals, whether in sport or in life. All of the children involved and their families arrived in Australia under the Humanitarian Programme and have overcome incredible difficulties to begin rebuilding their lives in Australia.

Since her arrival in October last year, Adut has been studying at Maribyrnong Secondary College as well as building on her sporting talent. She is a keen soccer player and her favourite subject at school is physical education.

Adut has four brothers and four sisters. She was 11 years old when her family fled Sudan for Egypt to escape escalating conflict and says she loves being in Australia because 'it's a free place, and my family can be all together again'.

### Pre-departure medical screening

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

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

Pre-departure medical screening is being implemented in key refugee and humanitarian regions globally. It has been fully implemented in Cairo, Sudan, and Thailand and is expected to start in South Asia and the Middle East in the second half of 2006.

### No-interest loan scheme

During 2005-06 we continued to monitor the progress of the International Organization for Migration (IOM) in using the $2.5 million provided by the government in 2005 to enhance IOM's no-interest loan scheme to help proposers to meet the travel costs of SHP visa holders. Take-up of loans has been lower than expected and IOM has accepted the advice of its community advisory group and the government to modify lending conditions as a means to address this issue.

### Funding for UNHCR projects

Australia provided assistance to the UNHCR to improve their capacity to deliver resettlement referrals for the Australian programme by funding projects in Africa, the Middle East, South West and South East Asia totalling more than $735 000. These included:

- a refugee women's protection clinic in New Delhi, India
- a project in Sudan which aims to identify and assist refugees in need of resettlement
- a project in Malaysia to strengthen the identification of refugees with special needs for resettlement purposes.

# Woman at Risk – protection clinic in India provides a haven for refugee women at risk

Senator Vanstone at the UNHCR clinic.

The UNHCR Refugee Women's Protection Clinic in Delhi was facing closure last year due to a funding shortfall until the Australian Government stepped in to provide financial support.

The clinic was established in July last year to provide a specialised venue for refugee women to receive counselling and talk to UNHCR protection staff. By engaging with the women in this environment, the UNHCR can quickly identify women who are in special need of assistance and, if necessary, refer them to countries such as Australia for resettlement.

The Minister for Immigration and Multicultural Affairs, Senator the Hon Amanda Vanstone acknowledged the provision of funding of about $36 000 during her visit to New Delhi in March 2006.

'By funding this clinic, the Australian Government will be providing refugee women with a safe and secure place where they can talk about issues such as domestic violence or sexual and gender-based violence in their homes,' Senator Vanstone said.

'Australia can then step in and help the women and their children who are in most need of our assistance to resettle in Australia,' she said.

Refugee women and children who are identified as receiving or being at risk of abuse, are without the protection of a male relative, and are outside their home country can be resettled in Australia under the Woman at Risk category (visa subclass 204). Since the introduction of the Woman at Risk category in 1989 as part of the broader humanitarian programme, more than 7000 visas have been granted.

Almost half of the refugees registered with UNHCR New Delhi at the start of 2006 were females aged 12 years and above. Recent surveys and workshops have highlighted the particular vulnerabilities of this group of women and the need for strong protection interventions such as the establishment of support clinics and networks.

According to Carol Batchelor, Chief of Mission New Delhi UNHCR, the clinic has also served to raise the profile of the women within their own community.

'Women are saying now that the clinic is giving them a voice in the community. It's been an equaliser, not only for identifying risk factors but also for empowering women,' she said.

Staff at the UNHCR clinic.

# 1.2.2 Protection visas (onshore)

## OBJECTIVE

The objective of this programme is to ensure that Australia efficiently and effectively fulfils its international obligation not to return, directly or indirectly, refugees to their place of persecution.

**Table 34: Performance information - Protection visas (onshore)**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 9000 onshore protection (persons) finalised | 8247 | 6299 | 8278 | 8226 |
| 5250 intervention assessments, 2250 of which number post review assessment | 12 361 | 10 858 | 5213 | 3788 |
| 30 matters relating to complaints to and assessments for UN treaty bodies | 11 | 86 | 15 | 9 |
| 250 (Persons) in detention assisted under the Immigration Advice and Application Assistance Scheme | 256 | 288 | 430 | 624 |
| Quality | | | | |
| 100 per cent of applications (applicants not in detention) finalised within 90 days of lodgement | 82 per cent[1] | 78.8 per cent[1] | 79.2 per cent[1] | 70.2 per cent[3] |
| Applications (applicants in detention)<br>• 60 per cent finalised within 42 days of lodgement<br>• 100 per cent finalised within 90 days of lodgement | 81 per cent[2] | 88.4 per cent[2] | 83.6 per cent[2] | 51.3 per cent[3]<br>87.94 per cent[3] |

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

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

(3) Legislative changes on 12 December 2005 required 100 per cent of all applications to be decided within 90 days of lodgement. **This does not exclude** periods where factors beyond our control prevented finalisation. This was measured against initial primary application outcomes. The performance figures for 2005-06 also reflect the decision taken in early 2005 to delay hand downs of decisions to nationals of countries affected by the Tsunami where that was to their benefit. This meant that there was a significant number of Protection Visa applications not finalised within 90 days.

## DESCRIPTION

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

## ANALYSIS OF PERFORMANCE

### Performance outcomes

There were 8226 protection visa finalisation decisions in 2005-06. Finalisation decisions include primary decisions, visa grants resulting from review tribunal decisions, and certain visa cancellation decisions. A total of 5215 protection visas were granted in the year following primary, review, or ministerial intervention decisions.

These figures represent similar activity to 2004-05. In that year there were 8278 protection visa finalisations and a total of 4601 protection visa grants. The number of finalisations and grants in 2005-06 reflects the finalisation of the bulk of further protection visa applications from temporary protection visa (TPV) and offshore temporary humanitarian visa (THV) holders.

In 2005-06 there were 3300 initial protection visa applications lodged, which is comparable to the level of 3105 reported in 2004-05. Almost all applicants were living in the community and at least two thirds are estimated to have work rights and Medicare coverage. As indicated at page 188 of this report, during the year over 1500 people received assistance under the Asylum Seeker Assistance Scheme at a cost of $3.6 million.

In 2005-06, 1255 of the protection visas granted resulted from initial applications, while 3936 resulted from applications for further protection and 24 resulted from ministerial intervention. Of the total of 5215 protection visas granted during the year, 1272 were counted as part of the Humanitarian Programme. The remainder were grants of further protection to TPV holders and THV holders who have already been counted as part of the Humanitarian Programme, and grants to Australian-born children of protection visa holders.

Of the 5215 protection visas granted in 2005-06, some 93 per cent were permanent protection visas. This reflects both the small number of unauthorised boat arrivals during 2005-06 and that almost all further protection visas granted to temporary protection visa holders were permanent protection visas.

Centralised management of the detention intervention caseload in National Office has strengthened liaison with both the detention management areas and the Minister's Office.

We continued to give attention to streamlining onshore protection processing, strengthening arrangements for decision-maker training, country information research, and character checking to ensure speedy and robust decision-making. Work was maintained with other agencies to reduce waiting times for character and other checks beyond our control.

Table 35: Protection visa grants 2005-06

| Visa type | Temporary protection visa (subclass 785) | Permanent protection visa (subclass 866) | Total |
|---|---|---|---|
| Initial | 263 | 992 | 1255 |
| Further protection visa | 82 | 3854 | 3936 |
| Ministerial intervention process | 19 | 5 | 24 |
| Total | 364 | 4851 | 5215 |

### Legislative changes – processing times

On 17 June 2005, the Prime Minister announced that we would complete all primary assessments of applications for permanent protection visas from the existing case load of TPV holders by 31 October 2005 and that in future all protection visa decisions would be made within three months of application.

On 12 December 2005, the *Migration and Ombudsman Legislation Amendment Act 2005* amended the *Migration Act 1958* requiring that all protection visa decisions are made by us within 90 days of application.

This made the 2005-06 year a transitional one in relation to standards for protection visa processing time. In previous years, periods where factors outside our control prevented finalisation were excluded when determining achievement against the timeliness standard, which was measured against outcomes for initial primary applications. Following the Prime Minister's announcement and subsequent legislative amendment, periods where factors were outside our control were no longer excluded from the 90-day calculation.

Details of applications not decided within the required 90 days must be included in reports to the Minister covering periods of four months from 1 July 2005 for tabling in both Houses of Parliament. The reports must include the reasons for applications not being decided within the required 90 day timeframe. This change in timeliness standards also applied to applications on-hand being processed under the previous standard, many of which were already more than 90 days old when the change was announced. These included applications from some people from countries affected by the December 2004 Tsunami where deferral of decision hand downs was to their benefit.

Nevertheless, in 2005-06 we met the new decision standard for initial protection visa applications in over 70 per cent of cases where applicants were not in immigration detention, and in 88 per cent of the cases where applicants were in immigration detention. For new applications lodged in 2005-06 by applicants in the community, we finalised 88 per cent within 90 days of lodgement, and for applications from people in immigration detention 95 per cent were finalised in this timeframe.

During 2005-06, two reports on applications not finalised within the 90 day decision timeframe were tabled in Parliament under the new legislation – one covering the period 1 July 2005 to 31 October 2005, the other from 1 November 2005 to 28 February 2006. In the overwhelming majority of cases, the reason for not meeting the standard was attributable to either the transitional nature of the caseload (including the fact that many applications were already over 90 days when the new standard was introduced) or the need to await outcomes of security assessments.

Under the Immigration Advice and Application Assistance Scheme (IAAAS), we fund selected migration agents to provide application assistance to asylum seekers in immigration detention and to disadvantaged members of the community. Funding is also provided for information sessions, face-to-face advice, and telephone advice.

In 2005-06, we assisted 624 asylum seekers in immigration detention at a cost of $1.2m. In addition, 442 people were provided with application assistance in the community at a cost of $0.61m and 5321 people were provided with advice by IAAAS providers at a cost of $0.35m.

In anticipation of existing contracts expiring in June 2006, a tender process to refresh the panel of IAAAS service providers for the triennium 2006-09 started early in 2006. Of 27 tenders received, 23 were successful. All but one of the 22 current contractors submitted tenders and 19 of those were reappointed. Four new service providers were also selected. As a result, the distribution and number of IAAAS service providers under the contracts starting in July 2006 will remain substantially unchanged.

We have a formal mechanism for regular discussions with the UNHCR on matters of operational policy relating to onshore protection visa processing and at Offshore Processing Centres. We also conduct regular consultations with representatives from the Australian Red Cross, IAAAS service providers, and non-government organisation groups on a national and regional level.

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

We continued work on country research and analysis to support protection visa decision-making (see insert on our Country Information Service for details of country information holdings and additions to this service).

# The Country Information Service

The Country Information Service (CIS) is a specialised unit that maintains comprehensive information on the human rights situation in countries around the world, and other country information which may assist refugee decision-makers in reaching quality decisions. The CIS unit employs qualified researchers, who read a broad range of relevant languages.

The CIS obtains information from a wide range of sources. These include non-government and inter-governmental organisations dealing with human rights, individual country experts, media and Internet information sources, the Department of Foreign Affairs and Trade network of overseas posts, and equivalent governmental country research agencies in Europe and North America.

At the end of June 2006, the CIS held some 8160 hard copy publications and documents dealing with human rights and refugee issues in other countries.

It also held copies of major human rights and country information collections from several other governments, including the United States of America, Canadian, and United Kingdom governments.

The CIS's electronic country information holdings stood at some 118 000 individual information items drawn from over 3280 different sources. Some 30 500 of these information items were added during 2005-06, with over 26 per cent of them added within one day of publication and around two-thirds within five days of publication. The majority of older documents added are a result of particular research requests for highly specific information such as legislation.

**Figure 24: Cumulative holdings on CISNET**

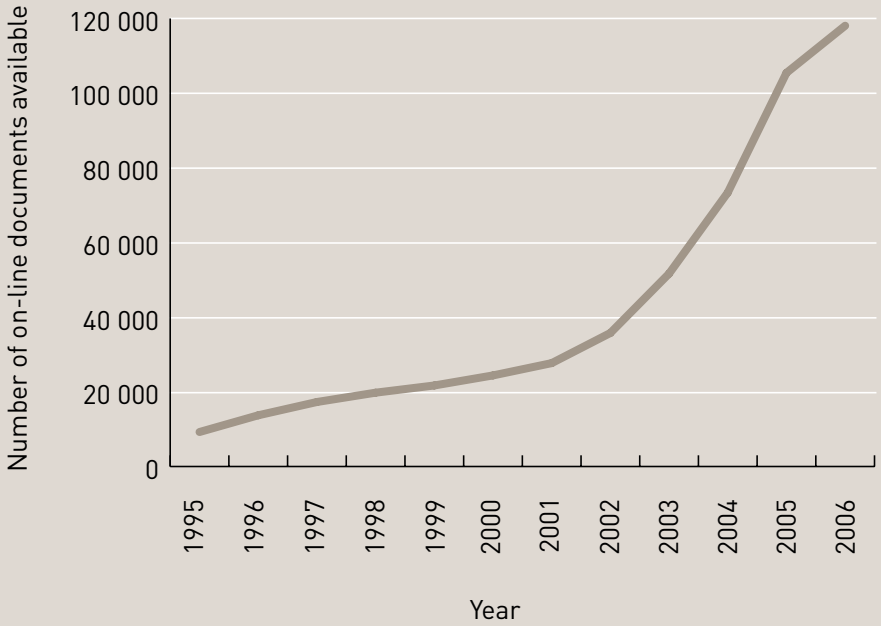


Figure 25: Age of country information

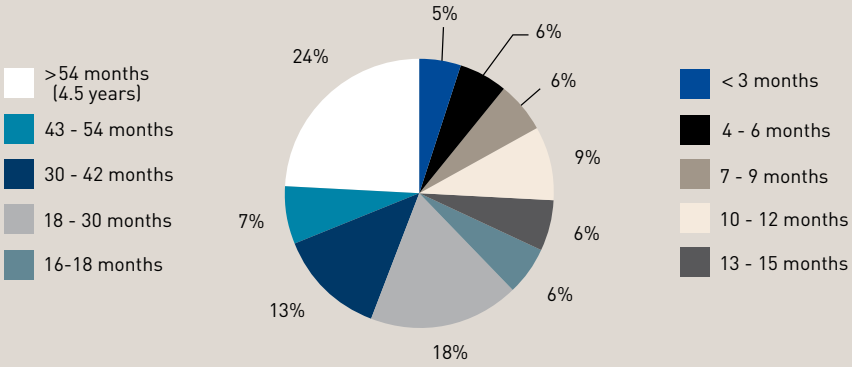



Figure 26: Sources of country information

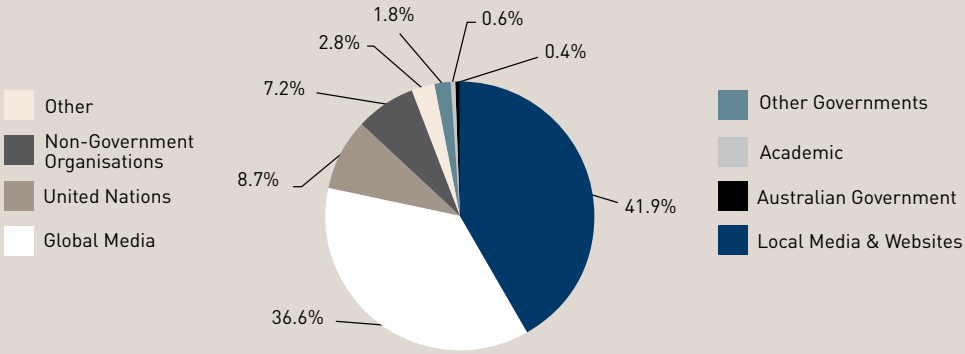
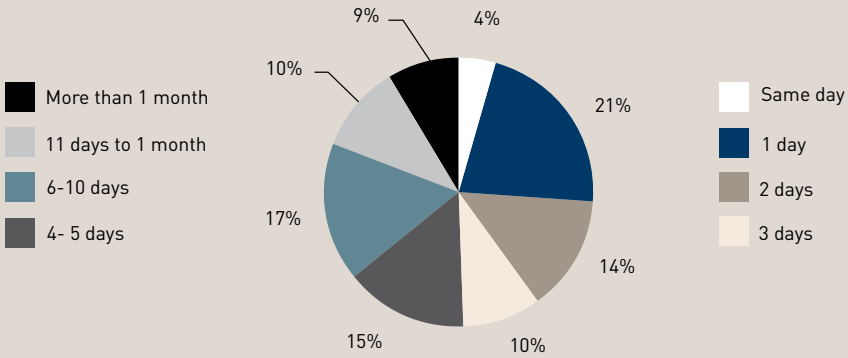



Figure 27: Time from publication to entry on CISNET



# Output 1.3 – Enforcement of immigration law

## HIGHLIGHTS

### Our new Onshore Compliance Strategic Plan

We launched our interim Onshore Compliance Strategic Plan during 2006. The plan is one of our key responses to the Palmer and Comrie Reports and provides guidance and a national perspective for our onshore compliance activities.

The plan was developed by a working group of senior staff from around the department. Defining a set of principles to guide officers in their work, it identifies national priorities for compliance in the department. The plan ensures that resources are allocated against identified areas of risk and that an appropriate balance is struck between prevention, deterrence, and enforcement.

### Governance arrangements for the compliance programme

Strengthened governance arrangements were introduced to clarify the compliance accountability framework and to guide us through a robust business redesign process for all onshore compliance functions. Case management underpins these arrangements.

Key elements include establishment of:

- a Compliance Executive, responsible for planning, governance, business transformation, and performance of the onshore compliance programme
- the Compliance Strategy Working Group, a senior inter-divisional/inter-programme forum comprising our staff from around Australia. The first brief of the Working Group was to produce the interim Onshore Compliance Strategic Plan
- Practice Management Groups comprising our staff directly responsible for the day-by-day management of our main compliance functions onshore, together with representatives from relevant business areas in National Office.

We also agreed to implement a quality assurance framework over our compliance operations and decision making process. We are implementing this quality assurance framework to promote continuous improvement in compliance and to give our stakeholders the assurance that the decisions we make are fair and reasonable as well as consistent with national best practice.

Mary-Jane Jones, Director, Compliance Training, National Training Branch, standing left, and Greg Phillipson, Director, Compliance Policy Section, CP&CCD, standing right, assisting compliance officers in their understanding of aspects of the Strategic Plan.

### Other initiatives arising from the Palmer Report

We introduced a case management service delivery approach in January 2006 and a Community-Care Pilot from May 2006 to address the needs of clients with complex circumstances and/or those who are vulnerable. Case studies with more information on these initiatives can be found on pages 127 and 130, respectively.

The Immigration Status Service (ISS) started operation in February 2006 and allows police, Australia-wide, to make enquiries into the immigration status of people who are in Australia and suspected of being unlawful non-citizens. The ISS operates 24 hours a day, seven days a week with a dedicated 1800 telephone line as well as fax and email facilities.

The ISS provides a response to police within 10 minutes for around 50 per cent of these enquiries. It is proving a valuable tool for police to ascertain whether someone is lawfully in the community and to involve us if further follow-up is required.

### Regional Cooperation – Regional Movement Alert List System

Our department and the Department of Foreign Affairs and Trade worked closely with counterparts in the United States of America to launch the pilot Regional Movement Alert List System (RMAL). RMAL seeks to detect lost and stolen passports at the time of airline check-in and to prevent them from being used illegally. RMAL is an Asia-Pacific Economic Cooperation (APEC) counter-terrorism initiative.

The RMAL pilot, launched in September 2005, demonstrated that countries can verify in real time lost and stolen passport data. APEC leaders welcomed the success of the pilot and agreed to its expansion to include other APEC economies. New Zealand joined the RMAL pilot in March 2006 making RMAL a world-first in the multilateral accessing of lost and stolen passport data. More APEC economies are expected to become involved in RMAL.

RMAL adds another layer to Australian and regional border security and fosters stronger relationships with Australia's regional counterparts.

### Regional Cooperation – Advance Passenger Information systems

We continued to promote the benefits of Advance Passenger Information (API) systems within the APEC group. API systems provide border authorities with advance warning of suspect persons travelling to a country and are a powerful addition to domestic border security. The implementation of API systems across the Asia-Pacific region would significantly enhance regional security and for this reason APEC leaders have endorsed API systems as an effective counter-terrorism measure and a 'pathfinder initiative'.

To advance this initiative, we are providing eligible APEC economies with feasibility studies assessing the capacity of their existing border management systems to integrate with an API system. In 2005-06, we provided feasibility study reports to the People's Republic of China (July 2005), Vietnam (December 2005), and Brunei Darussalam (May 2006). Since 2002, we have provided API feasibility studies to 11 economies, and participating economies have provided positive feedback on the relevance and usefulness of the reports in guiding the development of their own API systems.

APEC Ministers have welcomed the increasing participation of member economies in this initiative, with 11 APEC economies having implemented or committed to implementing API systems.

### Advance Passenger Processing system

A key element of our secure and streamlined border processing is the Advance Passenger Processing (APP) system which is used to pre-check passengers before they travel to Australia. The APP system prevents inadequately documented passengers from being uplifted by airlines overseas and increases the efficiency of incoming passenger processing in Australia for both airlines and the cruise ship industry.

System enhancements were introduced in early 2004 that enabled us to obtain advance passenger information in respect of all airline passengers (including those transiting) and crew prior to their arrival in Australia. There are currently 47 airlines that fly to Australia that must submit mandatory APP for both their passengers and crew.

APP checking occurred in approximately 99 per cent of passenger air arrivals in 2005-06, an increase from 98 per cent in 2004-05 and 96 per cent in 2003-04.

It is mandatory that airlines send APP data for each passenger and crew member at the time of departure from overseas to ensure the security of Australian borders. To increase the level of compliance with mandatory APP, the government had decided to introduce an APP infringements regime, with relevant legislation to be introduced in 2006-07. The infringements regime is directed at airlines that do not send us this data, and has been trialled since early April 2006 in close liaison and consultation with the airline industry. The trial seeks to enable each of the 47 airlines which fly into Australia an opportunity to streamline their processes to reduce possible infringements in the future.

Since 2004, international cruise ships have provided APP reports for over 99 per cent of cruise ship arrivals with only minor administrative errors affecting 100 per cent compliance.

APP is being extended to container cargo vessels in 2006. We have been working with the industry peak body, Shipping Australia Ltd, since 2004 to determine the most appropriate method of introducing APP into the cargo shipping environment. This has involved trials with cargo operators and recognises the significant technological differences between passenger cruise ships and the wide variety of cargo vessels, most of which do not have Internet capability.

Since March 2006, we have worked with a small number of container cargo vessel operators to implement APP before a broader implementation

by all container vessels during the second half of 2006. The purpose of this partnership approach was to ensure APP works effectively and is user-friendly before we require it of container vessel operators and agents on a wider scale.

### Maritime crew visa

The government announced in December 2005 that a new maritime crew visa would be developed for implementation from July 2007. This new visa will replace special purpose visa arrangements that are currently available to foreign crew members of commercial ships entering Australia. The new visa is being developed in consultation with industry and will provide improved border integrity and security checking of foreign seafarers entering Australia.

### Airline Liaison Officers

Airline Liaison Officers (ALOs) play an important role in protecting Australia's borders, and they are also key players in preventing unlawful movements in the region. They conduct document screening of many Australia-bound passengers at certain international gateways. They provide advice to airlines and to host governments on passenger documentation issues, and by their visible presence, deter the activities of those involved in people-smuggling. During 2005-06 the ALO network increased to 22 ALOs at 16 locations.

Immigration staff, Sharon Bickford and Peter Whitney board a vessel at a Brisbane seaport with Ken Battley and William Hunter from the Australian Customs Service.

### Border Operations Centre

The Movement Alert List (MAL) is our principal electronic alert system and forms an integral part of Australia's national security and border control strategy.

The 2005-06 Budget provided funding of $43.9 million over four years for the enhancement of MAL to ensure its continued successful operation and to keep it at the forefront of the world's alert list systems. This includes the establishment of a 24 hours seven days per week global MAL processing centre in Canberra to provide a centralised high-quality check of all visa and citizenship applicants against MAL. The development and upgrade of a number of information technology systems and communications links enable this to occur. Specialist trained staff and substantial improvements in name search algorithms, quality assurance of records, technical expertise, and business processes will make sure that the risk of missing a MAL match is minimised.

Construction fit-out and occupation of a purpose-built facility - the Border Operations Centre – will be completed in July 2006. Enhancements to the various departmental information technology systems will be progressively rolled out during 2006-07 in order to commence centralised processing.

### Counter-terrorism

We work closely with Australian security, intelligence, and law enforcement agencies to prevent the entry of non-Australians who may pose a threat to national security. This includes security checking as part of visa processing and Australia's multi-layered management of the border.

We are actively involved in whole-of-government counter-terrorism efforts. In late 2005, we participated in the multi-jurisdictional exercise (MJEX), Mercury 05 which was part of the government's counter-terrorism exercise programme. The exercise was designed to test responses to the attempted entry of a terrorist into Australia and it highlighted our role in managing the border.

We also participated in a number of inter-agency forums, including the Australian Government Counter-Terrorism Policy Committee and the Australian Government Counter-Terrorism Committee.

### National Identity Verification and Advice

The National Identity Verification and Advice section (NIVA) was established in May 2005 to ensure that cases involving complex and potentially sensitive identity issues are identified as early as possible and handled in a systematic, nationally consistent, and expeditious manner. In its first year of operation NIVA developed - and provided Australia-wide training on - national procedures for establishing the identity of clients encountered in the field and of people in immigration detention. NIVA received a total of 279 identity-related referrals during 2005-06.

### Identity

We are implementing an identity management strategy designed to provide robust, consistent, and effective processes to identify clients. The objectives of the strategy are to:

- improve the way we establish identity the first time we deal with a client
- ensure that we are consistently dealing with the same person every time
- use advanced technology to facilitate identity verification, such as online real-time checks of proof-of-identity documents, document examination equipment, and biometrics to 'anchor' identity
- ensure consolidated identity information is available to staff at all times
- provide a centralised investigation service when it is difficult to determine true identity
- implement the whole-of-government National Identity Security Strategy, including our identity data access or exchange by other government agencies.

From August 2006, we will begin integrating biometrics into business systems in order to ensure stronger identity verification processes for clients. We have signed a three-year contract with Unisys to supply biometrics software, equipment, and specialist services. Biometric systems will be rolled-out to detention centres in September 2006 and progressively deployed to other business line areas. This will include refugee and humanitarian caseloads, protection visa caseloads, secondary lines at Australian airports, compliance operations, and Australian processing offices.

### Identity management in the Travel and Immigration Processing System database

The Travel and Immigration Processing System (TRIPS) database is an underlying border control system that collects client details from our client visa processing systems. Each client recorded in TRIPS has a unique person identity digit (PID) number and TRIPS information can be queried by staff processing applications in any connected system.

The Comrie Report highlighted the fact that the existence of multiple records for a client, each with different details, can have very serious consequences. It is our goal to have one record for each client, and therefore only one PID in TRIPS. However, because the interactions between our different systems are complex, and new client information may not always exactly match existing information, some clients have multiple records or PIDs.

# Case Management – a service delivery approach

The first group of new case management staff photographed while receiving their initial training at the Australian Catholic University in December 2005.

Our new case management service delivery approach, targeting clients with complex circumstances and/or those who are vulnerable, was established in New South Wales, Victoria, and Queensland at the end of February 2006.

A case management framework and an interim IT system are helping staff to implement the service. Additional case management staff have been recruited as a result of the 2005-06 Budget, so that case management services are in place in every state and territory office in Australia.

The new service delivery approach is already making a difference in achieving appropriate and timely immigration outcomes, while at the same time ensuring clients are dealt with in a fair and reasonable manner.

Staff from the TRIPS Helpdesk, Entry Operations Centre, and airports regularly identify and correct multiple PID problems by merging records for the same client. In 2005-06, over 420 000 PID merges were completed manually or by automated matching programs. In the coming year, as part of the *Systems for People* project, automated processes will be improved to reduce the number of multiple PIDs created and to better identify and correct multiple PIDs.

Staffing of the TRIPS Help Desk was increased to nine in 2005-06 (compared to four at the beginning of 2004-05) so that inaccurate client data in TRIPS can be promptly corrected. Seven training sessions in merging multiple PIDs were provided to airport staff in Sydney and Melbourne in 2005-06 and a new procedures manual was given to all staff who are responsible for merging PIDs.

### Immigration Intelligence IT system

We established our global immigration intelligence IT system (IMtel) in May 2006 with a successful roll-out to overseas posts and the training of all overseas compliance staff in its use. It is now possible for reports to be lodged in IMtel at any of our onshore and offshore locations, or via our Global Remote Access Service and have the report available for any staff member with access to IMtel within seconds of its lodgement. The objective is to make IMtel more widely available and versatile through enhancements, customisation, and comprehensive user training.

ALO Sandi Triplett processing evacuees in Dili.

### Airline Liaison Officers in East Timor

Our Airline Liaison Officers (ALOs) play a vital role at international airports.

During the recent civil unrest in East Timor, ALOs from across the country were called to assist with the evacuation of Australian citizens, permanent residents, third country nationals, and their family members from East Timor's capital, Dili.

ALOs were based in Dili and Darwin to provide advice about travel documentation and assist Australian Embassy staff to confirm the identity of passengers without travel documents.

In Dili, many East Timorese were without travel documents because their passports had been destroyed in house fires. With no staff in the Timorese passport office to re-issue the documents, the Australian Embassy staff and ALOs spent considerable time confirming the identity of undocumented passengers as well as developing flight manifests with Australian defence personnel.

Working closely with the airlines, East Timorese Immigration officials and Australian defence personnel, the ALOs helped uplift the evacuees to Australia. In Darwin, the ALOs processed evacuees and helped undocumented arrivals obtain a visa for temporary stay in Australia.

### Preventing people-smuggling activity

Establishing a dedicated air smuggling unit has provided real time tactical support and intelligence to assist in the prevention of people smuggling to and through Australia's airports.

More than 50 people were detected entering Australia by suspected illegal entry via maritime vessels in 2005-06. A number of regional countries were active in preventing and deterring people smugglers and the movement of potential illegal immigrants towards Australia. Without this assistance the number of people entering through the maritime environment could have been higher as people smugglers remain active in both the region and source countries and can be expected to continue targeting vulnerable people for possible movement to Australia.

We continue to work closely with the Australian Federal Police (AFP) on people-smuggling issues. The joint-agency People-Smuggling Strike Team (PSST) has achieved considerable success through extradition and prosecution since it was established in 2000. The work of the PSST resulted in convictions for three separate people-smuggling matters in the past year:

- convictions were recorded on nine charges relating to people-smuggling resulting in a sentence of five and a half years' imprisonment
- convictions were recorded on two charges relating to people-smuggling resulting in a sentence of eight years' imprisonment
- following a retrial, convictions were recorded on seven charges relating to people-smuggling, resulting in a sentence of 10 years' imprisonment.

### Migration Agents Taskforce

The Migration Agents Taskforce (MATF), together with our regional investigation teams, target activities of selected registered and unregistered migration agents suspected of involvement in organised malpractice and criminal activity.

As a result of MATF activity, an agent was convicted of eight charges relating to the presentation of false papers in connection with protection visa applications, resulting in a sentence of two and a half years' imprisonment.

### Monitoring other migrant organisers/facilitators

We continue to focus on the role played by organisers and facilitators, including migration agents, education agents, and labour hire companies seeking to abuse migration and citizenship programmes.

We work closely with education providers, education agents and students to ensure the provisions of certain legislation and codes of practice.These include the *Education Services for Overseas Students (ESOS) Act 2000*, the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students* (the National Code) and the M*igration Act 1958* are met. The MATF works closely with other agencies (such as the Australian Crime Commission, the Australian Taxation Office, Centrelink, and the AFP) to collect evidence and ensure that appropriate sanctions are applied. We also work closely with the AFP as part of the joint-agency PSST, and we are working with the AFP and other agencies on the issue of identity fraud.

### Response to Ombudsman's report on administration of character powers

The Commonwealth Ombudsman released his report on the administration of section 501 of the *Migration Act 1958* and its application to long-term residents on 9 February 2006. The report highlighted deficiencies in application of procedures used for cancelling long-term permanent residents' visas on character grounds. We acknowledged that there are defects in the administration of the relevant policy and procedures, and accepted the Ombudsman's recommendations in so far as they related to administrative reforms.

Our response also noted that the broad improvements we made following the Palmer and Comrie Reports have already addressed many of the Ombudsman's concerns, and we are continuing to implement further measures to improve the administration of the character powers.

# Complex case management

For the majority of clients, their experience with the immigration system is quite straightforward. Their experience is characterised by simple transactions that allow large numbers of people to visit Australia and return home with minimal interaction with us.

However, for others, things are not so straightforward.

An elderly Chinese National woman was found to be an 'unlawful non-citizen' and placed in immigration's detention centre at Maribrynong, Victoria.

The woman was subsequently diagnosed as having a 'personality disorder' and transferred to a hospital for treatment. At the hospital, the woman would not engage or have eye contact with staff and she appeared fearful and anxious and refused to leave Australia.

One of our case managers worked with the woman with the help of a Mandarin speaking psychologist and a departmental compliance officer. The case manager, acting as a solutions broker, developed relationships with community leaders through the local church group and the Chinese Association.

The case manager was able to secure culturally appropriate and supportive accommodation for the woman after her discharge from the hospital. Her health and psychological state improved and she returned to China to be reunited with her family.

Case management achieves faster immigration outcomes for people and ensures their needs are met while they pass through the immigration process.

### Detention reforms

In response to the findings of the Palmer Report, a package of reforms was announced in 2005-06 that will lead to improvements to detention arrangements, and will create a more appropriate environment for people held in immigration detention. Already many of these reforms have been implemented.

In line with the Prime Minister's statement in June 2005 and the *Migration Amendment (Detention Arrangements) Act 2005*, children are no longer detained in Immigration Detention Centres (IDCs), but are accommodated with their families under a residence determination arrangement enabling them to move about freely in the community. These families live at a specified address with reporting conditions, supported by NGOs who are funded to source housing and provide assistance including ensuring access to relevant services and social support networks.

In addition to the Residential Housing Centre (RHC) located at Port Augusta in South Australia, the Sydney RHC at Villawood is expected to be opened in August 2006 and the Perth RHC is scheduled for occupation by December 2006. RHCs are separate from established IDCs and provide a more domestic and independent environment, with housing or motel-style accommodation in a community setting. RHCs have a much reduced level of security which is appropriate for the low flight-risk client group for which they are intended.

Further options to accommodate detainees will be provided by the Immigration Transit Accommodation Centres (ITACs) announced in May 2006 and planned for Adelaide, Brisbane, and Melbourne. These ITACs will house short term, low flight-risk detainees for short periods of time in places separate from established IDCs. Like RHCs, the security arrangements will be much lower than for traditional IDCs.

To rationalise the immigration detention services network, IDCs at Woomera in South Australia and at Singleton in New South Wales will be returned to the Department of Defence.

Accommodation at the Sydney Residential Housing Centre.

A programme of improvements to infrastructure at IDCs has continued with projects at the Baxter Immigration Detention Centre. The amenity of Baxter has been improved with the provision of floodlit grassed sporting fields, volley ball and basketball courts along with the construction of a new visitors reception area. At other centres, the removal of razor wire has been completed or is continuing. Development works which will increase the accommodation capacity of Maribyrnong Immigration Detention Centre are underway. The new facilities at Maribyrnong will have improved security, provide more privacy, include an expanded visits area, and establish better education, recreation, and medical facilities as well as improved amenities for dining with some self-catering options. The accommodation areas at the Perth Immigration Detention Centre will be refurbished, and the recreational courtyards there will be upgraded.

Improvements to services for the mental health of people in immigration detention were addressed with the allocation of $7.9 million over four years to implement a new long-term Health Strategy. Along with the introduction of a screening programme for mental health, we have undertaken direct management of the health and psychological services contracts for people in immigration detention centres. We are negotiating for the provision of health services directly from the states.

Funds have been allocated for the establishment of a Detention Monitoring Unit and the Detention Health Advisory Group (DeHAG). Supporting our strong commitment to being closely engaged with our key stakeholders in a more open and accountable interaction, DeHAG will play a major role in providing us with advice regarding the design, implementation, and monitoring of improvements in health care programmes for people in immigration detention.

The mental health care and well-being of people in immigration detention has been significantly enhanced by the national roll-out of an integrated mental health care programme. All people in immigration detention who are received into an immigration detention centre are assessed for mental health concerns. This involves a Suicide and Self Harm Assessment undertaken on arrival by the receiving Detention Services Officer, an 'at risk' assessment by the nurse undertaking a general health assessment, and a follow up by the mental health team for anyone exhibiting risk. This team comprises a mental health nurse, a psychologist, a senior counsellor, a general practitioner, and a psychiatrist.

If the management plan requires inpatient mental health treatment, this will be arranged through clinical pathways developed with identified public and private sector health providers.

All of these enhancements to the standard of immigration detention accommodation and services reflect our commitment to embrace detention service policies and practices that are founded on the principle of duty of care.

The government endorsed departmental principles guiding detention in May 2006, are:

- immigration detention is mandatory 'administrative detention', it is not indefinite or correctional detention
- people in immigration detention must be treated fairly and reasonably within the law
- detention service policies and practices are founded on the principle of duty of care
- families with children will be placed in centre-based detention only as a last resort
- people in centre-based immigration detention are to be provided with timely access to quality accommodation, health, food, and other necessary services
- people in immigration detention are detained for the shortest practicable time, especially in centre-based detention
- people in immigration detention are carefully and regularly case managed as to where they are to be located in the detention services network and the services they require
- the assessment of risk factors underpins operational decision making
- detention service operations are subject to continuous improvement and sound governance.

# Community Care Pilot

Denis Nihill, seated, IOM Regional Representative for Australia, New Zealand, Papua New Guinea and the South Pacific, signing the Heads of Agreement with IOM employee Keiko Foster and DIMA employees, Sally Babbage and Chris Peason, for the provision of information and counselling services to help clients prepare for their immigration outcomes.

From May 2006, our vulnerable clients in the community, including those with acute health needs, the elderly and those settling in after time in detention, will receive targeted assistance under the Community Care Pilot.

The pilot, held in NSW and Victoria, will run for 12 months and has two components: community assistance, provided by the Australian Red Cross, and immigration information and counselling services, provided by the International Organization for Migration.

Vulnerable clients will also have limited access to legal advice through the Immigration Advice and Application Assistance Scheme.

## 1.3.1 Regulate entry and departure

### OBJECTIVE

The objective of this programme is to provide efficient and orderly immigration processing while ensuring an effective screen against those who have no entitlement to enter the country.

**Table 36: Performance information - Regulate entry and departure**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 23 million passenger and crew arrivals/departures processed within the integrity framework | 16.6 million | 18.6 million | 22.6 million | 23.3 million |
| Quality | | | | |
| Increasing or maintain proportion of arriving air passengers and crew processed via Advance Passenger Processing | 99 per cent of passenger arrivals processed. Crew data not yet available. | | | |
| Increasing or maintain proportion of arriving sea passengers and crew processed via Advance Passenger Processing | 99 per cent of passenger arrivals processed. Crew data not yet available. | | | |
| Travel statistics services completed for interagency delivery within agreed timeframes | 91.6 per cent achieved. | | | |
| Persons breaching the Migration Act are prosecuted, removed or have their status regularised | 13 new briefs of evidence were submitted to the Commonwealth Director of Public Prosecutions for consideration, 12 prosecutions were initiated and 16 court matters were concluded that resulted in convictions. | | | |
| All immigration Torres Strait Island Treaty obligations are met through the Movement Monitoring Officer (MMO) network | 48 853 traditional inhabitant movements recorded, and 616 ineligible persons refused entry. Papua New Guinea nationals accounted for 95 per cent (23 679 arrivals and 22 890 departures) and Torres Strait Islanders 5 per cent (1263 arrivals and 1021 departures). | | | |

## DESCRIPTION

We use leading-edge technology to deliver a secure immigration processing system that is as non-intrusive as possible for genuine travellers. We work in tandem with the Australian Customs Service to provide a streamlined immigration clearance process. To achieve these goals, we have established cooperative relationships with airlines and the cruise shipping industry and we have invested in systems that enable checks of travellers' immigration status before they board planes and cruise ships to Australia.

## ANALYSIS OF PERFORMANCE

In 2005-06 there were a total of 23.3 million passenger and crew arrivals and departures compared with 22.6 million passengers and crew arrivals and departures in 2004-05. This represents an increase of 3.1 per cent.

The 2005-06 total figure comprises 21.4 million air passengers, 1.2 million air crew, 0.09 million sea passengers and 0.6 million sea crew, compared with 20.7 million air passengers, 1.2 million air crew, 0.06 million sea passengers and 0.6 million sea crew for 2004-05.

### Referrals to the department at airports

In 2005-06, around 300 000 passengers were referred by the Australian Customs Service to us at airports for reasons ranging from data amendments, to arrivals without visas, and bona fides checks. Of those referred to us, the majority were immigration-cleared to enter Australia with only 0.03 per cent of the total number of non-Australian citizens seeking entry being refused immigration clearance.

### Seaports

We now have more than 20 dedicated seaports officers located in state and territory offices and regionally in Port Hedland and Cairns. Under an ongoing training programme, we have delivered immigration clearance training to Customs officers at most major and several regional ports. During the 2005-06 year, immigration officers boarded 1796 vessels for the purposes of examining crew and passenger documents and resolving case referrals identified by Customs as being of potential immigration concern.

DIMA Immigration Inspector William Shi assisting a passenger in the immigration clearance process at the Sydney Kingsford Smith Airport.

### Advance Passenger Processing system

Advance Passenger Processing (APP) is a key element of border processing, providing the capacity to pre-check passengers before they travel to Australia.

Following the successful implementation of APP by international airlines in 2003, APP was extended to international cruise ships from 1 January 2004. Coverage of certain container vessels started in March 2006 ahead of progressive broader implementation of APP in the container cargo sector.

APP checking is currently occurring in approximately 99 per cent of passenger air arrivals in 2005-06, an increase from 98 per cent in 2004-05 and 96 per cent in 2003-04.

### Documentary requirements for maritime crew

Documentary requirements include the need for ships' crew to hold both a valid passport and another document linking them to the ship on which they are employed.

From 1 July 2005 to 30 June 2006, more than 320 000 crew arrived in Australia and only 110 arrived without the required documentation. This represents 0.03 per cent of all crew arrivals and demonstrates a high level of compliance by the shipping industry with the documentary requirements.

### Infringement notices

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

Where a carrier (air or sea) brings an inadequately documented passenger, or an undocumented passenger to Australia, the carrier may be liable, upon conviction, for a fine of $10 000. As an alternative to prosecution carriers may elect to pay a prescribed penalty of $5000 for an offence (an infringement notice).

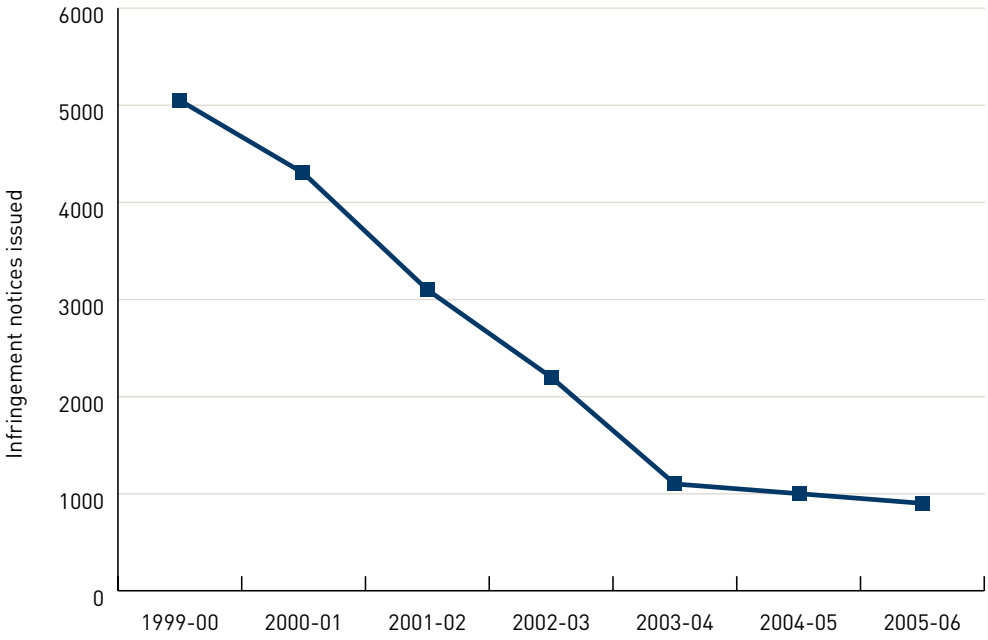
We maintain this policy to deter carriers from failing to confirm passengers' immigration status before they board a plane to come to Australia. Any such oversight on the part of a carrier has scope to seriously compromise Australia's border security.

The infringement regime is a key component of a range of initiatives we have undertaken to promote Australia's border integrity.

The effectiveness of Australia's border security initiatives is illustrated by the significant drop in the number of infringement notices served on airlines in recent years. At their peak in 1999-2000 over 5000 infringement notices were issued. In 2003-04, there were 1211 such notices, representing a decrease of over 48 per cent on 2002-03. In 2004-05, there were 993 infringement notices issued representing an 18 per cent decrease on 2003-04. In 2005-06, there were 871 infringement notices issued to airlines representing a 12 per cent decrease on 2003-04, and a decrease of over 80 per cent since 1999-2000.

The decrease in infringement notices points to a decrease in the incidence of inadequately documented arrivals. The Advanced Passenger Processing system and the Airline Liaison Officer network particularly have contributed to this reduction, and we continue to work with airlines and cruise ships in an attempt to further reduce inadequately documented passenger arrivals.

Figure 28: Infringement notices issued (air and sea)




The net number of infringement notices served on shipping vessels was 58 in 2005-06 compared to 50 in 2004-05. This small rise in the number of infringements served indicates that the shipping industry has largely come to terms with the new documentary requirements introduced in July 2004.

### Automated border processing

We have been working with the Australian Customs Service on the implementation of the SmartGate automated border processing (ABP) project. This project is part of an overall programme owned by Customs that spans four years beginning in July 2005 and ending on 30 June 2009.

The impetus for the SmartGate ABP project is the increased demand on international airports in Australia with more people travelling. In around 10 years time, it is anticipated that 70 per cent of air travellers entering Australia will have an International Civil Aviation Organisation (ICAO)-compliant ePassport. SmartGate will enable self-processing of eligible passengers who hold ePassports via an automated gate. ePassport technology - in conjunction with identity verification technology used by SmartGate - will not only facilitate passenger processing but also enable the speedy and secure verification of incoming travellers.

Customs plan to phase in the implementation of automated border processing using ePassports from February 2007. The automated solution will be voluntary for all eligible passengers.

In order to enable automated processing at Australia's borders, we are amending legislation to allow Australia to capitalise on currently available identification and identity verification technologies and expedite immigration processing.

This initiative will also facilitate travel by New Zealand citizens who are eligible ePassport holders by early 2007. SmartGate will supplement the existing passenger facilitation strategies such as joint queuing lines for citizens of Australia and New Zealand at international airports.

### Melbourne Commonwealth Games 2006

Melbourne hosted 'simply the best' Commonwealth Games ever from 15 to 26 March 2006.

We played an important role in ensuring the smooth entry of competitors, officials, and visitors for the Games. Competitors and officials were issued with special purpose visas, known as Commonwealth Games Travel Authorities. There were 6995 of these travel authorities issued.

The Sydney Entertainment Processing Centre ensured that large numbers of performers who came to participate in the Cultural Festival had a smooth entry. Some of the more unusual entertainers included the bus painters from Pakistan who painted a Melbourne tram during the course of the games.

We placed an officer in Africa, based in Pretoria, who ensured Commonwealth Games Associations were aware of the visa requirements and ensuring their travel to Australia was trouble free. An officer from the Ottawa office travelled to the Caribbean to assist teams from that part of the globe.

Airline Liaison Officers at transit points in Dubai, Johannesburg, Singapore, and Kuala Lumpur were on hand at key hub airports to assist teams with their onward travel to Australia. The Entry Operations Centre was on call to provide assistance with visa matters that needed to be resolved.

The onshore compliance programme played an important role in the planning for the Commonwealth Games that was held in Melbourne in March 2006. A total of 6995 people entered Australia on Commonwealth Games Travel Authorities. Of these, only 26 Commonwealth Games officials and athletes overstayed their visas, while a further 34 Commonwealth Games athletes and officials applied for protection visas. These protection visa applicants included 14 Sierra Leone athletes who received considerable media attention at the time. We worked closely with Victoria Police and activated a compliance handling strategy that involved contact with community leaders and support groups to encourage cooperation from the overstayers, and regular checks of our systems including the Entitlement Verification Online (EVO) system and checks with other agencies. The total number of Commonwealth Games overstayers at 30 June 2006 has been reduced to 12.

### Migration fraud and investigations

We are responsible for the investigation of offences under the *Migration Act 1958* and the *Australian Citizenship Act 1948*. Outcomes of those investigations may result in criminal prosecutions, administrative action, or regularisation of visa status.

A number of court matters were initiated, concluded, or were ongoing during 2005-06. Thirteen new briefs of evidence were submitted to the Commonwealth Director of Public Prosecutions for consideration, 12 prosecutions were initiated, and 16 court matters were concluded that resulted in convictions.

### Combating people-trafficking

We continued to work collaboratively with other agencies in the whole-of-government programme to combat people-trafficking, including onshore and offshore activities.

### Onshore activities

Identifying suspected trafficking and referral to the AFP for possible investigation continued during the year, particularly for suspected cases involving trafficking into sexual servitude or debt bondage.

# DIMA's gold medal performance

Officially it took Samson Ramadhani Nyonyi two hours and 11 minutes to win gold at the Melbourne Commonwealth Games but in reality the Tanzanian runner's race for gold began much earlier with a marathon effort by migration officers on the African continent.

About 7000 athletes and team officials descended on Melbourne for the games between 15-26 March 2006.

Managing such a large number of arrivals posed a huge logistical problem for us but our staff remained undaunted with the success of the Sydney Olympic Games still fresh in their minds.

The availability of electronic visa arrangements for some Commonwealth countries helped streamline the processing of many applications.

However, the task of processing visas in most of the 71 countries represented at the games was hampered by the need to place the old-style visa labels in the passports of each and every athlete and team official – an enormous task.

Athletes and team officials from 17 countries on the African continent, not including South Africa, had to get their passports endorsed before they could enter Australia. Teams were established in each of the countries to apply the visa labels to the passports of athletes and team officials.

Because selection for many sporting events took place just prior to the games, migration officers were left with just a few weeks in some cases to process visas. In Africa, migration officers travelled extensively to finish this huge task in time for the athletes to travel to the games. Similar efforts were undertaken in the Caribbean and Pacific nations.

Staff in Australia worked tirelessly to support their overseas counterparts, providing background checks on visa applications. Our officials played an important role in the security and administration of the games, working closely with games organisers and other agencies such as the Australian Federal Police before and during the event.

The games will go down as a defining moment in Australian sporting history with much credit to the behind-the-scenes efforts of our staff.

### Offshore activities

We continued to fund a Senior Migration Officer (Compliance) positioned in Bangkok, Thailand, working with other Australian agencies, the Thai police, non-government, and international organisations in anti-trafficking prevention and deterrence activities.

### Investigating suspected sexual slavery

In 2005-06, there were 32 referrals to the AFP of suspected cases of people-trafficking in Australia involving the identification of 19 possible victims. All of these cases involved suspected trafficking of women into the sex industry. Further assessment identified 10 cases where sufficient evidence existed for further investigation of trafficking and the individuals were granted bridging F visas (BVF). Of these 10 cases, three subsequently returned home, three were on BVF's as at 30 June 2006, and four were granted criminal justice stay visas in support of investigation and/or prosecution activities.

A total of seven criminal justice stay visas and five criminal justice entry visas were granted during the year. Some of these visas were granted as a result of investigations started in previous years. The criminal justice entry and stay visas allow a person to enter into or to remain in Australia to assist authorities in the prosecution process for a trafficking offence.

In 2005-06 the first successful prosecution was recorded in a case involving charges of sexual slavery. The defendant was found guilty and sentenced to 10 years' imprisonment. A number of other cases were also under investigation or in the prosecution process during the period.

## 1.3.2 Prevent unlawful entry

### OBJECTIVE

The objective of this programme is to deliver on Australia's commitment to border protection.

**Table 37: Performance information - Prevent unlawful entry**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 2000 persons refused entry (excluding unauthorised boat arrivals) | 937 | 1241 | 2058 | 1995 |
| 1000 unauthorised boat arrivals – illegal foreign fishers and stowaways | 947 | 1025 | 1551 | 2880 |
| Quality | | | | |
| Cost of Airline Liaison Officer (ALO) network compared to avoided cost through denied entry | Cost of ALO programme: $4.1 million<br>Direct avoided costs estimated at around $8.5 million.<br>It is not possible to estimate the deterrence and regional impacts. | | | |
| Risk of unauthorised or fraudulent entry mitigated by the Overseas Compliance Officer network | Overseas compliance officers produced over 700 information reports for the period 2005-06 and around 4600 cases of fraud were detected and recorded on the department's systems over the same period. | | | |
| Number of visas cancelled offshore over time | 2088 (a 7.6 per cent increase over the 1940 for 2004-05) | | | |

### DESCRIPTION

We have established offshore and border operations to identify and detect people who have no entitlement to enter Australia and to prevent their entry. We use a range of strategies to detect and prevent unlawful entry through the use of deterrents and law enforcement as well as engaging other countries in efforts to deal effectively with irregular flows of people.

Our operations are concentrated on:

- preventing unlawful entry by people who are improperly documented or who constitute a threat to the community on national security grounds or criminal background, or otherwise fail to meet the requirements for entry
- preventing people-smuggling activities
- combating unauthorised boat arrivals through prevention and deterrent strategies
- assisting in the prevention of fraud against our visa programmes.

### ANALYSIS OF PERFORMANCE

#### Refused immigration clearance

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

A person can be refused immigration clearance if they are unable to meet Australia's entry requirements. This occurs where a person either has their visa cancelled or refused at the border, or is inadequately documented, and is unable to or refuses to comply with the requirement to provide evidence of their identity and authority to enter Australia.

In 2005-06 there were 1598 people refused immigration clearance at Australian airports - around 0.03 per cent of all non-Australian citizen passenger air arrivals. This represents a decrease of 2 per cent over the 1632 people refused in 2004-05.

In 2005-06, around 70 per cent of people refused immigration clearance had their visas cancelled due to a decision that they were not bona fide visitors to Australia, in that they did not intend to comply with the conditions associated with their visa. A person may also be refused immigration clearance if they fail to meet the character requirement for entry to Australia, or if they produce fraudulent documentation with an aim to illegally enter Australia.

In 2005-06, around 95 per cent of those refused immigration clearance at Australian airports left Australia within 72 hours, in most cases on the next available flight.

In 2005-06, there were 397 people refused immigration clearance at Australian seaports. This is a 6.8 per cent decrease over the 426 people who were refused immigration clearance in 2004-05.

### Deserters and stowaways

In 2005-06, 15 deserters and three stowaways were located by our compliance units, compared to 12 and 25 respectively in 2004-05.

### Airline Liaison Officer (ALO) network

Our ALOs conduct document screening of many Australia-bound passengers at key international gateways. They provide advice to airlines and to host governments on passenger documentation issues and, by their visible presence, deter the activities of those involved in people-smuggling. During 2005-06 the ALO network increased to 22 ALOs at 16 locations.

In 2005-06, ALOs intercepted 143 persons attempting to travel to Australia on forged or fraudulent documentation. In some locations, Australia's ALOs share information with the ALOs of other countries and host governments, contributing to international action against people-smuggling. For example:

- an ALO was involved in preventing a Chinese woman from travelling to New Zealand from Shanghai via Hong Kong on a fraudulently obtained Australian passport
- following advice from the ALO, local authorities in Hong Kong interviewed a Bangladeshi national travelling to San Francisco from Hong Kong who admitted to be attempting to travel on a fraudulently altered Australian passport
- ALOs were placed at short notice in Vanuatu where they were instrumental in preventing the operations of a people-smuggling ring
- ALOs played a major role in assisting in emergencies such as in facilitating the travel of evacuees from East Timor.

In cooperation with ALOs from other countries, Australian ALOs helped interdict over 2500 people from travelling to a variety of countries in 2005-06. This level of interdictions is an indicator of the continued global activity of people-smugglers.

### Biometrics and identity management

The biometrics programme is part of a broader identity management strategy to improve the integrity of non-citizen identity information, reduce identity fraud, and support and comply with national and international initiatives in travel processing. It is also closely tied to the *Systems for People* programme and contributes to our 'single view of client' initiative.

Under the planned roll-out of biometric technology, personal identifiers such as photographs and finger scans from non-citizens will be collected at key points in the immigration process and stored in a central database for future identity verification.

We are developing an identity service that will facilitate a consistent and integrated approach to the management of client identity information we hold.

As at the end of 2005-06, the identity service database held information on more than 3.5 million client identities, including around 435 000 facial images and 3.3 million travel documents.

The identity service also complements initiatives resulting from our strategic partnership with IBM under the *Systems for People* programme of work, integrating the management of identity information into client-centric processing.

On the international front, we collaborated with key countries to move forward with identity and biometric issues. Australia chaired the Inter-Governmental Consultations on Asylum, Refugee and Migration Policies (IGC) Technology Working Group and the Four Countries Conference (4CC) Biometrics and Technology Sub-Group.

The newly established 4CC sub-group met for the first time in June 2006 to identify and pursue options for improved collaboration and interoperability between Australia, Canada, the UK, and the USA on biometrics and technology in a primarily border security context.

### Identity management

The operational arm of our identity management strategy, the National Identity Verification and Advice section (NIVA), was established in May 2005. NIVA's functions include:

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

The early-warning system is coordinated through a referral process set out in *MSI 409 Establishing Identity in the Field and in Detention*. Cases where a client is unidentified or has claimed to be an Australian citizen or permanent resident are referred to NIVA through an escalation mechanism. Initially NIVA's role is limited to monitoring progress on investigations ('information' referrals), but NIVA officers also conduct investigations of particularly complex cases ('action' referrals).

Since it started, 279 cases have been referred to NIVA. Of these:

- 71 per cent were referred for information only, while the remaining 29 per cent were actively investigated by NIVA officers
- 87 per cent of 'information' referrals were finalised in under three months
- 86 per cent of 'action' referrals were finalised in less than six months
- a total of 164 (59 per cent) cases were resolved, of which 129 (79 per cent) were information referrals and the remaining 35 (21 per cent) were action referrals.

Document Examiner Joanne O'Brien using document examination equipment at Sydney Airport.

In addition to managing a growing caseload NIVA has:

- introduced new policies, procedures, and tools designed to help operational staff to establish identity in the field and in detention and to ensure a consistent approach to identity investigation department-wide
- delivered training in these new policies, procedures, and tools to over 300 compliance and investigations officers around Australia
- sponsored legislative amendments to allow the disclosure/publication of certain personal identifiers where required to assist identity investigations
- sponsored a facial recognition software project
- established relationships with people and agencies who provide expert advice on identity-related matters
- expanded to enable additional resources to focus on further strengthening our policies and business processes in relation to establishing identity
- coordinated our response to requests from law enforcement agencies for information regarding missing persons.

### Document examination

The Global Document Examination Network provided document examination training in Australia to 350 of our officers in the states and territories, including officers preparing for overseas postings and short-term missions. Document examination training was also conducted in 12 locations overseas over 18 weeks covering nine countries. We provided 472 officers from foreign government immigration and border agencies with three days training in advanced document examination. Twenty-five of those trainees were also provided with training in the use and maintenance of document examination laboratory equipment.

The network was involved in a number of key initiatives to reduce the incidence of document fraud:

- An additional 10 document examination positions were located in Sydney, Perth, Canberra, and Melbourne as well as two overseas positions in Kuala Lumpur and Manila. These new positions have been filled by people who have forensic document examination training and experience in the Australian Federal Police, state government police forces, and the forensic document examination equipment industry. The additional forensic document examination resources will both improve the skills of our staff in overseas posts and enhance the capability of immigration and related law enforcement agencies across the Asia-Pacific region to detect document and identity fraud. This will strengthen their capability to detect and prevent the movement of people who may be intent on terrorist or other criminal activity. These resources will significantly boost our existing document examination capability and enable the growing demand for both international capacity building work and domestic focussed work onshore.
- Passport readers were installed at 26 overseas posts to assist in the training and detection of fraudulent passports and/or other documents. These were posts identified as those with a high incidence of document fraud.
- A searchable repository of bulletins and alerts on fraudulent travel documents detected both onshore and offshore, is now available on both DIMAnet (the department's intranet) and a standalone DVD/CD based version. The repository is called Document Examination Alert Notices (DEAN) and has over 800 records on its database.
- At 30 June 2006, there were 30 of our staff across Australia enrolled in the Diploma in Forensic Document Examination at Canberra Institute of Technology. The course is an accredited formal qualification that includes thorough understanding of technical and scientific skills involving the application of forensic document examination techniques in the workplace and the operation of forensic document examination equipment. We also sponsored the enrolment of four overseas students from the Philippines and Indonesia in the course.

The network was also involved in a number of activities with governments in the Asia-Pacific and Middle East regions to build on border management strategies. In February 2006, a small team of forensic document experts from the People's Republic of China (PRC) Ministry of Public Security visited Canberra and Sydney to provide technical assistance to our forensic document examiners dealing with PRC travel documents. Members of the delegation came from Beijing, Shanghai, Guangzhou, and Zuhai (Macau border). The visit included:

- comprehensive workshop presentations in Canberra and Sydney by the PRC team on the 'G series' passport to national and airport-based forensic document examination staff
- a briefing by our Canberra-based document examiners on the Australian e-passport series
- briefings by the Biometrics Policy and Sea Ports areas of the department.

The delegation also visited and observed the operation of a state document laboratory and primary line operations in Sydney. The visit was extremely successful, building on the excellent cooperation we have enjoyed with both the Ministry of Public Security and the Ministry of Foreign Affairs. It should further enhance the key working relationships between visa, passport, and border control authorities in the lead-up to the 2008 Beijing Olympic Games.

The document examiners contributed to regional security initiatives, including the leadership of the Anti-Fraud Document workshop for ASEAN Immigration Officers held in May 2006 in Phnom Penh.

They also participated in our capacity-building initiatives during 2005-06 with training in countries such as the United Arab Emirates, Vietnam, Jordan, Sri Lanka, PRC, Malaysia, and New Zealand.

### Overseas compliance training

We continued our programme of targeted training and briefings for staff who undertake overseas compliance roles. In 2005-06, 60 Airline Liaison Officers, 58 officers selected for long-term posting overseas, and 24 locally engaged employees completed role-specific training programmes that included document examination skills. These programmes increase their skills to address document and identity fraud, people-smuggling, and visa programme integrity. Fourteen airline and ground handling supervisors from Indonesia, the Philippines, and Malaysia took part in border and visa systems and document examination training in Canberra and Sydney.

### Overseas compliance officer network

We deploy 30 specialist overseas compliance officers to 22 locations to collect immigration intelligence, investigate caseload fraud, combat human trafficking and people-smuggling, and deliver significant components of our international capacity-building agenda.

In response to heightened concern for security, selected posts have been equipped with specialist equipment following Cabinet acceptance of the recommendations of the review of security measures at Australian embassies in 2005-06. Equipment included such things as hardened vehicles and satellite telephones.

In the six months to June 2006, 379 formal information reports were produced by the overseas compliance network to support our operations and policy formulation. Most reporting is now done on Immigration Intelligence (IT System) (IMtel).

### Onshore intelligence network

The national intelligence network became operational in November 2005. National Intelligence Officers (NIOs) are located in key ports, state and territory offices, and onshore visa processing centres. They are responsible for the detection and reporting of people-smuggling, human-trafficking, organised fraud, identity fraud, ship-jumpers, crew deserters, and for liaison with state-based agencies.

We deployed 10 Border Intelligence Officers (BIOs) in 2005 at key airports and seaports in Australia. This expanded the national intelligence officer network to 18 officers. Our BIOs provide an integrated and Australia-wide network that has enhanced the collection, analysis, and reporting of intelligence at the border. These officers are receiving high levels of intelligence training including participating in courses conducted by the Australian Federal Police and the Australian Customs Service.

NIOs will participate in the AFP-led Joint Airport Intelligence Groups at key airports when these start operating. Selected BIOs have been involved in developing protocols and procedures with their counterparts from other participating agencies and departments.

NIOs and Overseas Compliance Officers regularly work as teams to collect information and conduct initial analysis. This process is being simplified by the availability of IMtel to both groups.

### Intelligence IT support

In 2003, we established IMtel, a protected intelligence database.

A review in 2005 resulted in formal support for upgraded capability of IMtel. The upgraded IMtel focussed on exploiting its powerful search facilities, making IMtel more accessible, extending its analysis capability, and giving access to additional users.

In line with the objectives of Palmer Project 19, the roll-out of IMtel offshore has significantly enhanced our intelligence gathering and

dissemination capability by creating a global intelligence network. Overseas officers now have the ability to search and exchange information with each other and their onshore colleagues in real time. Through better communication, onshore and offshore officers will be able to make more informed decisions.

The number of IMtel users has increased over 120 per cent in the last 12 months, from 296 in 2004-05 to 661 in 2005-06.

A number of enhancements have increased IMtel's usability. Easier search and reporting functions and improved analytic tools have increased the effectiveness of officers using IMtel and reduced the training required from several days to two or three hours. IMTel development is scheduled to continue throughout 2006 and 2007.

### Brisbane Character Assessment Unit

The Brisbane Character Assessment Unit, which was established in January 2004, is responsible for assessing most cases where we are considering refusal of a visa on character grounds (under s.501 of the *Migration Act 1958*). The unit considers refusals for all offshore applicants and some onshore applicants. The unit also considers a small number of possible visa cancellations under s.501 referred by the Darwin office.

### Decisions made by the Minister personally under s.501

In 2005-06, the Minister personally made s.501 decisions in six cases - four cancellation decisions and two warnings. In 2004-05, 14 such decisions were made.

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

In 2005-06, delegates of the Minister made 1539 s.501 decisions. These comprised 50 cancellation decisions and 1489 refusal decisions.

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

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

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

In 2005-06 there were 54 visas cancelled under s.501.

### General visa cancellations

The *Migration Act 1958* contains seven separate powers for cancelling a visa apart from s.501. The power used will depend on the location of the visa holder (whether in Australia, in immigration clearance at an Australian airport or seaport), the type of visa held, and the particular circumstances of the case. While the Migration Act allows for more than one power to be used in any particular case, generally only the most appropriate power will be used.

### Section 109 - Incorrect information

Section 109 is used to cancel temporary and permanent visas where the visa holder has given incorrect information or presented a bogus document in order to obtain a visa. It may only be used where the visa holder is in Australia, although equivalent grounds are provided in s.116 for cancellation where the person is outside Australia (see below).

In 2005-06 there were 34 visas cancelled under s.109.

### Section 116 - General grounds

Section 116 contains a number of general grounds for cancellation, including breach of visa conditions and where the grounds for holding the visa no longer exist. Further grounds under s.116 are prescribed in the Migration Regulations. Section 116 cannot be used to cancel a permanent visa in Australia, except where the visa is cancelled at the airport on the visa holder's first entry to Australia.

In 2005-06 there were 3621 visas cancelled under s.116.

### Section 128 - Visa holder outside Australia

Section 128 contains the same grounds as s.116 but is used to cancel permanent and temporary visas where the visa holder is outside Australia. This power is different to the other powers in that no notice of intent to cancel is sent to the visa holder prior to cancellation. Instead, following cancellation, the former visa holder is invited to apply for revocation of the cancellation.

In 2005-06 there were 11 403 visas cancelled under s.128.

### Section 134 - Business visas

Section 134 is used to cancel permanent business migration visas where visa holders fail to abide by the conditions of their visa.

In 2005-06 there were 1021 visas cancelled under s.134.

### Section 137J - Student visas

Section 137J relates only to student visas and occurs by operation of law in certain circumstances.

In 2005-06 there were 2165 visas cancelled under s.137J.

### Section 137Q - Regional sponsored employment visas

Section 137Q is used to cancel regional sponsored employment visas where the holder fails to abide by the conditions of their visa.

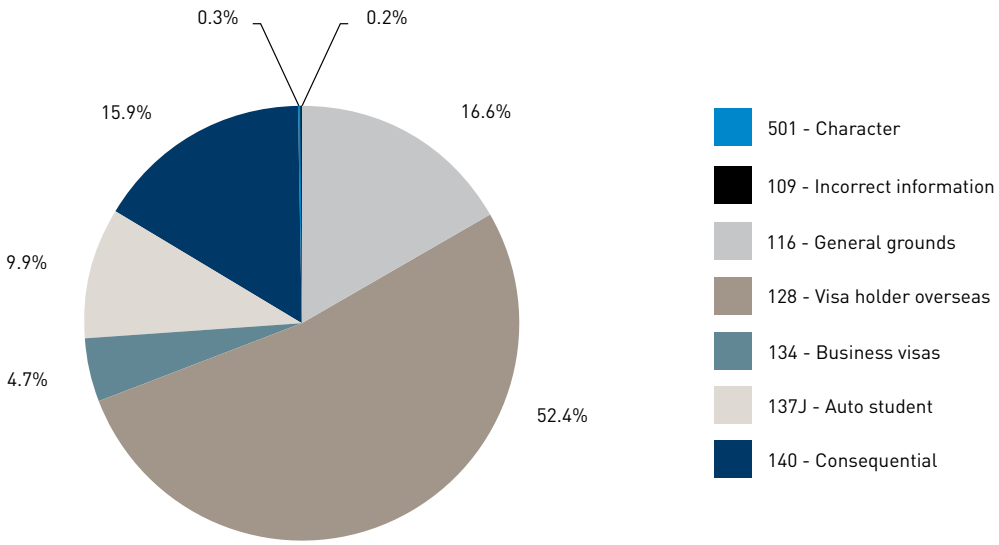
In 2005-06 there were no visas cancelled under s.137Q.

### Section 140 - Consequential cancellation

This power is used mainly to cancel the visas of dependent family members where the main visa holder's visa is cancelled, in which case the cancellation occurs by operation of law. It may also be used to cancel the visas of other people who only held a visa because another person who had their visa cancelled used to hold a visa. In that case, cancellation is discretionary.

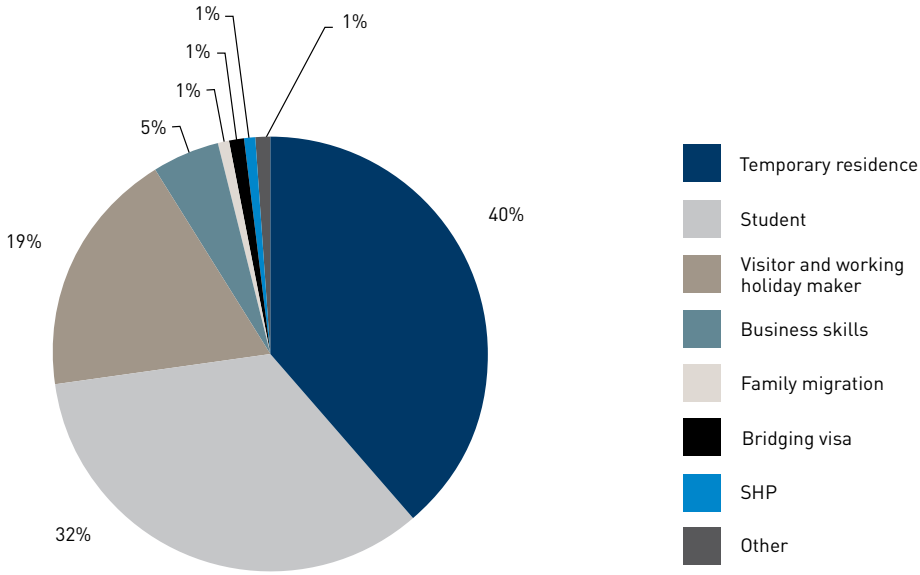
In 2005-06 there were 3454 visas cancelled under s.140.

Figure 29: Visa cancellations in 2005-06




In 2005-06 the most common power used to cancel visas was s128 (52 per cent) followed by s.116 (17 per cent), followed by s.140 (16 per cent), followed by s.137J (10 per cent) and s.134 (5 per cent).

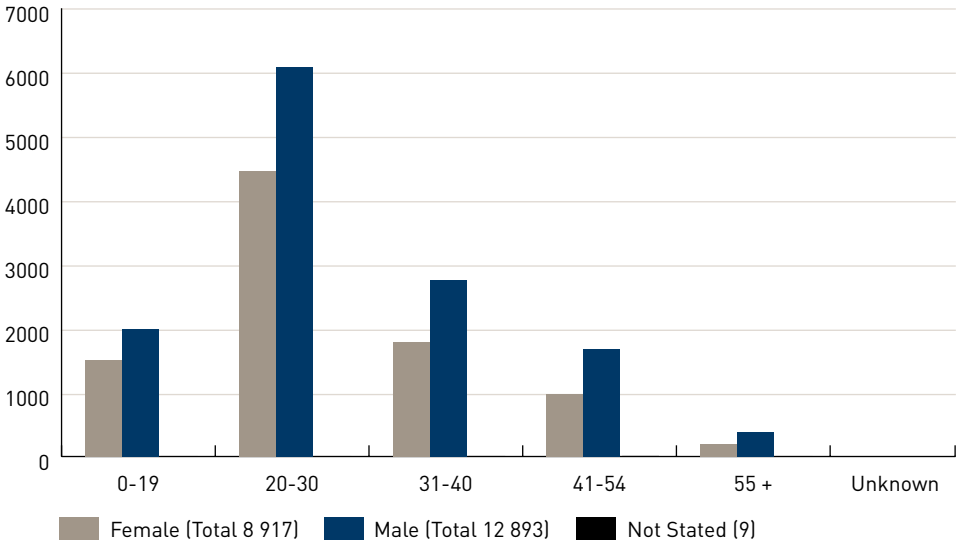
Figure 30: Visa cancellation by visa category



The visa category with the highest number of cancellations in 2005-06 was the temporary residence category, with 40 per cent cancellations in that year. The second highest number of cancellations was in the student category with 32 per cent. The third highest was the visitor and working holiday maker category with 19 per cent.

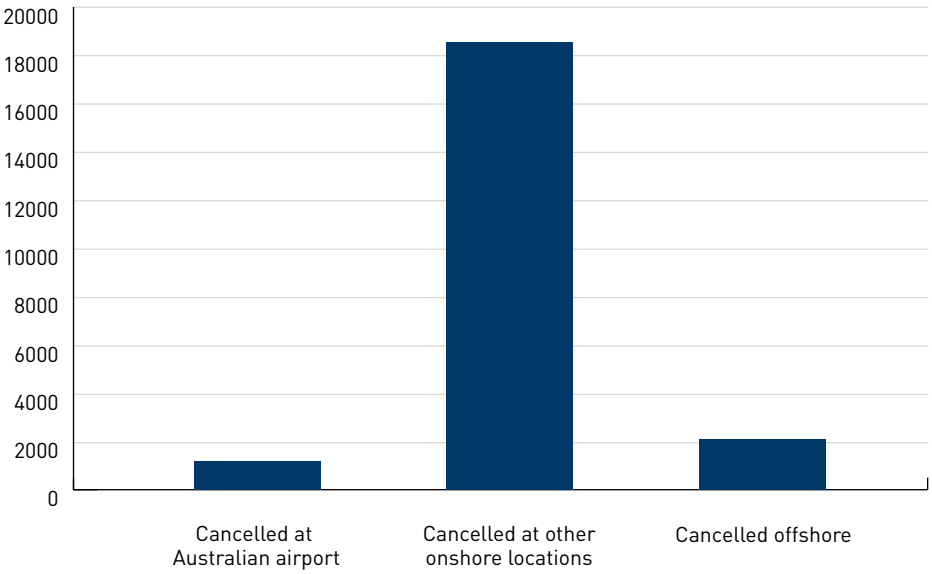
Of the 21 819 persons who had their visas cancelled in 2005-06, there were 8917 females, 12 893 males and 9 cases where gender was not recorded. Of the females 4453 or 50 per cent were aged between 20-30 years, followed by the 31-40 year age group with 1786 or 20 per cent. Males in the 20-30 year age group had the highest number of cancelled visas 6079 or 47 per cent of the male group, followed by 2759 or 21 per cent for the 31-40 years age group.

**Figure 31: Visa cancellation by age and gender**




Data source: RAS cancellations database.

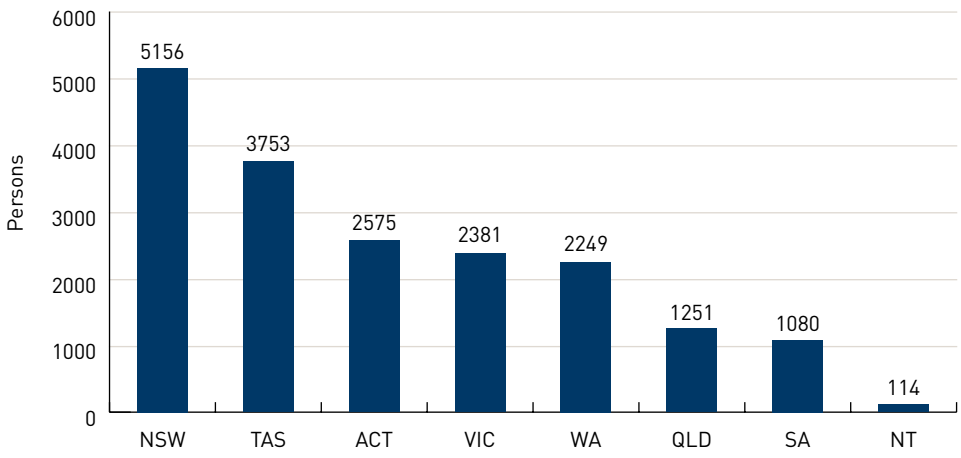
**Figure 32: Visa cancellation by location of delegate**




Total Number of visas cancelled 21 819

Of the 21 819 visas cancelled in 2005-06, there were 1172 cancelled at Australian airports, 18 559 at other onshore locations, and 2088 offshore.

**Figure 33: Visa cancellations in Australia (excluding airports)**

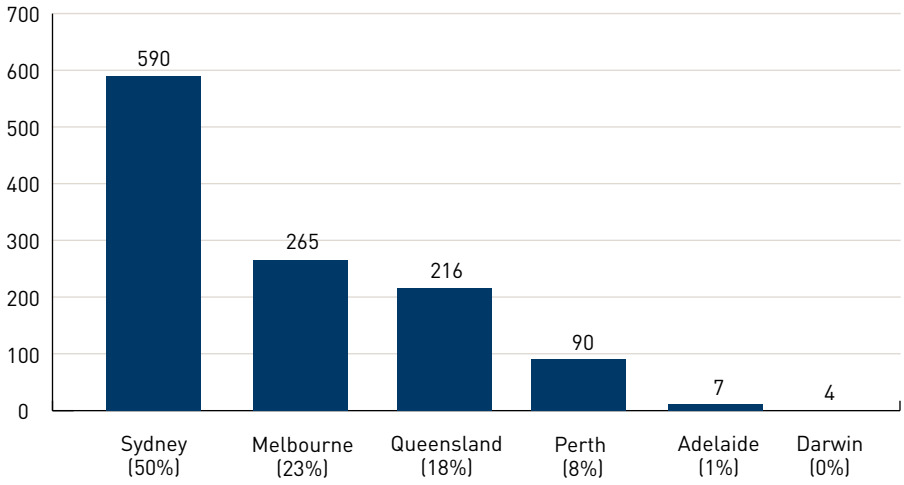



Total number of visas cancelled 18 559

The state or territory with the highest number of visa cancellations in 2005-06 was New South Wales with 5156 cancellations, followed by Tasmania (3753), Australian Capital Territory (including National Office 2575), Victoria (2381), Western Australia (2249), Queensland (1251), South Australia (1080), and the Northern Territory (114).

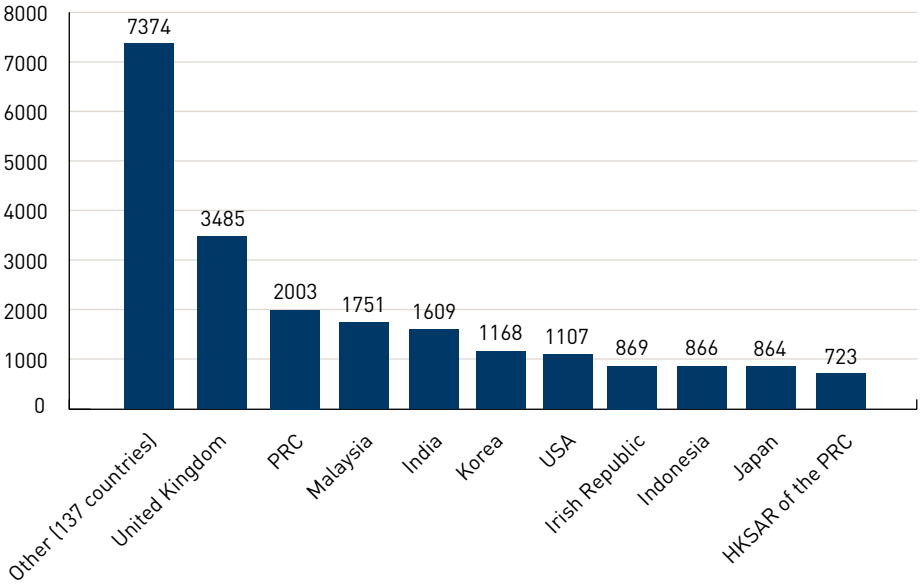
Of the 1172 cancellations made at Australian airports in 2005-06, 590 or 50 per cent were made at Sydney airport. The next highest was in Melbourne with 265 (23 per cent) and Queensland with 216 (18 per cent). Perth had 90 and there were small numbers (seven and four) in Adelaide and Darwin respectively.

**Figure 34: Visas cancelled at Australian airports**



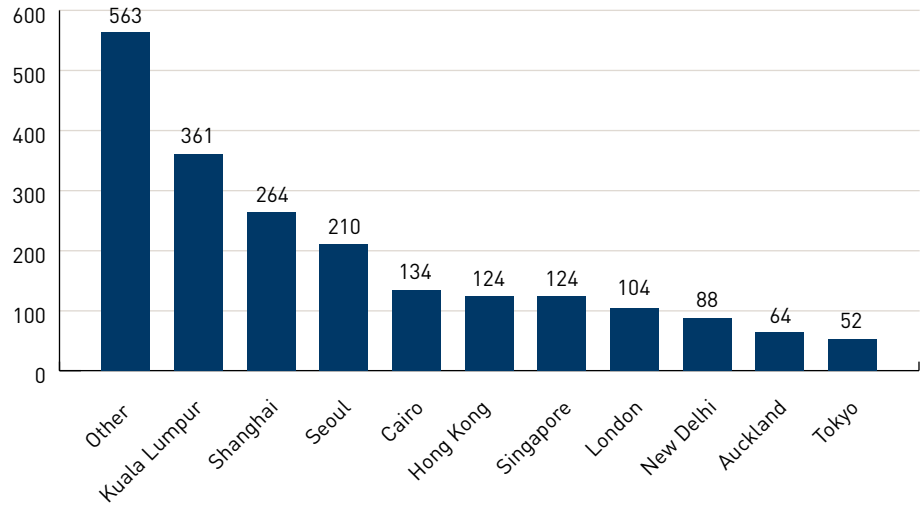

Total number of visas cancelled 1172

**Figure 35: Visa cancellation by source country**




In terms of absolute numbers, the United Kingdom had the largest number of cancellations (3485) in 2005-06, followed by the People's Republic of China (2003), Malaysia (1751), India (1609), and Korea (1168).

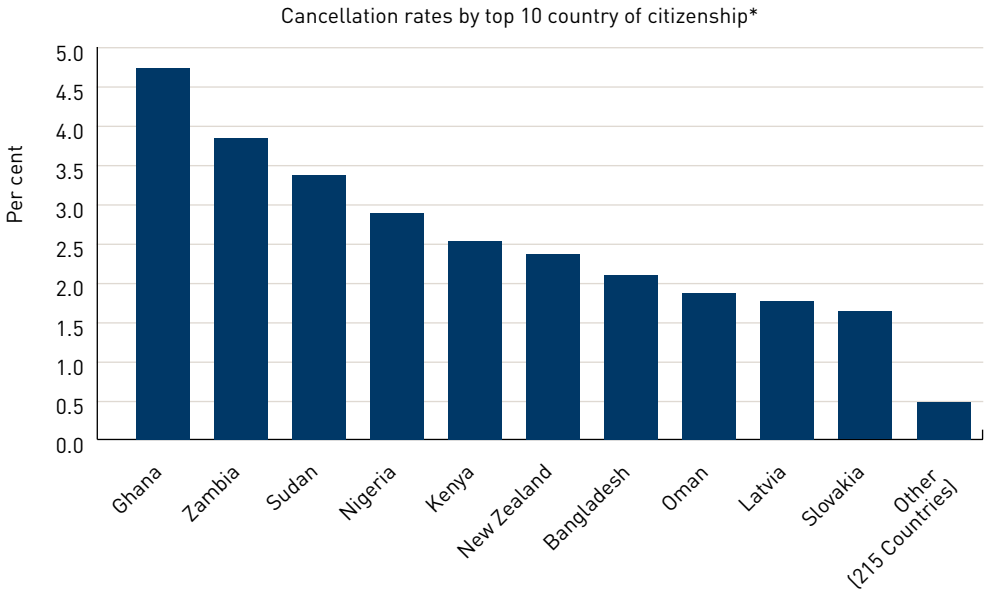
**Figure 36: Visas cancelled overseas**




Total number of visas cancelled - 2088

In 2005-06, our officers stationed in other countries cancelled 2088 visas. The overseas post with the highest number of cancellations was Kuala Lumpur with 361, followed by Shanghai with 264, Seoul with 210, Cairo with 134, Hong Kong and Singapore with 124 each, London with 104, New Delhi with 88, Auckland with 64, and Tokyo with 52.

**Figure 37: Source countries by cancellation rates**




* Countries with a minimum of 500 visa grants. Excludes visas granted and cancelled in Taipei. The 'Other' category includes countries with less than 500 grants and countries with 500+ and a rate less than 1.63%.

The country or territory of citizenship with the highest cancellation rate in 2005-06, as opposed to the highest total number of cancellations, was Ghana (4.7 per cent). Zambia (3.8 per cent) was followed by Sudan (3.4 per cent), Nigeria (2.9 per cent), Kenya (2.5 per cent), New Zealand (2.4 per cent), Bangladesh (2 per cent), Oman (1.9 per cent), Latvia (1.8 per cent), and Slovakia (1.6 per cent). Cancellation rates for individual citizenships can vary significantly between years. The cancellation rate is calculated by dividing the number of cancellations for the year by the number of visas granted in the same year. Only those countries with 500 or more visa grants are included.

### War crimes screening

A War Crimes Screening Unit was established in 2002 to screen applicants and advise decision-makers on this aspect of character checking.

War crimes screening pays particular regard to applicants who are from regions where conflicts led to human rights abuses. Individuals suspected of having been involved in war crimes are listed on our Movement Alert List (MAL). There are currently over 7000 names on the MAL related to war crimes and crimes against humanity.

A total of 761 cases were referred to the unit for screening advice during 2005-06.

### Illegal foreign fishers

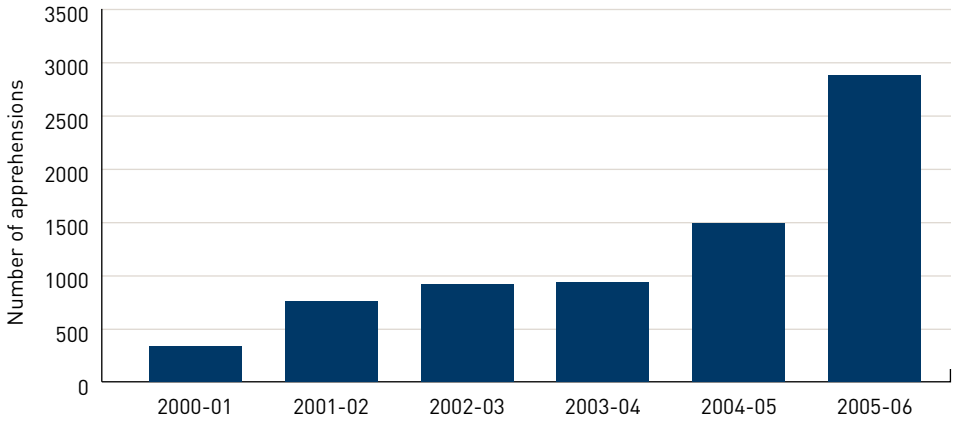
Illegal foreign fishers apprehended for alleged breaches of the *Fisheries Management Act 1991* are held in fisheries detention on enforcement visas for a maximum of seven days (168 hours) while fisheries authorities conduct investigations into the alleged offences and determine which fishers are to be charged. An enforcement visa is granted by operation of law, not by application. When the person is released from fisheries detention, their enforcement visa ceases to be in effect. They become unlawful non-citizens and must be detained under the *Migration Act 1958* and removed as soon as reasonably practicable.

We have worked closely with the Department of Agriculture Fisheries and Forestry (DAFF) on the *Border Protection Legislation Amendment (Deterrence of Illegal Foreign Fishing) Act 2005* (BPLAA). Parts relating to the detention arrangements for illegal foreign fishers started on 30 November 2005. The major outcomes of the amendments contained in this Act are:

- to provide consistency between the *Torres Strait Fisheries Act 1984* and the *Fisheries Management Act 1991* in relation to illegal foreign fishing arrangements
- to strengthen the operating proficiency of the partnership between us and the Australian Fisheries Management Authority in the management of detained illegal foreign fishers
- to provide for a seamless transition between fisheries detention and immigration detention for non-citizens suspected of committing illegal foreign fishing offences and to facilitate the rapid repatriation of detainees to their home countries.

In 2005-06, there were 2888 illegal foreign fishers apprehended for alleged fisheries offences. By 30 June 2006, 2691 illegal foreign fishers had been removed.

**Figure 38: Number of illegal foreign fishers**



# Illegal foreign fishers

Illegal foreign fishing has increased significantly in the past five years, particularly in Australia's northern waters. The growth has been fuelled by commercial interests rather than traditional fishing activities.

Illegal fishing presents a significant threat to Australian fish stocks, as well as environmental, quarantine, and security risks. As such, the monitoring, detection, and apprehension of illegal operators in Australian waters is a high priority for the Australian Government.

We continue to work closely with the Australian Fisheries Management Authority and the Australian Customs Service to address the growing numbers of illegal foreign fishers in Australian waters. We are carrying out an integral role in this whole-of-government programme to deter illegal foreign fishing through the detention and repatriation of illegal foreign fishers.

The Northern Immigration Detention Centre (NIDC) in Darwin will have a total capacity of 612 detainees once an upgrade to the centre is completed. The NIDC will serve as a central point for holding fishers transferred from the remote locations of Broome, Gove, Thursday Island, and Weipa until they are removed or, if required, prosecuted for fisheries offences.

During 2005-06, two multi-agency operations were held to apprehend foreign fishing vessels and crew. Operation Clearwater Two was held between 5-19 October 2005, during which time 31 vessels were seized and a total of 187 fishers were apprehended. From 22 March 2006 to 3 April 2006, Operation Breakwater resulted in a total of 23 vessels being seized, with a total of 197 crew apprehended.

Our role during these operations was to manage apprehended fishers in remote locations and to coordinate their transfer as soon as reasonably practicable to the NIDC and Baxter Immigration Detention Centre for prosecution or removal.

## 1.3.3 Detection onshore

### OBJECTIVE

The objectives of this programme are to identify and respond to breaches of immigration law in Australia and to detect and locate people who:

- have no lawful authority to be in Australia
- have remained in Australia after their visa has expired (overstayers)
- are in breach of conditions which apply to their visa (for example, illegal workers).

**Table 38: Performance information – Detection onshore**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 11 000 persons located | 23 078 | 20 003 | 18 341 | 10 443 |
| Quality | | | | |
| Number of visas cancelled onshore following breaches, over time | n/a | 18 098 | 20 313 | Some 18 559 visas were cancelled onshore, down 8.6 per cent on the 20 313 cancelled onshore in 2004-05. In 2005-06 we cancelled 1365 visas as a consequence of clients being located for breaching their visa conditions (cancellation within two days of location). This compares with 2629 cancellations in 2004-05.<br><br>A total of 21 819 visas were cancelled in 2005-06, a decrease of 6.6 per cent on the 2004-05 total of 23 365 cancellations. Many of these are administrative cancellations, for example, when a person leaves Australia before their visa expires. A total of 1172 visas were cancelled at Australian airports and 2088 were cancelled offshore. |

Table 38: Performance information – Detection onshore *continued*

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quality | | | | |
| Number of over-stayers who cease being overstayers within 2005-06 compared with the number of non-citizens becoming overstayers in the same period | n/a | n/a | 13 970 compared to 9550 non-citizens becoming overstayers | At the snapshot date of 30 June 2006 the proportion of overstayers who had ceased being overstayers in 2005-06 was approximately 37 per cent more than the proportion of non-citizens who became overstayers in the same period. In comparison, in 2004-05 46 per cent more people ceased being overstayers in proportion to those who became overstayers. |
| Intermediaries are engaged to contribute to the reduction of breaches of the Migration Act | The Entitlement Verification Online (EVO) system continues to be the our premier mechanism for engaging with intermediaries such as employers, labour suppliers, and licensing authorities. EVO is an Internet-based system that allows registered users to check the work rights and other entitlements of visa holders who are in Australia.<br><br>A significant achievement during the year has been the enrolment of Woolworths Limited as a user of EVO. Woolworths, with a workforce of around 144 000, joins Coles-Myer and a number of other major Australian employers who have chosen to verify the work entitlements of visa holders through the EVO system.<br><br>During the year, over 3100 Australian employers made a total of more than 115 000 online work rights checks in relation to prospective employees. A substantial number of employers also continue to use our fax-back work rights checking and telephone work rights information services. | | | |

## DESCRIPTION

We aim to prevent and deter breaches of immigration law. Where this is not possible this output component detects and locates those who have breached immigration law. People found in breach of immigration law may have their visas cancelled, be removed from Australia, and face prosecution. This output component also incorporates the investigation and prevention of organised fraud and immigration malpractice in the Australian community and the active engagement of intermediaries such as licensing bodies and employers to contribute to the reduction of breaches of the Migration Act.

## ANALYSIS OF PERFORMANCE

During the year there have been major developments in our onshore compliance strategies and operational outputs. The focus has been on moving to a risk-based approach to compliance, with a major area of attention being the balance between prevention, deterrence, and enforcement activities. The emphasis on developing and implementing our response to external scrutiny, including introduction of case management systems, revision of instructions and policy, and development of appropriate training of our staff has also meant that locations are down on previous years.

As a result of the Palmer and Comrie Reports, we have re-assessed the manner in which compliance activities are conducted. This period of re-assessment saw a marked decrease in the number of compliance locations being effected. In 2005-06 we effected 10 443 locations of people who had either overstayed their visas or were in breach of their visa conditions. This is a decrease of 43 per cent on the 2004-05 total of 18 341 locations.

One change is the re-development of compliance training. Compliance staff are not permitted to undertake field activities without having had appropriate training. This is contributing to the present reduction in compliance location numbers. Additionally, the decrease in locations reflects a shift in the balance between preventative, deterrence, and enforcement activities. There has been an increased emphasis on preventative work, which has been reflected in the increased use of our Entitlement Verification Online (EVO) system.

Voluntary locations, where people approach us of their own accord, or in response to notification of intention to cancel, or because of requests to attend, accounted for 6397 locations. Some 2540 locations occurred as a direct result of compliance field work. A further 1506 locations were recorded as 'non-voluntary approaches' where unlawful non-citizens are located by other government agencies; for example when police detain someone for a criminal offence and it is then discovered that the person is an unlawful non-citizen. Locations must also be recorded as 'non-voluntary approaches' when another agency is directed to go out and detain an unlawful non-citizen on our behalf.

A total of 1924 locations concerned people who were found to be working illegally.

Of the 10 443 locations in 2005-06, some 7142 resulted in unlawful non-citizens being issued bridging visas. Bridging visas can be granted for a person to make arrangements to depart Australia, lodge a substantive visa application, or where they are pursuing merits or judicial review of a visa decision.

### Employers and other intermediaries

A continuing strategy has been the focus on 'intermediaries' such as employers, migration agents, education providers, and labour hire companies who can play a strong role in assisting people to adhere to migration law.

During 2005-06, we continued to promote the Entitlement Verification Online (EVO) system. This is an Internet-based real-time visa entitlement checking system that allows employers, labour suppliers, licensing authorities, and educational institutions to check work rights and other entitlements of visa holders in Australia.

The EVO system has gained widespread acceptance from employers in every industry sector (including, for the first time, the sex industry) and is now our principal vehicle for work rights checking. Feedback received from employers indicates a high level of satisfaction with the service, as they get an answer on the spot (compared with 24 hours or more for our faxback service). In addition, the employer does not need to keep any paperwork as we keep a record of who has been checking and what checks have been made.

We continue to conduct employer awareness training sessions to educate employers about work rights with the aim of reducing the number of illegal workers. These sessions also inform employers and labour suppliers about the work rights checking facilities provided by us. Illegal Worker Warning Notices are issued to employers or labour suppliers who have employed or referred illegal workers. The warning notice advises employers that they have employed an illegal worker and advises of the possibility of further prosecution. In 2005-06, we issued 1094 notices, compared to 2280 notices in 2004-05. A total of 197 employers received more than one notice.

The largest numbers of warning notices were issued in the following industries:

- accommodation, cafes and restaurants
- manufacturing
- retail trade
- construction
- personal and other service (sex industry).

### Community information

Information from the public provides important support to the government in its efforts to maintain the integrity of our Migration Programme. The community uses a range of avenues to report instances of malpractice, the prime method being by telephone. A free national dob-in fax service is also available.

A total of 32 673 calls were received in 2005-06 to our 13 and 1800 numbers dealing with dob-in information. This compares to 35 706 calls received in 2004-05.

### Students

In 2005-06 the number of student visa cancellations was 6922, compared to 8140 student visa cancellations made in 2004-05.

In 2001, arrangements were introduced that provided for the automatic cancellation of visas for overseas students who failed to meet the minimum class attendance requirements or achieve satisfactory academic results, as required by conditions attached to student visas. The main condition is called condition 8202 and provides that a visa holder must satisfy course requirements and, where such records are kept, attend at least 80 per cent of scheduled course contact hours.

Education providers must report students in breach of condition 8202 to us. They must also send the student a notice of breach, which requires the student to attend our office within 28 days to explain the breach. If the student fails to comply with the notice their visa is automatically cancelled under s.137J of the Migration Act. Automatic cancellation enables a rapid response to breaches of condition 8202, reducing the volume of resources required to follow up non-complying students.

### Overstayers

The number of overstayers in Australia at 30 June 2006, was estimated to be around 46 400. This continues the downward trend of previous estimates of 47 800 at 30 June 2005, just under 51 000 at 30 June 2004, and around 59 800 at 30 June 2003. 'Overstayers' are people who are suspected of remaining in the Australian community unlawfully after their temporary visas expire. The estimate therefore does not include overstayers who were in immigration detention at the estimate date.

We attribute the decrease in the estimated number of overstayers to a number of factors, one of which is a sustained improvement in relevant data quality. There has also been a higher level of adherence to conditions of entry to Australia, which is a product of effective screening arrangements overseas.

### Training

Following the Palmer and Comrie Reports and the announcement of the College of Immigration, we identified five priority areas for enhanced training of compliance staff. These areas were:

- reasonable suspicion
- identity investigations
- emerging legal issues
- search warrant training for delegates
- access, use, and interrogation of our systems.

A project team within the department developed content and material for an enhanced Compliance Officer Training Programme, delivery of which will commence upon establishment of the College of Immigration in July 2006. This enhanced programme will involve a number of months of intensive training to ensure that compliance staff have the skills they need to do their job fairly, reasonably, and with openness and accountability.

During 2005-06, and in anticipation of the commencement of the College of Immigration, we continued to deliver existing training programmes to continuing staff, new staff, and newly appointed compliance team leaders. In particular:

- training on 'reasonable suspicion', identity investigations, and emerging legal issues was delivered to 336 officers
- 63 officers completed Search Warrant Training for Delegates
- 84 new compliance officers completed Module I compliance training
- 38 newly appointed compliance team leaders completed Module II compliance training.

Compliance officers must successfully complete Module I training before being allowed to participate in compliance field activities. Module I covered training in the exercise of regulatory powers, investigating non-compliance with legislation, detaining unlawful non-citizens, conducting and recording interviews, and conducting searches.

Team leaders must have also completed Module II training before being allowed to lead compliance teams in the field. Module II training covered the review of information gathering and analysis, conflict de-escalation, operational briefings and planning, reasonable suspicion and identity, particularly as they apply to the responsibilities of a team leader.

## 1.3.4 Removals

### OBJECTIVE

The objective of this programme is to give effect to the requirement in migration legislation that non-citizens who have no basis to remain in Australia are removed. This output component also delivers security to the community through the removal or deportation of non-citizens who may be of concern to the public for reasons such as involvement in serious criminal activity.

**Table 39: Performance information - Removals**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 9500 removals and departures | 13 878 | 12 689 | 12 524 | 10 501 |
| Quality | | | | |
| Proportion of Bridging Visa holders who become unlawful or breach bridging visa conditions is maintained or reduced without increasing proportion of locations detained | 1.4 per cent compared to the past three year average of 2.4 per cent. This compares to the proportion of locations detained 0.30 per cent in 2005-06 compared to the past three year average of 0.77 per cent[1]. This trend is consistent with our risk-based approach to compliance. | | | |

Note: (1) In 2004-05 the proportion of locations detained was incorrectly reported as 0.56 per cent. The correct figure is 1 per cent in 2004-05 compared to the previous three year average of approximately 1 per cent.

### DESCRIPTION

People who were located but not removed were dealt with in a variety of ways. Some remained in immigration detention pending their removal from Australia. Others were granted bridging visas to allow for voluntary departure from Australia or consideration of substantive visa applications or for completion of merits or judicial review proceedings.

Removal refers to a person leaving Australia as:

- an unlawful non-citizen under s.198 of the Migration Act
- a deportee under s.200 of the Migration Act
- a spouse or dependent of:
  - a removee under s.199 of the Migration Act or
  - a deportee under s205 of the Migration Act.

We have effective arrangements with most countries to effect the removal of people with no entitlement to remain in Australia. Our staff liaise with foreign missions in Australia and directly with foreign agencies overseas to facilitate return.

### ANALYSIS OF PERFORMANCE

In 2005-06 there were 10 501 removal departures and monitored departures compared to 12 524 in 2004-05 and 12 689 in 2003-04.

#### Character removals

Of these, 44 people were removed after their visas were cancelled or refused under s.501 of the Migration Act, compared with 47 in 2004-05 and 60 in 2003-04.

#### Illegal foreign fishers – rapid repatriation

In 2005-06, there were 2888 illegal foreign fishers apprehended, of which 345 were minors. During this period, a total of 2691 illegal foreign fishers were removed, compared with 1460 removals out of 1485 apprehensions in 2004-05.

## 1.3.5 Detention

### OBJECTIVE

The objective of this programme is to provide lawful, appropriate, humane, and efficient detention of unlawful non-citizens.

**Table 40: Performance information - Detention**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 65 000 unauthorised boat arrival detainee days | 184 640 | 148 392 | 71 224 | 11 384 |
| 300 000 non-boat detainee days in Immigration Detention Centres and other places (includes people placed in the community on Residence Determination) | 274 973 | 262 705 | 299 470 | 273 834 |
| 7200 people taken into detention | n/a | n/a | 7 522 | 6 510 |
| 7300 people released/removed from detention | n/a | n/a | 7 721 | 6 626 |
| Quality | | | | |
| Formal arrangements in place with relevant state authorities for education, police, corrections, child welfare, and health services | Seven MOUs (as at 30 June 2006) are in place with four states on matters of child protection, child welfare and education, policing, fire services, and health.<br>One MOU is nearing finalisation, and progress is being made on 11 others with seven states and territories for issues including corrections, policing, and health as well as extending an MOU with the Australian Red Cross. | | | |
| Manage the delivery of detention services in accordance with the Immigration Detention Standards and other contractual requirements, with any breaches addressed | Monitoring of contractual requirements occurred with breaches addressed. | | | |
| All unaccompanied minors and women and children assessed against relevant instructions for alternative detention arrangements | Following amendments to the *Migration Act 1958* at the end of June 2005, we made arrangements for all families with children in detention to be moved into residence determination arrangements within the community. By the end of July 2005, we had successfully placed all families into these arrangements. Since these amendments, all families with children are referred to the Minister for consideration for community detention arrangements within four weeks of their entry. | | | |
| All cases for people in detention reviewed regularly to ensure progress of relevant processes | DRMs review the lawfulness and reasonableness of decisions to detain and continue to review the cases of people in detention to ensure that their cases are being actively progressed. Case management has also been introduced to provide additional focus on more complex or sensitive cases. | | | |

## DESCRIPTION

To detain unlawful non-citizens as required under Commonwealth legislation.

## ANALYSIS OF PERFORMANCE

### Caseload management

There were 7375 people detained at some time during 2005-06, compared to 8587 in 2004-05, 7492 in 2003-04, and 7934 in 2002-03. The maximum number held in immigration detention on any one day was 1015 compared to 1154 in 2004-05, 1263 in 2003-04, and 1409 in 2002-03.

There were 6510 people taken into immigration detention during 2005-06, compared with 7522 in 2004-05. This included:

- 766 unauthorised arrivals (703 by air and 63 by boat) compared with 597 unauthorised air arrivals in 2004-05
- 2099 people who had been living in the community but overstayed or breached visa conditions compared to 5319 in 2004-05
- 2888 illegal foreign fishers (IFF) compared with 1485 in 2004-05
- 757 others compared with 121 in 2004-05.

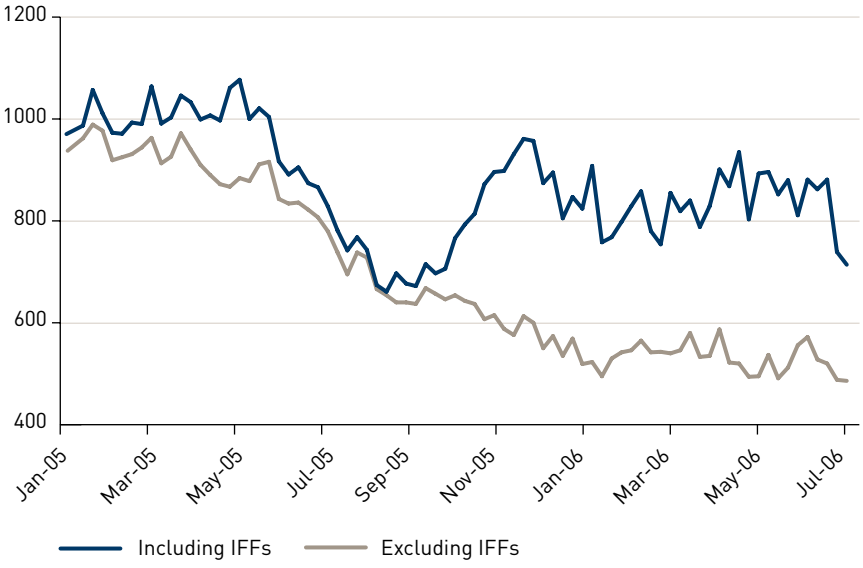
There were 6626 people released from immigration detention or removed during 2005-06 compared to 7721 in 2004-05. This included:

- 141 unauthorised boat arrivals compared to 206 in 2004-05
- 700 unauthorised air arrivals compared to 594 in 2004-05
- 2285 people who had been living in the community but had overstayed or breached visa conditions compared to 5294 in 2004-05
- 2691 illegal foreign fishers compared to 1460 in 2004-05
- 809 others compared to 167 in 2004-05.

Of the 6626 people released from immigration detention or removed during 2005-06:

- 197 had been granted a protection visa compared to 199 in 2004-05
- 814 had been released on other grounds compared to 1608 in 2004-05
- 5615 were removed from Australia compared to 5914 in 2004-05.

**Figure 39: Population in immigration detention from January 2005 to July 2006**



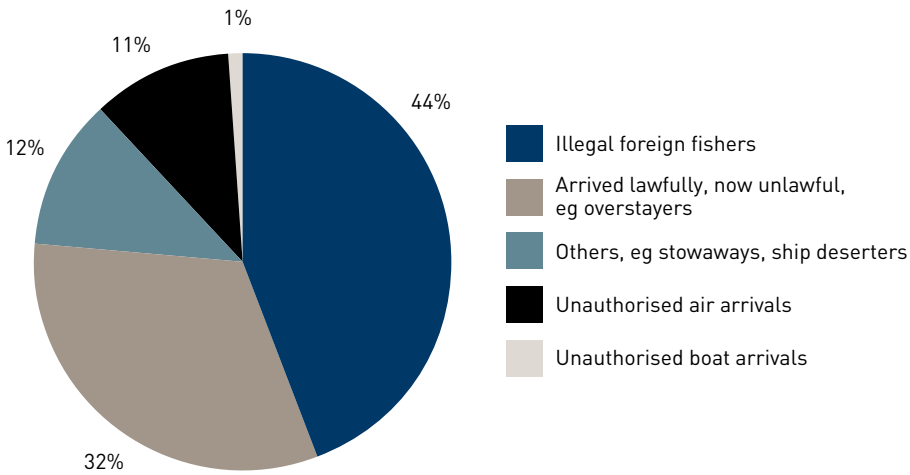
The blue line in Figure 39 shows the total number of people in immigration detention when illegal foreign fishers are taken into account, while the grey line shows the continuing downward trend in the number of people (excluding illegal foreign fishers) in immigration detention over the period from January 2005 to July 2006.

The number of persons in immigration detention at 30 June 2006 was 749, of whom 25 had applied for a protection visa but had not yet received a primary decision on that application. This compared with 865 at 30 June 2005 (with 28 awaiting a primary decision), 1143 at 30 June 2004 (with 16 awaiting a primary decision), and 1311 at 30 June 2003 (with 11 awaiting a primary decision). The 749 people in immigration detention included those who are living under alternative detention arrangements with 73 accommodated in the community under residence determination arrangements and 60 living elsewhere, for example in foster care, private apartments, correctional facilities, or hospitals.

The 749 people in immigration detention as at 30 June 2006 compared with 865 people in immigration detention as at 30 June 2005. This included:

- 17 unauthorised boat arrivals (compared to 93 at 30 June 2005)
- 40 unauthorised air arrivals (compared to 37 at 30 June 2005)
- 402 people who had been living in the community but had overstayed or breached visa conditions (compared to 648 at 30 June 2005)
- 251 illegal foreign fishers (compared to 54 at 30 June 2005)
- 39 others, such as stowaways and ships deserters (compared to 33 at 30 June 2005).

**Figure 40: People entering immigration detention by arrival type - 1 July 2005 to 30 June 2006**



While the number of people in immigration detention fell to 749 on 30 June 2006 from 865 on 30 June 2005, the number of people in immigration detention who are not illegal foreign fishers has been reduced by a much larger amount. At 30 June 2006 there were 498 people in immigration detention who were not illegal foreign fishers, compared to 811 at 30 June 2005. This represents a reduction in the number of people in immigration detention who are not illegal foreign fishers of 39 per cent.

The caseload at 30 June 2006 consists of 34 per cent of those detained being illegal foreign fishers. Less than 4 per cent of the caseload were awaiting a primary decision on their application for a protection visa. More than half (54 per cent) of those in immigration detention had arrived in Australia lawfully and were detained as a result of compliance action because they had overstayed their visa or breached visa conditions. As at 30 June 2006 there were no children held in Immigration Detention Centres (see following entry on residence determination).

**Figure 41: People in immigration detention by arrival type as at 30 June 2006**

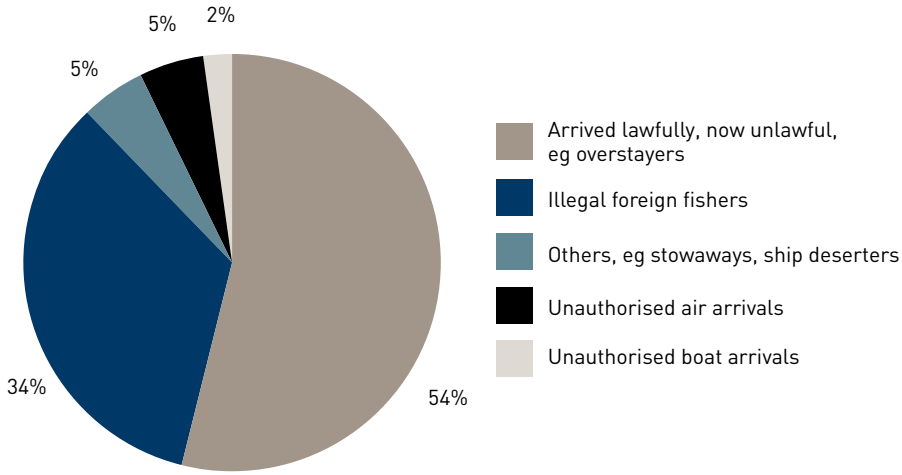


Figure 42: People in immigration detention by location as at 30 June 2006

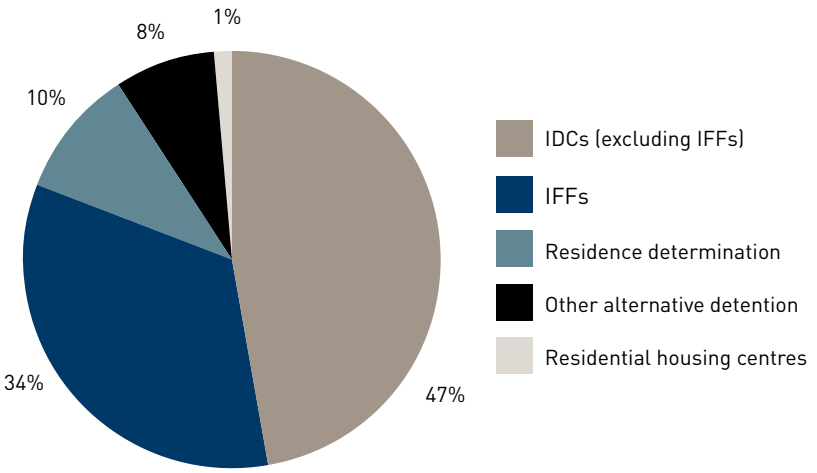
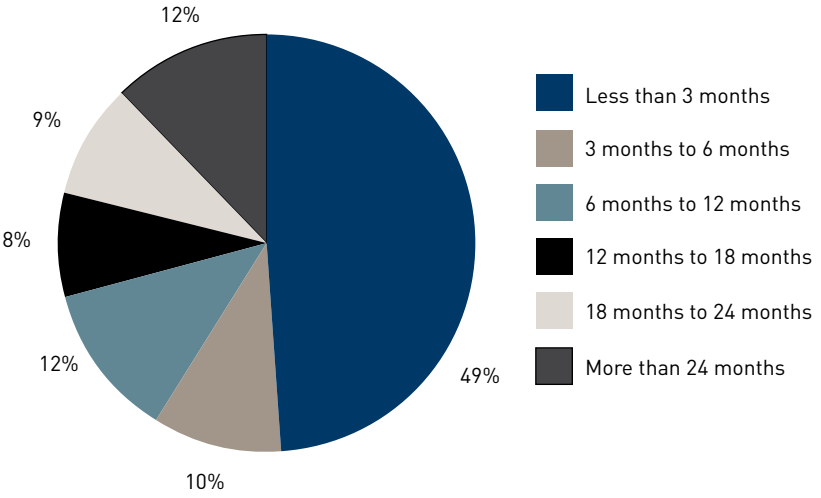



Figure 43: People in immigration detention by period detained as at 30 June 2006



A large portion of people in immigration detention either arrived in Australia lawfully and were detained after they breached the conditions of their visa or overstayed their visa, or are illegal foreign fishers. Only a small proportion of those in immigration detention on 30 June 2006 had arrived in Australia unlawfully by air or sea.

Figure 43 shows that at 30 June 2006, 49 per cent of people in immigration detention had been detained for less than 3 months and 59 per cent of people in immigration detention had been detained for less than 6 months.

### Residence determination

Following amendments to the *Migration Act 1958* in June 2005, we made arrangements for all families with children in immigration detention centres to be moved into residence determination arrangements within the community. By the end of July 2005, we had successfully placed all families into these arrangements. Since these amendments, all cases of families with children are referred to the Minister, for consideration for residence determination arrangements in the community within four weeks of their entry.

A residence determination enables recipients to move about in the community without being accompanied or restrained by an officer under the Migration Act. It is a form of immigration detention and does not give any lawful status, or the rights or entitlements of the holder of a valid visa. A residence determination is not a visa grant. People in immigration detention are placed in residence determination arrangements with conditions set that meet their individual circumstances. Generally, they must live at a specified address, report to us regularly, and not engage in paid work. Other conditions may be specified by the Minister. If people in residence determination arrangements do not abide by the conditions, the Minister can alter the conditions (such as requiring more frequent reporting) or people could be returned to mainstream immigration detention.

We have been working with non-government organisations (NGOs) to make sure that those placed in residence determination arrangements in the community are properly supported.

The NGOs are funded by us to source housing for the families and to allow payment of their bills and other living expenses. The NGOs also provide case officers to assist people in immigration detention living in the community under a residence determination and to ensure they have access to the relevant services and social support networks.

As at 30 June 2006, there were 73 people living in the community under residence determination arrangements (35 adults and 38 children). Of the 73 people, there were a total of 18 family groups and 7 individual adults.

### Individual case coordination

An individual case coordination model at Baxter Immigration Detention Centre (IDC) was established following the conclusion of a pilot programme introduced there in October 2003. The model adopted by us, and modified over time, has enhanced approaches to detainee issues, providing us with the opportunity to improve focus on individual cases and giving us the ability to:

- identify and respond to the individual needs of people in immigration detention in a more systematic, effective, and timely manner, particularly through dialogue with those people
- help oversee and progress visa processes and migration outcomes
- identify cases where alternative immigration detention (RHC or community based alternative detention) or a residence determination should be considered
- manage and prepare for the visa and review process in which people in immigration detention are engaged
- prepare for release or removal
- respond to the changing profile of people in immigration detention and provide a strong support base for a number of special needs groups.

We are progressing case coordination processes for other immigration detention centres, building on lessons we learned at Baxter IDC.

### Placement of people in immigration detention

In line with one of our key strategic themes, in particular, fair and reasonable dealings with clients, an enhanced approach to the placement of those people in the new Immigration Detention Network is being implemented. Through consultation with the Immigration Detention Advisory Group (IDAG) and key stakeholders, the new model will enable staff to place people within the range of immigration detention options, including immigration detention centres, residential housing centres, and other places of alternative detention. Decisions will be based on a detailed assessment of the person's individual needs, balancing the person's specific circumstances with associated risk factors, and the availability of immigration detention accommodation options. The model is currently being trialled and is undergoing an extensive consultation and review process.

### Detention review managers

Detention Review Managers (DRMs) review the lawfulness and reasonableness of decisions to detain under the Migration Act. DRMs review the initial detention decision and continue to review the cases of people in detention on an ongoing basis to ensure their detention remains lawful and reasonable and that their cases are being actively progressed.

### Detention review committees

The Executive Detention Review Committee (EDRC) meets on a monthly basis and is chaired by a Deputy Secretary. The EDRC provides a high level forum for dealing with possible systemic issues that may impact on the timely resolution of outcomes for people in immigration detention. Work commissioned by the EDRC in 2005-06 included improved engagement with consulates to effect timely removals, an independent review of detention reporting capability, and clarification of detention case management accountability across the service delivery network.

The Detention Review Committee (DRC) meets twice a month reporting to the EDRC. The DRC brings together officers from across the service delivery network with key policy and processing areas in National Office to review and agree on action for complex cases and to identify systemic issues for resolution or referral to the EDRC.

### Formal arrangements with state authorities

We continued to pursue formal arrangements with state authorities for policing, corrections, and fire protection services. During 2005-06, we signed two MOUs for these services.

On 22 September 2005, we signed an MOU with the South Australia Police in relation to incidents and potential criminal matters occurring in places of immigration detention in South Australia. On 29 June 2006, in conjunction with the Department of Finance and Administration we signed an agreement with the South Australia Metropolitan Fire Service for provision of fire services to Baxter IDC. We have also progressed another four MOUs with state agencies in relation to policing and corrections.

We are also negotiating MOUs with state and territory health departments to fund health services provided by states and territories to people in immigration detention. An MOU has been signed with the South Australian Department of Health and an MOU is expected to be signed with the Northern Territory Department of Health and Community Services in August 2006. Negotiations are progressing with Queensland and Western Australia and negotiations with New South Wales, Victoria, and Tasmania are due to commence in September 2006.

### Scrutiny

Issues relating to immigration detention continued to attract high levels of complex scrutiny. After investigation, more than 80 per cent were found to be unsubstantiated, although some significant issues arose requiring changes to contractor and our procedures.

We received inquiries into complaints from statutory bodies and other organisations, including the Human Rights and Equal Opportunity Commission (HREOC), the Office of the Commonwealth Ombudsman, the United Nations Human Rights Committee, the Western Australian Office of Health Review, and the NSW Health Care Complaints Commission. We responded to a total of 241 inquiries in 2005-06 compared to 212 inquiries in 2004-05 and 298 in 2003-04. We made 25 responses to HREOC in an average of 27 days compared to 35 responses in an average of 21 days in 2004-05, 203 responses to the Ombudsman in an average of 32 days compared to 171 responses in an average of 28 days in 2004-05 and 13 to the other organisations mentioned compared to six in 2004-05.

### Immigration Detention Advisory Group

The Immigration Detention Advisory Group (IDAG) continues to advise the Minister on matters relating to the detention of unlawful non-citizens in Immigration Detention Centres (IDCs) and non-facility based detention arrangements. In particular, IDAG advises on the appropriateness and adequacy of detention services, accommodation, and amenities provided to people in immigration detention within an IDC and persons accommodated in non-facility based detention arrangements.

In 2006 the Minister expanded the role and membership of the IDAG in recognition of its significant contributions to the enhancement of key detention programme strategies, our detention programme consultative processes, and the detention reform agenda. In May 2006, former Victorian Senator, Mr Tsebin Tchen, was an additional appointment to IDAG.

We continued to provide Secretariat support to the IDAG in its provision of advice to the Minister on detention related matters.

### Health Services in Immigration Detention Centres (IDCs)

Health care is delivered to people in IDCs through a combination of on-site health care professionals and referral to external facilities and specialists. The Palmer and Comrie Reports made recommendations for improving the well-being of people in immigration detention. We have focussed on addressing these recommendations and the past twelve months have been a period of assessment and improvement in the provision of physical and mental health services.

In early 2006 we established the Detention Health Advisory Group (DeHAG). The DeHAG provides us with the necessary independent, expert advice to design, develop, implement, and monitor health care services for people in immigration detention centres and related facilities. DeHAG had its inaugural meeting in March 2006 and will meet four times per year. Chaired by Associate Professor Harry Minas, (University of Melbourne – School of Psychiatry) DeHAG is made up of experts in psychiatry, psychology, public health, dentistry, refugee services, and nursing. The Ombudsman has observer status.

The developments in detention health services are being guided by the Detention Health Strategy to ensure a fair and appropriate level of health care to people in immigration detention. A priority is more open and accountable provision of health and mental health care, through the development of service standards that can be measured and monitored.

Ongoing consultation is occurring with states and territories to improve access for people in immigration detention to health services including public hospitals.

The mental health care and well-being of people in immigration detention has been significantly enhanced by the national roll-out of an integrated mental health care programme. All people who are received into IDCs are assessed for mental health concerns. This involves a Suicide and Self Harm Assessment undertaken on arrival by the receiving Detention Services Officer, an 'at risk' assessment by the nurse undertaking a general health assessment, and a follow up by the mental health team for anyone exhibiting risk. This team comprises a mental health nurse, psychologist, senior counsellor, general practitioner, and psychiatrist. If the management plan requires inpatient mental health treatment this will be arranged through clinical pathways developed with identified public and private sector health providers.

The provision of health care has been made more accountable through novation of the health care provider contracts from the management of GSL (Australia) Pty Ltd (GSL) to us. This change was recommended by the Roche Report into the Detention Services Contract. Direct management of the health provider contracts by us will permit the examination of health funding mechanisms in order that a more effective and transparent funding programme can be established for the future detention health programme.

### Detention Services Contract (DSC)

GSL (Australia) Pty Ltd (GSL) completed its second 12 months as the Detention Services Provider (DSP) in December 2005. Our strategic priority for the DSP in 2006-07 is to effectively manage detention services, with a focus on the needs of people, including ensuring appropriate alternative arrangements for women, minors, and their families. The focus is retained on pursuing policy changes and major infrastructure projects, and managing outsourced contracts. The DSC is currently being amended to deliver better services to people in immigration detention and better value for money. Monitoring of the DSPs performance will be improved and programmes and activities for people in immigration detention expanded over the next two years. In addition, a long term detention health services delivery strategy will be delivered over the next four years.

Following an independent review of the current DSC, the Minister announced the decision on 1 March 2006, that we would re-tender the DSC, including a separate tender process for health services.

We have formed a Detention Services Tender Branch within the Detention and Offshore Services Division to manage the tender process, which will be conducted in full compliance with Australian Government and our procurement procedures.

This tender project is aimed at delivering new detention services arrangements that are focussed on the needs of people in immigration detention and reflect improved performance monitoring and contract management processes. The completion of this procurement process is planned to coincide with the expiry of the current DSC in late 2007.

### Infrastructure programmes

The findings of the Palmer Report highlighted a specific need for improvement to our present onshore detention arrangements to create a more appropriate environment for people held in immigration detention facilities. Our programme of projects continues to contribute directly to the strategic theme of fair and reasonable dealings with clients through greatly improved amenities. Many of these improvements to existing immigration detention centres have come to fruition in 2005-06.

Key achievements have been:

- the removal of razor wire from our major immigration detention centres, with work at the remaining two centres to be completed in 2006-07
- significant improvements to Baxter, Villawood, and Maribyrnong IDCs through refurbishment or establishment of new facilities including:
  - improved accommodation facilities, amenities, and visitor centres
  - significantly improved health facilities for the management of the health and well-being of people in immigration detention
  - improved landscaping to improve sensory experience for people in immigration detention
  - establishment of a new gymnasium, recreation rooms, and provision of entertainment equipment
  - self-catering opportunities
  - improved privacy measures and dedicated areas for smokers
  - the establishment of new sporting fields, volleyball and basketball courts at Baxter with upgrades to sporting facilities for soccer, cricket, and various other ball games being planned for Villawood and Maribyrnong in 2006-07.

Improvements to immigration detention infrastructure will continue in 2006-07, including:

- The Sydney Residential Housing Centre (RHC) which is expected to be opened by the Minister in August 2006. Construction works for Perth RHC are well advanced, with completion scheduled for December 2006. The development of residential housing has become a key component of the government's policy response to the detention of people assessed as low flight and low security risk. The major benefit will be a more domestic oriented detention environment providing greater levels of autonomy.

Newly constructed floodlit sporting fields at Baxter IDC.

- Planning which is underway for the establishment of Immigration Transit Accommodation Centres (ITACs) in Brisbane, Melbourne, and Adelaide for clients who are low flight-risk and expected to be accommodated for a short term. The ITACs will deliver hostel style accommodation, with a common kitchen where people can prepare and serve their own meals, supplementing the central dining service. The units will also include bathroom and laundry facilities similar to those found in self-contained accommodation. This new capability will deliver direct measures in providing 'fair and reasonable dealings' with clients by establishing new modern purpose built facilities which meet community standards.
- The delivery of centralised kitchen and dining facilities and the construction of a new medical centre at Baxter IDC.
- The remediation of the former Woomera and Singleton IDCs to enable their return to the Department of Defence.
- Major construction work by the Department of Finance and Administration of the new facility on Christmas Island, with completion forecast in 2007.
- The upgrading of the Northern Detention Centre in Darwin for illegal foreign fishers. The first stage of these major improvements has been achieved with the completion of the upgrades to the northern compound. Planning has commenced to upgrade the southern compound in line with the Palmer Report and Onshore Detention Review.

### Computing facilities and Internet and email services

Trialling of computing facilities, Internet, and email services for people in immigration detention is being undertaken at Maribyrnong IDC. The trial will assist us in determining the rollout of similar services to other immigration detention centres with the aim of meeting community standards for the provision of computer services to people in immigration detention.

### Removal Pending Bridging Visas

The new Removal Pending Bridging Visa (RPBV) came into effect on 11 May 2005 and the Migration Regulations were revised on 16 June 2005. It was introduced to enable the release, pending removal, of people in immigration detention who have been cooperating with efforts to remove them from Australia, but whose removal is not reasonably practicable at that time.

A RPBV may be granted using the Minister's new non-delegable, non-compellable public interest power to grant a visa to a person in immigration detention. This power is in section 195A of the *Migration Act 1958*.

As at 30 June 2006, there are a total of 22 people holding a RPBV. Since 11 May 2005 RPBVs have been granted to 34 people. Of the 34 people, four have subsequently been granted a permanent visa, seven have been granted temporary protection visas and one has voluntarily departed.

### Reports to the Commonwealth Ombudsman on people in immigration detention for a long time

On 17 June 2005, the Prime Minister announced a number of changes to migration law and the handling of people in immigration detention. The changes received Royal Assent on 29 June 2005. The changes do not alter the broad framework of immigration detention, but allow greater flexibility, fairness, and timeliness in the administration of matters affecting people in immigration detention and provide for greater scrutiny by the Ombudsman of the operation of the detention powers.

One element of those changes requires us to report to the Ombudsman when a person has been detained for two years or more and at the end of each subsequent six-month period if the person remains in immigration detention. The Ombudsman produces a report on these cases which the Minister is required to table in both Houses of Parliament within 15 sitting days of receipt of the report.

As at 30 June 2006, we had provided reports to the Ombudsman covering 262 people who had been detained for two years. Reports were provided for 75 people who remained in detention at the end of a further six month period.

The Ombudsman has provided 70 reports covering 75 people to the Minister as at 30 June 2006. Of those reports, the Minister tabled 66 reports in both Houses. The remaining reports were to be tabled in August 2006.

Of the 75 people reported on by the Ombudsman, 30 were no longer in immigration detention at 30 June 2006. Of these the Minister had granted:

- permanent visas to six people
- temporary protection visas to five people
- permanent special humanitarian visas to four people
- a bridging visa to one person
- removal pending bridging visas to four people.

Six people have been removed from Australia, one person returned home voluntarily after being granted a Removal Pending Bridging Visa and two people have been released into the community following the Full Federal Court decision on Nystrom. Another person, who was subject to a deportation order, has been released pending reconsideration of his case.

Forty five people remained in immigration detention. Eight of these people were in the community in residence determination arrangements, three were in alternative detention in the community, one person was in hospital, and 33 were in immigration detention centres.

The recommendations made by the Ombudsman covered several areas. The most frequent recommendations included the Minister consider the grant of a Removal Pending Bridging Visa or that people be released pending the finalisation of their immigration status or removal arrangements. In other cases, the Ombudsman recommended that the Minister make a decision or consider a matter before the report was tabled in the Parliament.

## INTEGRATED STRATEGY TO SUPPORT PEOPLE IN DETENTION

Soccer players from across the world can be found each day practising their moves on the professional grade soccer field at the Baxter Immigration Detention Centre.

If soccer is not their preferred sport, they can use the gymnasium or have a go at basketball, badminton, billiards, Australian Rules Football, yoga, and table tennis.

Sport is considered an important part of an integrated strategy to support the mental and physical health of people in immigration detention. Sport is not the only kind of recreation available at the centre, with people encouraged to participate in the range of structured and unstructured activities.

All people in immigration detention are regularly assessed and integrated management plans are initiated for those who need support and treatment. Multidisciplinary mental health teams, comprising of mental health nurses, a psychologist, counsellor, general practitioner, and psychiatrist are now working in immigration detention centres.

## HEALTH CARE FOR ILLEGAL FOREIGN FISHERS

Illegal foreign fishers are receiving appropriate medical care while they are detained in Australia.

Full health assessments are provided to all new fishers in immigration detention and are followed up with comprehensive medical treatment when necessary.

When one Indonesian fisherman complained he was feeling 'lelah' (tired) he was sent to an Australian referral hospital for further tests. Leukaemia was diagnosed and comprehensive medical treatment, funded by us, commenced immediately.

Some fishers in immigration detention are diagnosed with diseases such as tuberculosis and strict quarantine procedures are followed to ensure the safety of staff and the community from cross-infection.

The health treatment of the fishers in immigration detention is completed before their repatriation.

Care is taken to ensure that any on-going prescription medication is available in the fisher's local region. The fishers also receive written reports on the medical treatment received in Australia to pass to their district health practitioners.

People in immigration detention at Baxter IDC playing soccer.

## 1.3.6 Litigation

### OBJECTIVES

The objectives of this programme are to:

- effectively manage migration and citizenship litigation in the courts and the Administrative Appeals Tribunal (AAT)
- provide timely analysis and reporting of litigation decisions.

**Table 41: Performance information - Litigation**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 5000 matters resolved | 4766 | 5284 | 5340 | 5284 |
| Quality | | | | |
| 70 per cent of defended matters in the court, resolved in Minister's favour | 88 per cent | 92 per cent | 95 per cent | 94 per cent |

### DESCRIPTION

This output component supports ministerial and our decisions challenged in the courts and the AAT and keeps the Minister and the Executive informed of progress. Where applicants challenge decisions, each case is reviewed before hearing to ensure the decision is defensible. Analysis and feedback on litigation decisions helps identify and minimise legal problems and improve effectiveness of departmental decision making. Timely reporting on litigation decisions contributes to the effective immigration processing of those people seeking to enter or remain in Australia.

### ANALYSIS OF PERFORMANCE

#### Courts

During 2005-06:

- there were 3893 applications and appeals to the courts lodged against us or tribunal decisions compared with 4264 for the year 2004-05
- there were 4841 matters resolved in the courts compared with 4879 for the year 2004-05. Of those matters decided at hearing 94 per cent were in favour of the Minister compared with 95 per cent for the year 2004-05.

There were 2373 active cases before the courts as at 30 June 2006 compared with 3308 active cases before the courts as at 30 June 2005.

#### Administrative Appeals Tribunal

During 2005-06:

- there were 294 applications to the AAT lodged against our or tribunal decisions compared with 495 for the year 2004-05
- there were 443 matters resolved in the AAT compared with 461 for the year 2004-05. Of those matters decided at hearing 73 per cent were in favour of the Minister compared with 71 per cent for the year 2004-05.

There were 145 active cases before the AAT as at 30 June 2006. This compares with 307 active cases before the AAT as at 30 June 2005.

# Output 1.4 Safe haven

## OBJECTIVE

The objective of this programme is to provide temporary safe haven in Australia for people displaced by upheaval in their country.

## DESCRIPTION

This output provides temporary safe haven in Australia for those people who have been displaced by upheaval in their country and for whom the government considers the most appropriate assistance to be temporary safe haven.

In 2005-06, there were 14 people who had held subclass 449 Humanitarian Stay (Temporary) visas for some years and were granted permanent visas. A further 12 people (who had been located at the offshore processing centre in Nauru) were granted subclass 449 Humanitarian Stay (Temporary) visas and then subsequently granted subclass 786 Temporary (Humanitarian Concern) visas.

In May 2006, there were 54 people from East Timor, who had been in particularly vulnerable situations and were granted Humanitarian Stay (Temporary) visas for a period of three months.

## ANALYSIS OF PERFORMANCE

At 30 June 2006, there were 54 people who held safe haven visas, an increase of 40 on the number at 30 June 2005.

# Output 1.5 – Offshore asylum seeker management

## HIGHLIGHTS

By 30 June 2006, a total of 1547 people had been accommodated in offshore processing centres (OPCs) in Papua New Guinea (PNG) and in Nauru. The process of resolving the individual situations of asylum seekers started shortly after the establishment of OPCs in September/October 2001. Their individual claims for refugee protection were considered in some cases by our officers and in others by the Office of the United Nations High Commissioner for Refugees (UNHCR). Fifty-five per cent of the caseload had been resolved by the end of 2002 and by the end of 2003 and 2004 the proportions increased to 81 and 96 per cent. The process was effectively completed on 1 November 2005, when 25 OPC residents in Nauru were brought to Australia.

In 2005-06, 32 Nauru OPC residents were resettled in Australia -18 as refugees and 14 as non-refugees under humanitarian programmes. People determined to be refugees and resettled during 2005-06 had been reassessed by us. No OPC resident found not to be in need of protection returned voluntarily to their country of origin or to a third country during 2005-06.

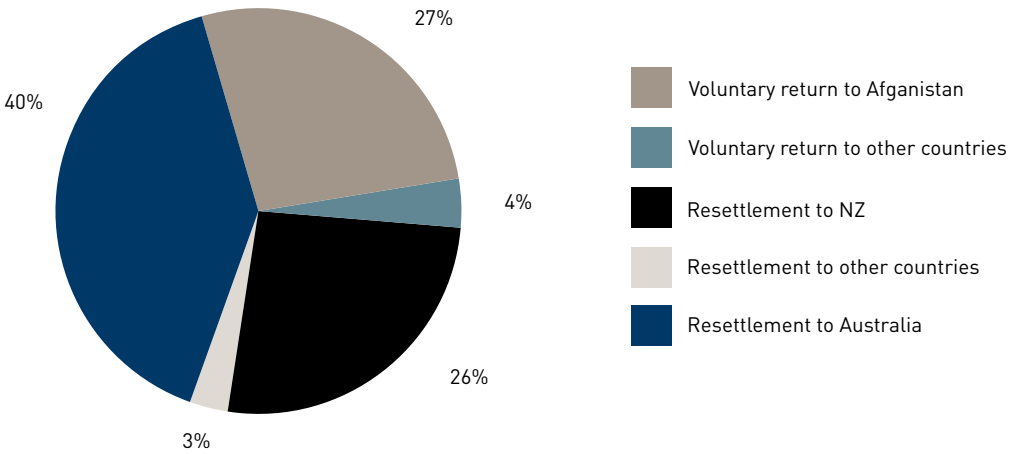
Australia's approach to resettlement priorities was based on a staged process in which consideration was given to family links and people of particular humanitarian concern. From April 2002 to November 2005, a number of temporary visa subclasses were used to facilitate the resettlement of OPC residents to Australia.

**Table 42: OPC residents resettled to Australia 2002-05 by visa subclass**

| Visa Subclasses | Number granted |
|---|---|
| 451 Secondary Movement Relocation (Temporary) | 293 |
| 447 Secondary Movement Offshore Entry (Temporary) | 284 |
| 449 Humanitarian Stay (Temporary) | 3 |
| 785 Temporary Protection | 34 |
| 100 Spouse | 1 |
| TOTAL | 615 |

There were no residents in an OPC at 30 June 2006: 1062 had been resettled, mainly to Australia and New Zealand, but also to Sweden, Canada, Denmark, and Norway. There were 482 who had returned voluntarily to their countries of nationality, mainly to Afghanistan; and one person died of natural causes. There were two men who could not be resettled to Australia because they had received adverse security assessments and whose long-term situations were being resolved from Nauru. They had moved into independent accommodation outside the OPC and were being supported by us.

Figure 44: Outcomes for OPC residents




The government had signalled publicly on 13 April 2006 that it planned for any future designated unauthorised arrivals in Australia to be processed offshore, preferably in Nauru. Work was underway at 30 June 2006 to reactivate the Nauru OPC from its previously mothballed condition. The Manus OPC remained in a mothballed state as a contingency against future arrivals.

## 1.5.1 Other countries

### OBJECTIVE

The objective of this programme is to facilitate the effective operation and management of offshore processing centres (OPC) for asylum seekers in third countries.

Table 43: Performance information – Other countries

| 2005-06 Measures | Results |
|---|---|
| Quality | |
| Offshore Processing Centres in Manus and Nauru are maintained so as to allow the peak accommodation of up to 2500 asylum seekers to be achieved quickly | Offshore Processing Centres (OPCs) in PNG (Manus) and Nauru were maintained as contingency facilities; in PNG (Manus) for the whole programme year and in Nauru from mid-November 2005 with the departure of the last residents. |
| Care of Offshore Processing Centre residents provided in accordance with agreed IOM/DIMA standards | During the 2005-06 programme year, 34 persons were accommodated at the Nauru OPC. The level of service and care provided by the International Organization for Migration (IOM) met our expectations as outlined in the Assurance Framework agreed between us and IOM. |

### DESCRIPTION

Effective support is provided to allow people in offshore processing centres to be appropriately accommodated, cared for, and given the opportunity for any asylum claims to be considered.

### ANALYSIS OF PERFORMANCE

The Offshore Processing Centres in Nauru and PNG (Manus) have been effective in delivering offshore asylum seeker processing. The centres are managed by the International Organization for Migration (IOM) at the invitation of the governments of Nauru and PNG.

Memorandums of Understanding with Nauru and PNG provide for the accommodation of up to 2500 people – 1500 in Nauru and 1000 in PNG (Manus). Initial agreements between Australia and the governments of Nauru and PNG signed in 2001 have been remade and extended on a number of occasions. Current arrangements with both governments are in place to 30 June 2007.

We maintained a liaison presence in Nauru to facilitate management interactions on the ground and to enable quick coordinated responses to operational matters, such as medical evacuations. This presence, combined with inter-agency coordination meetings that we hosted, resulted in a high level of cooperation between the many stakeholders involved in the various aspects of OPC management.

At 30 June 2006 there were no asylum seekers residing in OPCs and work was underway to reactivate the Nauru OPC from its previously mothballed condition. The PNG (Manus) OPC remained in a mothballed state as a contingency against future arrivals.

## 1.5.2 Offshore territories

### OBJECTIVE

The objective of this programme is to facilitate the effective management and operations of IDCs in offshore territories.

**Table 44: Performance information – Offshore territories**

| 2005-06 Measures | Results |
|---|---|
| Quality | |
| Persons in offshore territories provided with appropriate accommodation, cared for, and given the opportunity for any asylum claims to be considered | Accommodation, health, and education resources were provided for all asylum seekers detained at the Christmas Island IDC while their claims were assessed. |

### DESCRIPTION

We provide support for the management of unauthorised boat arrivals in offshore territory processing centres and facilitate appropriate accommodation and care.

### ANALYSIS OF PERFORMANCE

The immigration detention centre (IDC) on Christmas Island has capacity for 104 people with contingency accommodation for another 104 people. Following a detailed design development process, construction began in February 2005 of a new and permanent IDC. Site preparation and service works have been completed and the laying of concrete slabs, erection of structural steel work, and installation of wall sheeting and roofing material is underway. Completion is expected in 2006-07, and the new IDC will have the capacity for some 400 people in permanent accommodation, plus another 400 in contingency accommodation. While responsibility for the delivery of the new IDC is with the Department of Finance and Administration, we have the 'client' role and have participated in its design.

We continue to hold a section of the Cocos (Keeling) Island Quarantine Station as a short-term contingency centre, but this was not occupied during 2005-06.

For information about onshore detention operations see '1.3.5-Detention'.

# Outcome 1 Administered Items

## ALLOWANCES FOR PERSONS ON TEMPORARY VISAS IN THE HUMANITARIAN PROGRAMME

### OBJECTIVE

The objective of this item is to provide a cash allowance to holders of temporary humanitarian visas on their release from detention or arrival in Australia.

**Table 45: Performance information—Allowances for persons on temporary visas in the Humanitarian Programme**

| Measures | Results |
|---|---|
| Quantity | |
| The number assisted will depend on the number of non-citizens released from detention on subclass 785 visas or arriving on subclass 447 or 451 visas | 137 people assisted. |
| Quality | |
| Payments are made in accordance with criteria | Payments were made in accordance with criteria. |

### DESCRIPTION

This item is one-off cash payment to cover the living expenses of temporary humanitarian visa holders after their release from detention or arrival in Australia until their first Centrelink special benefit payment. The maximum payment of $222 per adult and $78 per child is reduced by a dollar for every dollar possessed by the visa holder.

### ANALYSIS OF PERFORMANCE

There were 94 subclass 785 visa holders who received a cash allowance in 2005-06, compared with 44 in 2004-05.

There were 43 holders of subclass 447, 451, and 786 visas received a cash allowance, compared with 201 in 2004-05.

The expenditure was $24 193.

# Contribution to the secretariat for the inter-governmental consultations on asylum, refugee, and migration policies

## OBJECTIVE

The objective of this item is to support Australian policy objectives to promote managed migration, maintain an effective system of international protection, contribute to enhanced border security systems, and prevent illegal migration.

**Table 46: Performance information - Contribution to the secretariat for inter-governmental consultations on asylum, refugee, and migration policies**

| Measures | Results |
|---|---|
| Quantity | |
| Australia's funding contribution is provided in full and on time | Achieved. |
| Quality | |
| Extent to which secretariat provides effective forum for information exchange | The Secretariat continued its work of organising and coordinating information exchange on topics of interest to member states through distribution of documentation, and organisation of plenary meetings, working groups, and workshops.<br><br>In 2005-06 the annual Chair, the Netherlands, concluded the strategic review of IGC activities. States agreed to revised terms of reference for all working groups and a revised working group structure. |

## DESCRIPTION

During 2005-06, Australia contributed $128 520 towards the administrative costs of the Inter-Governmental Consultations (IGC).

The IGC is an informal, non-decision making forum for information exchange and policy debate on issues relevant to the management of migratory flows. It provides an avenue for participating governments to benchmark national policies and to influence international standards and policies on a range of migration, asylum, and refugee issues.

The IGC currently comprises 15 participating states in Western Europe, North America, and Australasia. Greece will participate from January 2007. The European Union (EU), International Organization for Migration (IOM) and the Office of the United Nations High Commissioner for Refugees (UNHCR) are also participants.

## ANALYSIS OF PERFORMANCE

The IGC provides participating states with a relatively informal but structured framework for developing a global perspective on migration and asylum issues that takes account of states' interests and operates independently from the United Nations (UN) umbrella. In particular, it is one of the few multilateral consultation mechanisms through which Australia can engage regularly and directly with many Western European states on domestic migration, asylum, and border control issues. This perspective informs and facilitates our regional and bilateral engagements as well as other multilateral (including UN sponsored) engagements.

Two meetings - the Chair's Workshop (April 2006) and the Full Round (May 2006) - were used as an opportunity for participating states to discuss national preparations for the United Nations High Level Dialogue on International Migration and Development to be held in New York from 14-15 September 2006. The meetings attracted high-level and multi-agency representation from several IGC states with a strong interest in the outcome of the high-level dialogue.

The Netherlands concluded the Strategic Review of IGC activities begun in 2004. At the Mini Full Round (December 2005), states agreed future IGC discussions will be structured around three issues: admission, enforcement, and control; asylum and refugees; and immigration and integration. To give effect to this decision:

- a working group on admission, enforcement, and control, superseding the working groups on smuggling and return, will hold its inaugural meeting in October 2006
- a working group on immigration and integration will begin its activities in 2007
- the terms of reference of the existing asylum working group have been extended to include all aspects of international refugee protection.

The Dutch Chair chose as its annual theme, 'Whole-of-government approach: towards a comprehensive approach to asylum, refugees and migration'. In various working groups Australia underlined the importance of multi-agency coordination to an effectively managed migration and humanitarian programme. In the anti-smuggling context, Australian participants highlighted the successful application of multi-agency coordination to combating maritime people-smuggling to Australia.

A workshop on immigration-related security issues, which the UK chaired, discussed and analysed issues related to the detention and removal of non-citizens identified as security risks. A workshop on integration policies in IGC states examined the linkage between entry policies and integration outcomes as well as various approaches to promoting social cohesion in order to combat radicalisation of ethnic minority youth.

Australia's new role as the Chair of the IGC Technology Working Group recognises our expertise in the application and promotion of identity and document verification technologies as tools for managing migration. The Chair's role will provide Australian policy-makers with an enhanced perspective on the benefits and issues associated with the implementation of the latest immigration-related technologies in countries of the European Union, the USA, and Canada.

# Initiatives to address the situation of refugees and other displaced persons and to promote sustainable returns

## OBJECTIVE

The objective of this item is to promote a coordinated, international approach to the development of durable solutions for refugees and other displaced persons. The funding specifically assists international organisations and countries of first asylum deliver repatriation and/or integration projects. The programme is jointly administered by us and the Australian Agency for International Development (AusAID).

**Table 47: Performance information—Initiatives to address the situation of displaced refugees and promote sustainable returns**

| Measures | Results |
|---|---|
| Quantity | |
| Aid contributions are paid by Australia in a timely manner and in accordance with Government priorities. | A total of $5.718m was available in 2005-06 under this item and was disbursed on a reintegration project in Afghanistan ($1.75m), an internally displaced people project in Sudan ($0.738m), and projects supporting displaced populations in Nepal ($0.7m) and Thailand ($0.5m). A further $2m spent in Iraq continues Australia's support for both repatriation and reintegration activities in Iraq. |
| Quality | |
| Extent to which Australia contributes to the development and implementation of strategies by the international community to address the situation of displaced people. | Australia's aid contribution supported the local integration and/or repatriation of displaced people throughout Africa, the Middle East, South Asia, and South East Asia. |

## DESCRIPTION

Australia supports comprehensive, integrated responses to humanitarian and refugee situations. Where refugees or displaced people are involved, Australia supports durable solutions that help affected populations integrate into countries of first asylum and/or return home voluntarily when circumstances allow. In the delivery of this year's programme, Australia has supported a range of United Nations (UN) and International Organization for Migration (IOM) projects as outlined below:

- $1.75 million to support the sustainable reintegration of returnee families to Afghanistan (United Nations Development Programme). This includes the provision of housing and other vital infrastructure to help returnees rebuild their lives in Afghanistan.
- $2.0 million to support the United Nations Development Group (UNDG) Cluster F project in Iraq, helping Iraqi authorities provide adequate assistance and effective protection to displaced populations in Iraq.
- $0.7 million to provide support to Bhutanese refugees in Nepal and internally displaced people (IDPs) under the auspices of the UNHCR, promoting awareness of refugees' and IDPs' rights and access to basic services.
- $0.738 million supporting IOM projects facilitating the sustainable return of Sudanese IDPs.
- $0.5 million to support a United Nations Children's Fund (UNICEF) project protecting the rights of refugees and displaced children in Thailand. The project aims to ensure greater educational opportunities for children in refugee camps on the Thai-Burma border.

## ANALYSIS OF PERFORMANCE

Australia continues to work with the IOM and lead UN agencies to promote the implementation of preferred durable solutions to refugee and other displaced people scenarios.

Australia's contribution to a UNICEF project on the Thai-Burma border is helping Burmese refugees, providing educational opportunities for displaced Burmese children and young people. Contributions towards a project in Afghanistan support the sustainable reintegration of Afghan returnees and access to government funded land plots for some of the 600 000 landless returnees to Afghanistan. In funding a UNHCR project in Nepal, Australia is ensuring that basic needs of Bhutanese refugees are met.

In Sudan, contributions to the IOM will provide return transportation and medical support to 5000 internally displaced people. A further 8500 families will be provided with life-sustaining emergency material assistance during returns. In contributing to UNDG Cluster F activities in Iraq, Australia is helping local Iraqi authorities arrange the smooth repatriation of displaced Iraqis and the integration of displaced populations within Iraq.

# International Organization for Migration (IOM) – contribution

## OBJECTIVE

The objective of this item is to support the achievement of Australian policy objectives in the area of promoting managed migration, including managed humanitarian migration, and the reduction of irregular migration.

**Table 48: Performance information - International Organization for Migration contribution**

| Measures | Results |
|---|---|
| Quantity | |
| Australia's funding contribution is provided in full and on time | Australia's contribution of $687 082 was paid in full and on time. |
| Quality | |
| Extent to which the organisation meets member governments' objectives | IOM continues to provide an effective forum for encouraging states to seek managed migration solutions that best suit their economic and social circumstances and which reduce irregular migration. IOM also meets Australian and other member governments' interests by providing a worldwide capability for effective provision of migration services. |

## DESCRIPTION

In 2005-06, Australia contributed $687 082 towards the administrative costs of the IOM. The IOM is an international organisation headquartered in Geneva that is committed to the principle that humane and orderly migration benefits migrants and society. As an inter-governmental body, IOM acts with its partners in the international community to assist in meeting the operational challenges of migration, promote understanding of migration issues, encourage social and economic development through migration, and uphold the human dignity and wellbeing of migrants.

## ANALYSIS OF PERFORMANCE

The IOM continues to attract new member states and expand its operations, reflecting its flexible approach and global reach. Australia's contribution to the administrative costs of the IOM enables us to participate in the governance of the IOM and ensure its work continues to reflect Australia's interests, in particular a state-driven approach to managing migration.

Australia continues to use the opportunities provided by the IOM policy and governance dialogues to encourage the IOM and its members to seek practical solutions to migration issues, including in the Asia-Pacific region. Strategic issues formally discussed at the IOM during 2005-06 included the relationship between migration and development, the relationship between the IOM and the United Nations, and developing states' capacity to manage migration.

Broader policy analysis and engagement by the international community leads to greater international cooperation on migration policy issues and better implementation of managed migration approaches by governments.

# Joint Commonwealth/state research programme for the payment to the Australian Population, Immigration, and Multicultural Research Programme

## OBJECTIVE

The objective of this iten is to provide information to assist with the formulation and assessment of policies by Australian Government, state and territory ministers, and departments.

**Table 49: Performance Information - Joint Commonwealth/state research programme for the payment to the Australian Population, Immigration, and Multicultural Research Programme**

| Measures | Results |
|---|---|
| Quantity | |
| Two research projects | Research projects during 2005-06 were:<br>• the effectiveness of cross-cultural training in the Australian context<br>• social impacts of migration. |
| Quality | |
| Feedback on usefulness of the research | The states and territories are actively participating in, and fully support, the research projects. |

## DESCRIPTION

The Australian Population, Immigration, and Multicultural Research Programme (APIMRP) was established jointly by the Australian Government and state and territory governments to undertake studies in the areas of migration, migration settlement, multicultural affairs, and population trends. Individual studies are designed to gather information not adequately covered by existing data and surveys.

In 2005-06 the Australian Government contributed $50 000 to this programme.

## ANALYSIS OF PERFORMANCE

In 2005-06 the research programme continued research on the effectiveness of cross-cultural training in the Australian context, and the social impacts of migration. Both research items will be completed in 2006-07.

These research projects are important for policy makers and directly address the programme's core objective.

# Offshore management of asylum seekers

## OBJECTIVE

The objective of this item is to facilitate the effective operation and management of offshore processing centres for asylum seekers in third countries.

**Table 50: Performance Information - Offshore management of asylum seekers**

| Measures | Results |
|---|---|
| Quantity | |
| All persons in Offshore Processing Centres are accommodated and cared for and, where appropriate, repatriated or resettled. | Care arrangements for Offshore Processing Centre (OPC) residents met our expectations as set out in an Assurance Framework that we have with the International Organization for Migration (IOM). Thirty-four residents were provided with a high level of care during the 2005-06 programme year. Thirty-two people were resettled to Australia during this time and at 30 June 2006 two people remained in Nauru in our direct care. During the 2005-06 programme year the PNG (Manus) OPC had no asylum seeker residents. |
| Quality | |
| Operational readiness is maintained in accordance with the capacity provided by the MOUs | Centres in PNG (Manus) and Nauru were maintained as contingency facilities - PNG (Manus) for the whole programme year and in Nauru from mid-November 2005 with the departure of the last residents. |

## DESCRIPTION

Effective support is provided to allow people in offshore processing centres to be appropriately accommodated, cared for, and given the opportunity for any asylum claims to be considered.

## ANALYSIS OF PERFORMANCE

The Offshore Processing Centres in Nauru and PNG (Manus) have been effective in delivering offshore asylum seeker processing. The centres are managed by the IOM at the invitation of the governments of Nauru and PNG (Manus).

Memorandums of understanding (MOUs) with Nauru and PNG (Manus) provide for the accommodation of up to 2500 people – 1500 in Nauru and 1000 in PNG (Manus). Initial agreements between Australia and the governments of Nauru and PNG (Manus) signed in 2001 have been remade and extended on a number of occasions. Current arrangements with both governments are in place to 30 June 2007.

We maintained a liaison presence in Nauru to facilitate management interactions on the ground and to enable quick coordinated responses to operational matters, such as medical evacuations. This presence, combined with the inter-agency coordination meetings, we hosted, resulted in a high level of cooperation between the many stakeholders involved in the various aspects of OPC management.

At 30 June 2006 there were no asylum seekers residing in OPCs and work was underway to reactivate the Nauru OPC from its previously mothballed condition. The PNG (Manus) OPC remained in a mothballed state as a contingency against future arrivals.

# Payments to the Australian Red Cross Society for Asylum Seeker Assistance Scheme

## OBJECTIVE

The objective of this item is to provide financial assistance to eligible asylum seekers awaiting decisions on their protection visa application.

**Table 51: Performance Information - Payments to the Australian Red Cross Society for the asylum seeker assistance scheme**

| Measures | Results |
|---|---|
| Quantity | |
| Those eligible to receive assistance | 1507 people assisted. |
| Quality | |
| Payments are made by the Australian Red Cross to eligible asylum seekers in accordance with contractual obligations | Contractual obligations were met. |

## DESCRIPTION

The Australian Red Cross has administered the Asylum Seeker Assistance (ASA) scheme under agreements with the Australian Government since 4 January 1993.

The ASA scheme provides financial assistance to asylum seekers, determined by the Australian Red Cross to be without means of support or disposable assets, who have been awaiting a primary decision on their protection visa application for six months or more. The ASA Scheme provides assistance for basic food, shelter, and health care. The rate of financial assistance is capped at 89 per cent of equivalent Special Benefit payments.

Since 1 July 1999, eligibility for ASA has included both primary and review applicants in financial hardship who cannot meet their basic needs and who have no continuing and adequate support. Applications for assistance at review are considered through the ASA exemption process on a case-by-case basis.

The ASA scheme also provides assistance to asylum seekers who are ineligible for income support but who cannot afford to pay for their health examination. This ensures that there is no financial impediment to accessing protection under the Refugees Convention.

## ANALYSIS OF PERFORMANCE

In 2005-06, there were 1507 people assisted under the ASA scheme at a cost of $3.6 million compared with 1276 people assisted at a cost of $3.4 million in 2004-05.

Although there was an 18 per cent increase in the number of protection visa applicants assisted under the scheme in 2005-06, compared to 2004-05, costs were not significantly higher.

The relatively stable cost of the ASA scheme, despite the higher number of people assisted, was strongly influenced by our faster processing times for protection visa applications, in line with the Prime Minister's commitment of 17 June 2005.

# Payments under Section 33 of the *Financial Management and Accountability Act 1997*

Table 52: Performance Information - Payments under s.33 of the FMA Act

| Measures | Results |
|---|---|
| Quality | |
| n/a | Nine payments made |
| Quality | |
| Payments are made in accordance with legislative requirements and guidelines as issued by the Minister for Finance and Administration | Payments made in accordance with legislative requirements and guidelines. |

Payments made under s.33 of the *Financial Management and Accountability Act 1997* are special discretionary compensatory payments (acts of grace) made in circumstances where there is no other viable avenue of redress available, and the Minister for Finance and Administration (or delegate) considers the payment is appropriate because of 'special circumstances'. During 2005-06, we received thirteen requests for act of grace payments. Eleven of these were forwarded to the delegate for consideration during this financial year. Nine were approved.

We sought additional act of grace payments for students affected by the decision of the Federal Magistrates Court in *Uddin V MIMIA [FMCA 841 07 June 2005]*. Sixty three act of grace payments were approved. These payments had not yet been processed as at 30 June 2006.

# Refugee, humanitarian, and assisted movements – passage and associated costs

## OBJECTIVE

The objective of this item is to assist the movement of applicants approved for entry to Australia under the refugee component of the Offshore Humanitarian Programme and a proportion of offshore entrants under the secondary movements provisions.

**Table 53: Performance information: Refugee, humanitarian, and assisted movements—passage and associated costs**

| Measures | Results |
|---|---|
| Quantity | |
| Up to 6000 refugees moved to Australia | 5618 |
| Medical processing completed for eligible Humanitarian Programme applications—up to 7800 applicants assisted | 6885 |
| Quality | |
| Travel and medical processing completed in line with contractual obligations | In May 2006, we funded the International Organization for Migration (IOM) to engage RSM Bird Cameron to undertake an audit of IOM's compliance with the Travel and Associated Services contract. The audit concluded that the services provided by IOM were executed in accordance with their contractual obligations. |

## DESCRIPTION

In December 2004, we entered into a new contract with the IOM for the assisted passage of applicants approved for entry to Australia under the refugee component of the Offshore Humanitarian Programme. These included the following visa subclasses

- subclass 200 (Refugee) visas
- subclass 201 (In-country Special Humanitarian Program) visas
- subclass 203 (Emergency Rescue) visas
- subclass 204 (Woman at Risk) visas
- a proportion of subclass 447 (Secondary Movement Offshore Temporary Entry) visas and subclass 451 (Secondary Movement Relocation Temporary Entry) visas.

The assistance provided under this contract covers the full cost of medical examination and airfares to Australia for eligible applicants. The number of people assisted under this programme in 2005-06 was 5618, an increase of 100 people from 2004-05. The IOM arranges medical screening services for applicants when requested by our posts.

The IOM is responsible for ticketing, pre-embarkation, and coordination arrangements associated with the movement of funded refugees. The IOM is reimbursed for all transportation and service costs incurred in the movement of these funded refugees to Australia.

## ANALYSIS OF PERFORMANCE

$10.243 million was allocated under this programme in 2005-06 and the overall expenditure was $8.770 million.

# Re-integration allowances

## OBJECTIVE

The objective of this item is to facilitate the re-integration of those people who want to return to their country of origin.

**Table 54: Performance Information – Re-integration allowances**

| Measures | Results |
|---|---|
| Quantity | |
| Those eligible to receive the allowance | Three people. |
| Quality | |
| Payments are made in accordance with eligibility criteria | All payments were made in accordance with eligibility criteria. |

## DESCRIPTION

Those eligible to receive the allowance:

- Afghan nationals in detention
- Afghan temporary protection visa holders
- Iranian nationals in detention
- holders of temporary protection, temporary humanitarian, and return pending visas
- Iraqi nationals in detention
- Iraqi temporary protection visa holders.

## ANALYSIS OF PERFORMANCE

In 2005-06, of those people eligible for the reintegration package, three Iraqi nationals accepted and departed Australia with reintegration assistance. The small number of voluntary returns reflects the situation in Iraq.

Since the implementation in 2003 of the re-integration package for Iraqi nationals, 56 people have requested the package and returned to Iraq.

# Safe haven allowances

## OBJECTIVE

The objective of this item is to provide financial support to people displaced by upheaval in their country for whom the government has provided temporary safe haven in Australia.

## DESCRIPTION

Safe haven allowances are provided to those people on temporary safe haven visas not eligible for other income support benefits but in need of some financial support.

## ANALYSIS OF PERFORMANCE

In 2005-06, $25 000 was allocated under the safe haven allowance provision.

An amount of $11 802 was used to assist people who held temporary safe haven visas during the financial year, compared to $68 901 in 2004-05.

# Special appropriation – statutory self-regulation of migration agents

## OBJECTIVE

The objective of this item is to ensure the satisfactory self-regulation of the migration advice profession.

## DESCRIPTION

The migration advice profession in Australia operates under statutory self-regulatory arrangements detailed in Part 3 of the *Migration Act 1958*. Under these powers, the Migration Institute of Australia was appointed as the industry regulator, known as the Migration Agents Registration Authority (MARA).

The core functions of the MARA include the registration of migration agents, handling complaints, and applying sanctions against migration agents who have breached the migration agents' Code of Conduct, in Schedule 2 of the Migration Agents Regulations 1998.

The number of registered migration agents increased by 18 agents from 3145 at 30 June 2005 to 3163 at 30 June 2006. In 2005-06, $5.5 million was budgeted against this item. The final appropriation was $4.7 million.

## ANALYSIS OF PERFORMANCE

We worked closely with the MARA to support statutory self-regulation of the migration advice profession. Following regulation amendments that came into effect in April 2005, the MARA collected data on average fees charged by migration agents and published this information on their website in January 2006. This information aims to provide consumers with a fair and true indication of agents' fees.

To assist agents in the timely provision of sound and accurate advice to their clients, we developed the Agents Gateway website at (www.immi.gov.au/gateways/agents). The Agents Gateway provides up-to-date information on issues such as processing requirements and legislative change. It also provides quick and easy access to our e-Visa facilities. The Agents Gateway was launched by the Honourable Mr Andrew Robb AO MP, the Parliamentary Secretary to the Minister, at the national conference of the Migration Institute of Australia in March 2006.

New entry requirements for the profession will come into effect in late 2006. Before these changes were introduced, anyone intending to become a registered migration agent (and who did not hold a current practising certificate in law in an Australian state or territory) was required to pass a prescribed examination. This was the Migration Advice Professional Knowledge Entrance (MAPKE) examination administered by MARA.

Under the new arrangements, candidates for the profession who do not hold a current practising certificate must complete the Graduate Certificate in Australian Migration Law and Practice. The graduate certificate is offered by four Australian universities in different delivery modes, including by distance education.

# Outcome 2

## OVERVIEW

Outcome 2: Promote a society which values Australian citizenship, appreciates cultural diversity, and enables migrants to participate equitably

There are four outputs under Outcome 2

Output 2.1 – Settlement services

Output 2.2 – Translating and interpreting service

Output 2.3 – Australian citizenship

Output 2.4 – Promoting the benefits of cultural diversity.

Activities under this outcome include:

- Providing settlement services, including adult English language training, translating, and interpreting services
- promoting the value of Australian citizenship and the benefits of cultural diversity
- implementing the government's multicultural policy and Living in Harmony initiatives.

Under the outcome we also developed the National Action Plan to Build on Social Cohesion, Harmony and Security (NAP), in consultation with the community and with state and territory government agencies. During the year we initiated work related to the NAP.

We foster a society which values Australian citizenship, appreciates diversity, and enables migrants and refugees to participate equitably in Australia's social, economic, cultural, and political life.

# OUTCOME 2 – Effectiveness measures and results

Table 55: Outcome 2 – Effectiveness measures and results

| Measures | Results |
|---|---|
| The extent to which settlement planning arrangements and services equip migrants and humanitarian settlers to participate in society | |
| Level of participation, and client outcomes from settlement services measured through programme evaluations and surveys and advice from relevant government agencies | Ongoing service provider reporting demonstrates high level of client participation and strong client outcomes. Migrant Resource Centres, Migrant Service Agencies, and organisations funded under the Community Settlement Services Scheme continued to report strong demand for our settlement services.<br><br>Through needs-based planning, a series of critical needs of recent humanitarian arrivals are being addressed through the Settlement Grants Programme. |
| Extent to which settlement needs of eligible refugee and humanitarian settlers are met | |
| Level of satisfaction with settlement services among eligible refugees, humanitarian settlers, and community groups who work closely with these people measured through programme specific evaluations and surveys | New Integrated Humanitarian Settlement Strategy contracts started on 1 October 2005. The first progress reports, provided in February 2006, indicated that the small number of clients who received settlement services under the strategy were satisfied with the services received. |
| Extent to which Australian citizenship is valued | |
| Level of community awareness of the value of Australian citizenship | The successful promotion campaign maintained in 2005-06 and the continued positive trend in application numbers are evidence of enhanced community awareness of the value of citizenship. |
| Extent to which DIMA promotes the benefits of cultural diversity | |
| Level of awareness of the Living in Harmony initiative as measured by the number of hot line calls, requests for Living in Harmony grants kits and applications received, organisations requesting Harmony Day products, and participating in Harmony Day events | Community awareness of the Living in Harmony initiative grew considerably in the 2005-06. We received 1066 phone calls and received 389 email enquiries about Harmony Day. A total of 5339 Harmony Day events were registered with 4669 individual product requests.<br><br>In 2005-06 we received 642 applications for Living in Harmony funded community projects. |
| Level of awareness of stakeholders about multicultural policy maintained | We hosted a seminar for access and equity contact officers in September 2005. Agency-specific feedback was provided to approximately 80 agencies to help them implement the *Charter of Public Service in a Culturally Diverse Society*. |
| Level of awareness about the work by the Council for Multicultural Australia (CMA) | Council for Multicultural Australia members were again active in promotion of Harmony Day 2006, and attended Harmony Day events. The council also assisted with the Living in Harmony grants. |

Table 55: Outcome 2 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| Extent to which DIMA promotes the benefits of cultural diversity | |
| Positive impact of the Living in Harmony initiative, as assessed by rate of grants applications, media commentary and coverage of, and community support for, Harmony Day activities | Harmony Day received a substantial increase in public support in 2005-06. Over 300 000 Australians participated in a record number of Harmony Day events held across the country, representing a 94 per cent increase in community participation.<br><br>Feedback and media analysis highlights Harmony Day as being an effective communication tool in reaching the Australian community to emphasise values and a commitment to a cohesive society.<br><br>Harmony Day media coverage reached 2194 items (991 broadcast, 1086 press and 117 Internet items). This is a substantial increase when compared to the 1999 figure of 66 media items and a 46 per cent increase compared with 2005. Media coverage was overwhelmingly positive, with 82 per cent of all coverage being positive.<br><br>We announced the successful applicants for the sixth round of Living in Harmony community-funded projects in October 2005. Thirty nine projects were funded from 642 applications, at a cost of $1.5 million. |
| Extent of reach of *Diversity Works!* key messages to the business sector | The *Managing Cultural Diversity Resource Guides* were launched in September 2005 and distributed to stakeholders in the Vocational Education and Training, Higher Education, and Schools sectors.<br><br>The Diversity Australia website continues to be a popular resource with 69 requests for more information on the economic, social, and business benefits of cultural diversity. There are over 600 links to the website, including government agencies, universities, technical and further education institutions, private training organisations, businesses, and non-profit organisations. |

Table 55: Outcome 2 – Effectiveness measures and results *continued*

| Measures | Results |
|---|---|
| Extent to which DIMA promotes the benefits of cultural diversity | |
| Extent to which Commonwealth agencies meet the performance indicators relating to the *Charter of Public Service in a Culturally Diverse Society* | Some 84 Australian Government agencies (up from 64 in 2004-05) reported on their performance against the Performance Indicators set out in the Performance Management Framework of the *Charter of Public Service in a Culturally Diverse Society.* A further 13 agencies were consulted in, or provided input to, these contributions. In total, 117 agencies were consulted in producing the report. An analysis of the 'met well' criterion showed an improvement of 9.4 per cent, with 61.9 per cent of all indicators reported on by all agencies achieving this rating compared with 52.5 per cent in 2004-05. |
| Positive impact of management of community relations issues, following major domestic and international events | Community liaison officers in all states and territories maintained contact with local and national community organisations, providing information to communities, and reporting on community tensions and related issues of concern to communities. For example, we reported on community concerns following the London bombings in July 2005, and the emergency in East Timor in mid 2006. |
| Developing a National Action Plan to Build on Social Cohesion, Harmony and Security (NAP). | The National Action Plan to Build on Social Cohesion, Harmony and Security (NAP) was endorsed by the Ministerial Council on Immigration and Multicultural Affairs in July 2006.<br><br>The development of the NAP was guided by the results of preliminary research and by input from other Australian Government agencies, state and territory governments, and community groups.<br><br>The 58 projects related to the NAP undertaken in 2005-06 comprised:<br><br>• 30 in partnership with community organisations<br>• 12 in partnership with other Australian Government agencies<br>• 8 in partnership with state and territory governments<br>• 8 research projects commissioned by us. |

# Output 2.1 – Settlement services

## HIGHLIGHTS

### Interdepartmental Committee on Humanitarian Settlement

An Interdepartmental Committee on Humanitarian Settlement was convened on 4 April 2006 to agree on a whole-of-government strategy for handling the challenges faced by newly arrived humanitarian entrants and seek commitment from agencies for the delivery of the strategy.
The committee was chaired by the Secretary of the Department of the Prime Minister and Cabinet, Dr Peter Shergold AM, and comprised the heads of 16 Australian Government agencies.
The committee agreed that settlement services need to be focused on achieving successful integration - getting a job, learning English, committing to Australian values, and participating in mainstream activities.

### Migrant community services

A total of $29.8 million was provided for migrant community services grants in 2005-06 to support the settlement needs of migrants. We supported the provision of settlement services to the migrant community by:

- administering 307 Community Settlement Services Scheme (CSSS) grants
- providing core funding to 28 Migrant Resource Centres /Migrant Service Agencies (MRC/MSA).

The funding for CSSS grants amounted to $15.29 million and core funding for MRC/MSA's totalled $8.1 million.

Funding is directed to those most in need, particularly humanitarian entrants from small and emerging communities. These are communities with an Australia-wide population of less than 15 000, at least 30 per cent of whom arrived in the last five years.

### Rural and regional Australia

The 2004-05 Federal Budget provided $4.9 million over four years ($1.02 million in 2005-06) for CSSS grants to assist humanitarian entrants settle in rural and regional Australia. This initiative is aimed at increasing humanitarian settlement in targeted regional locations.

This initiative was bolstered by the announcement in the 2005-06 Federal Budget of a further $2.95 million over four years for the CSSS to specifically assist in settling dependants of skilled migrants in rural and regional areas.

Funding for rural and regional CSSS grants in 2005-06 totalled $4.76 million, an increase of nearly 80 per cent on the 2004-05 rural and regional allocation.

### Settlement Grants Programme

The *2003 Review of Settlement Services for Migrants and Humanitarian Entrants* recommended developing a new Settlement Grants Programme (SGP) which provides support and assistance to recently arrived humanitarian entrants and family stream migrants who have low levels of English proficiency. We undertake an annual settlement needs assessment and analysis to identify and prioritise the needs of the new arrivals. In October 2005 national advertisements invited organisations to apply for funding under the SGP for services to commence on 1 July 2006.

### Planning and information

In response to the *Review of Settlement Services for Migrants and Humanitarian Entrants*, we launched a new National Framework for Settlement Planning, in March 2006. The framework provides a more strategic and coordinated approach to settlement planning to improve the ability of governments, service providers, community organisations, and other settlement stakeholders to plan for the arrival and settlement of new entrants. It identifies key settlement stakeholders and clarifies the roles and responsibilities of our national, state and territory offices in identifying and responding to new and ongoing settlement needs.

The framework is underpinned by a needs-based planning approach that allows flexibility in responding to changing settlement needs. This approach includes an annual process of information gathering and analysis to identify priority settlement needs for target group arrivals across Australia.

Under the framework, we are developing a range of information products to help stakeholders settle new entrants. The products include Community Profiles of new caseloads under the Humanitarian Programme and annual Settlement Needs Reports that provide demographic data including information on the settlement patterns and needs of new arrivals and services available to meet those needs.

### Integrated Humanitarian Settlement Strategy

On 1 October 2005 we introduced new arrangements for delivering settlement services under the Integrated Humanitarian Settlement Strategy (IHSS). The new arrangements provide for improvements in the way the programme is delivered to implement the findings of the *Review of Settlement Services for Migrants and Humanitarian Entrants* and a separate independent evaluation of the IHSS, both of which were handed down in May 2003. Some of the major enhancements include:

- a significant strengthening of coordination of IHSS service delivery through 20 contract regions nationally
- assessment of each humanitarian entrant/ entrant family's needs and development, and implementation of case coordination plans
- strengthened support for Special Humanitarian Program entrants and their proposers.

The annual IHSS national conference was held in June 2006. It brought together the national network to discuss programme administration and service delivery, as well as to share best practice.

# Profile

## JUMA ABUYI

*Amid the upheaval of a childhood in war-torn Sudan, the one constant in Juma Abuyi's life was soccer.*

*Now he is using his soccer skills to help others.*

*As manager of the North Launceston Eagles Soccer Club, Juma uses training sessions to give pep-talks on skills – both on and off the pitch.*

'Soccer is one of the best ways for people to integrate into a new culture, because we can bring these skills with us already,' Juma says.

'Soccer training has provided an informal setting for newly-arrived refugees to discuss concerns such as driving without a license, car insurance, teamwork, and to meet new friends.'

Thirty-year-old Juma arrived in Tasmania five years ago with his mother and three brothers after decades in a refugee camp in northern Kenya.

'Our goal was to become independent as soon as possible,' Juma says.

The family saved hard to buy a car. Juma completed high school at Elizabeth College in Hobart, then went on to gain an honours degree in Social Sciences from the University of Tasmania. He wrote an influential thesis Out of Africa: Sudanese men's experience of living in Tasmania.

Juma joined a discussion group led by Elizabeth College Chaplain Matt Durose.

'This group was invaluable to me because I felt so accepted - I gained the confidence to make friends at the college,' he said.

'When I was in Africa, and after my father died, I wondered if anything good could happen to me. I felt useless and out of control of my destiny.

'I lived in a terrible refugee camp where no one should ever have to live, but it was hard to imagine that we would ever get out of it.

'The concept of educational opportunities was simply a fairy story in my mind.'

But his dream did come true.

Now Juma not only coaches soccer but also works full-time with the Migrant Resource Centre as a Youth Worker and Bicultural Family Support worker in Launceston.

'I try and help other young people realise their dreams,' Juma says.

'I guess that I attribute my success to the principle that from the time I arrived, I have tried to listen to the advice from local people.

'I decided that it was good to take notice of the 'wise' Australian community, because they already know the best way of how to deal with local problems.'

Juma's talent and dedication looks set to continue to help others also kick goals to create a better Australia for us all.

## 2.1.1 Settlement planning and information delivery

### OBJECTIVE

The objective is to provide adequate support that enables the successful settlement of humanitarian entrants through a strategic and coordinated approach to service planning for new arrivals.

**Table 56: Performance information - Settlement planning and information delivery**

| Measures | Results |
|---|---|
| Quantity | |
| Development of regional needs based planning arrangements to inform the new SGP | National Framework for Settlement Planning launched. Needs-based planning outcomes informed the new Settlement Grants Programme. |
| Quality | |
| Satisfaction of Minister and key stakeholders with the new planning arrangements | Overall support for planning developments received from Refugee Resettlement Advisory Council, non-government organisations, and other stakeholders. |
| On-Line Settlement Information | |
| Quantity | |
| Maintain statistics on usage of *Beginning a new life in Australia* booklets and settlement data | Due to the redesign of our website, the software for statistical collection has not yet been installed. This will occur in 2006-07. |
| Quality | |
| Satisfaction of clients | Individual clients and local government expressed general satisfaction. |

### DESCRIPTION

This output component supports the planning process for our settlement services. It also has an important role in supporting the provision of information to new migrants settling in Australia as well as those who provide mainstream or specialised settlement services to migrants and humanitarian entrants.

### ANALYSIS OF PERFORMANCE

#### National Framework for Settlement Planning

We launched the National Framework for Settlement Planning in March 2006. The framework contains mechanisms to constantly identify the needs of new arrivals in order to inform our programme delivery. We are developing a range of products to provide more comprehensive data on new arrivals to assist planning by state, territory, and local governments and service providers.

#### Refugee Resettlement Advisory Council

An important aspect of the planning process is consultation with the community sector. The Refugee Resettlement Advisory Council has an ongoing dialogue with both the Minister and the Parliamentary Secretary for Immigration and Multicultural Affairs.

The council, now in its fourth term, continued to provide high-quality policy advice and input on the settlement of newly-arrived migrants and humanitarian entrants. Among other activities, it provided two comprehensive reports to the Minister – *Report on Education of Young Humanitarian Entrants* and *Report on Policing Services for Humanitarian Entrant Communities*. The council also produced *A Volunteer's Guide* to assist volunteers who work with migrants and humanitarian entrants.

### Settlement DVD for humanitarian entrants

We are producing a DVD to help orientate humanitarian entrants to life in Australia. Using voice-overs in a variety of languages, the DVD is particularly designed to address the needs of those entrants who are not literate in their own language.

### Settlement information

We published two updates of the *Beginning a new Life in Australia* booklets. The booklets welcome new and prospective migrants to Australia and provide information to them, their sponsors, and service providers on the types of services available and advice on where to go to ask for assistance. Information is tailored to each state and territory and the booklets are published in English and 24 community languages. In 2005-06 we included the Karen language to meet the needs of a growing number of people settling from Myanmar. The booklets are also on our website at www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life.

The Living in Australia website underwent a major redevelopment as part of a broader initiative to improve the online information available to our clients. The site went live on 1 July 2006.

The Settlement Database is a valuable tool for planning, targeting, and evaluating settlement services, and facilitates better service delivery for migrants. The database contains around 1.6 million records of visaed settler arrivals since 1 January 1991. Data includes country of birth, age, sex, migrant category, main language, English proficiency, location of residence in Australia, and many other variables. We use this information to inform programme planning and service delivery across Australia. Mainstream service providers and community-based users access the information through our Internet-based Settlement Reporting Facility (SRF).

We are developing and upgrading the technology of the database and its reporting facilities to improve the useability of the reports and the data.

## 2.1.2 Humanitarian settlement services

### OBJECTIVE

The objective is to provide intensive initial settlement support to newly arrived refugees and Special Humanitarian Program (SHP) entrants. The Integrated Humanitarian Settlement Strategy (IHSS) aims to help humanitarian entrants achieve self-sufficiency and become fully participating members of the Australian community as soon as possible by providing specialised services on a needs basis.

**Table 57: Performance information - Humanitarian settlement services**

| Measures | Results |
|---|---|
| Quantity | |
| Offshore Humanitarian Programme entrants assisted | The IHSS assisted 12 036 entrants comprising:<br>• 5168 refugees<br>• 6814 SHP entrants<br>• 54 TPV holders.<br>The extent to which SHP entrants receive services under the IHSS depends on the capacity of proposers to support their entrants. Proposers of SHPs are eligible for Proposer Support services. |
| Quality | |
| High level of client satisfaction as measured through client and community feedback | New IHSS contracts started on 1 October 2005. The first progress reports provided in February 2006 indicated that the small number of clients who had exited under the strategy were satisfied with the service received. |

### DESCRIPTION

This output component supports the provision of intensive settlement services to newly arrived refugees and SHP entrants under the IHSS.

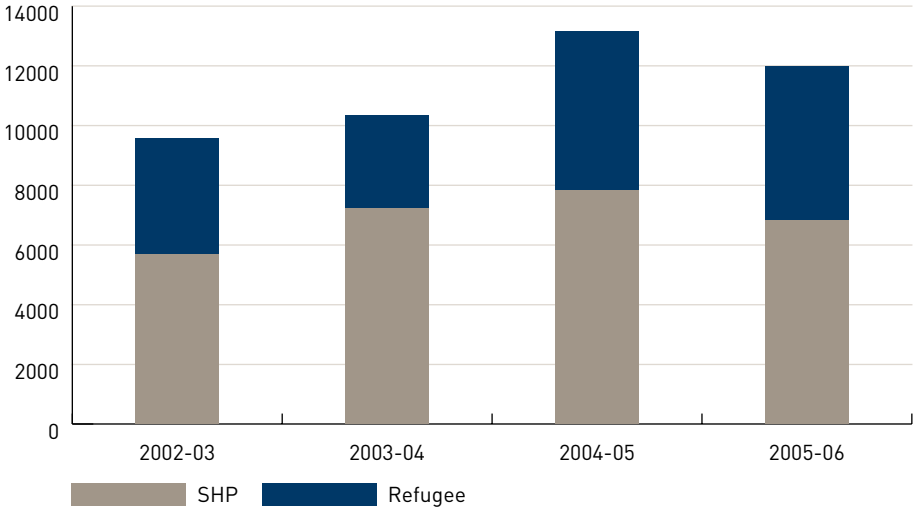
New IHSS contract arrangements started on 1 October 2005. The new service delivery model is based on 20 contract regions nationally, with one contract per region.

Depending on their assessed need, entrants are generally provided with some or all of the following assistance to help them settle in Australia:

- *case coordination, information, and referrals* – includes a case coordination plan based on an initial needs assessment, information about and referral to other service providers and mainstream agencies, and help for proposers to assist SHP entrants
- *on arrival reception and assistance* – includes meeting eligible entrants on arrival, taking them to suitable accommodation and providing initial orientation, and meeting any emergency needs for medical attention, or clothing and footwear
- *accommodation services* – helps entrants find appropriate and affordable accommodation, and provides them with basic household goods to start establishing their own household in Australia
- *short term torture and trauma counselling services* – provides an assessment of needs and a case plan and referral for torture and trauma counselling, and raises awareness among other health care providers of health issues arising from torture and trauma counselling.

IHSS services are generally provided for around six months, but may be extended for particularly vulnerable clients. As SHP entrants have the support of a proposer to help them with their settlement needs, they are generally assessed as not requiring the full range of IHSS services. Proposers of SHPs are eligible for Proposer Support services.

**Figure 45: Number of people assisted under the IHSS**




Source: Humanitarian Entrant Management System, DIMA.

## ANALYSIS OF PERFORMANCE

In 2005-06 we assisted 12 036 people under the IHSS, compared with 13 347 people in 2004-05 as shown in Figure 45 below.

The number of refugees assisted under the IHSS decreased from 5318 in 2004-05 to 5168 in 2005-06. The number of SHP entrants assisted decreased from 7383 in 2004-05 to 6814 in 2005-06. Assistance was also provided to 54 Temporary Protection Visa holders.

Sixty per cent of people assisted under the IHSS in 2005-06 were from Africa compared to 75 per cent in 2004-05 and 63 per cent in 2003-04. People from the Middle East and South West Asia comprised 32 per cent of the IHSS caseload, compared to 21 per cent in 2004-05 and 30 per cent in 2003-04. This is in line with the changing composition of the Humanitarian Programme.

## 2.1.3 Support for community services

### OBJECTIVE

The objective is to support the delivery of settlement services through the administration of community grants.

**Table 58: Performance information - Support for community services**

| Measures | Results |
|---|---|
| Quantity | |
| Management of MRC/MSA and CSSS service agreements | 335 service agreements and work programmes managed, comprising 307 Community Settlement Services Scheme (CSSS) grants and 28 Migrant Resource Centre (MRC)/ Migrant Service Agency (MSA) grants. |
| Quality | |
| Service agreements and work programmes fulfilled and/or specific breaches addressed | Service agreements and work programmes satisfactorily delivered for all MRC/MSA and CSSS grants. |
| Service agreements, work programmes, and support systems prepared for implementation of SGP 2006-07 | Settlement Grants Programme (SGP) implemented on 1 July 2006 with fully developed information technology and statistical systems in place. |

### DESCRIPTION

This output component supports the administered item Grants for Migrant Community Services.

We supported the delivery of MRCs/MSAs and CSSS services by:

- helping funded organisations manage work programmes and service agreements, and reporting and financial accountability requirements
- provision of a national training strategy. Training was aimed at management committees/boards and staff to assist their delivery of settlement services consistent with the objectives of our grants programmes and to meet service agreement requirements.

### ANALYSIS OF PERFORMANCE

A total of $29.8 million was provided for migrant community services grants in 2005-06 to support the settlement needs of migrants. We supported the provision of settlement services to the migrant community by administering 335 service agreements with organisations funded under 307 CSSS grants and providing core funding to 28 MRCs/MSAs.

The funding for CSSS grants amounted to $15.29 million and core funding for MRCs/MSAs was $8.1 million.

The 2004-05 Budget provided $4.9 million over four years ($1.02 million in 2005-06) for CSSS grants to assist humanitarian entrants to settle in rural and regional Australia.

The 2005-06 Budget provided a further $2.95 million over four years for the CSSS to specifically assist in settling of dependants of skilled migrants in rural and regional areas.

Funding for rural and regional CSSS grants in 2005-06 totalled $4.76 million, an increase of nearly 80 per cent on the 2004-05 rural and regional allocation.

In 2005-06 a total of 307 CSSS grants were funded, including 213 new and 94 ongoing grants.

Community consultations contributed to the development and implementation of the new SGP. We identified and prioritised the needs of new arrivals through an annual settlement needs assessment and analysis. In October 2005, national advertisements invited organisations to apply for funding under the new programme with 360 applications being received.

## 2.1.4 Adult Migrant English Program Administration

### OBJECTIVE

The objective is to ensure the Adult Migrant English Program contract management regime accords with best practice in Australian Government contracts management.

**Table 59: Performance information - Adult Migrant English Program administration**

| Measures | Results |
|---|---|
| Quantity | |
| Management and monitoring of the performance of service providers (20 contracts managed/ monitored) | 20 contracts for English language tuition and associated services administered. Service delivery monitored through regular contract meetings, regular reporting, and data analysis. |
| Quality | |
| Contract breaches are promptly identified and managed | Some service delivery requirements not met. These breaches were recorded and have been or are being addressed. All tuition contracts received ongoing accreditation from the National English Language Teaching Accreditation Scheme in relation to quality standards. |

### DESCRIPTION

This output component supports the Adult Migrant English Program administered item. The program is administered through 20 major contracts for tuition and associated services.

### ANALYSIS OF PERFORMANCE

Each service provider's performance is monitored by examination and analysis of quarterly and annual reports, quarterly meetings, and an annual onsite inspection of facilities, resources, and processes by the National English Language Teaching Accreditation Scheme. As annual reports are to be provided within three months of the end of the financial year, reports for 2005-06 are to be provided by 30 September 2006. Once they receive annual reports, contract managers analyse performance against key performance indicators. Any deficiencies or breaches identified during the monitoring process are addressed through the development and implementation of agreed action plans.

Issues identified from 2004-05 annual reports as not meeting the service delivery requirements and not previously reported included the following:

- One provider reported that the percentage of Special Preparatory Program clients who proceeded to mainstream English language tuition was less than the agreed target based on the national average. The outcome of the action plan will not be known until annual reports are received from service providers at the end of September 2006.
- One provider reported that less than 80 per cent of clients indicated knowledge of a grievance/ complaints handling procedure. This breach has been rectified.
- One provider reported that the percentage of non-continuing clients was greater than the target based on the national average. The outcome of the planned remedial action will not be known until annual reports are received from service providers at the end of September 2006.

- One provider reported that the percentage of exiting clients achieving an accredited outcome was less than the agreed target based on the national average. The outcome of the action plan will not be known until annual reports are received from service providers at the end of September 2006.

Issues identified through 2005-06 progress reports include the following:

- Two providers reported that child care placements for clients requiring this service were not made within the required three months. These breaches have been rectified.
- One provider reported that the 80 per cent target for rural and regional intensive English language tuition was not met. An action plan has been put in place.
- One provider did not reach the target for the number of home tutors trained. An action plan has been put in place.

Ongoing action plans are monitored quarterly until breaches are rectified.

## 2.1.5 Fee-free translating and interpreting services

### OBJECTIVE

The objective is to facilitate full participation of migrants from non-English speaking backgrounds in Australia's social and economic life by providing an effective means of communication.

**Table 60: Performance information - Fee-free translating and interpreting services**

| Measures | Results |
|---|---|
| Quantity | |
| Estimated demand for fee-free services by eligible clients – 127 200:<br>• 10 000 document translations<br>• 117 200 interpreting services | Number of services - 129 385<br>• 7763 documents translated<br>• 121 622 interpreting services. |
| Quality | |
| Level of satisfaction of eligible clients with fee-free language services delivered | High level of satisfaction of eligible clients with the quality of services measured by the lack of complaints on service standards, and engagement of accredited translators and interpreters in delivering services. |

### DESCRIPTION

Fee-free interpreting services are provided to approved individuals and organisations to help them communicate with non-English speaking migrants and humanitarian entrants who are Australian citizens or permanent residents. The services are broadly available to:

- private medical practitioners providing services under Medicare
- non-profit, non-government, community-based health or welfare organisations subject to their funding arrangements
- members of parliament for constituency purposes
- local government authorities
- trade unions
- Emergency Management Australia.

Documents eligible for fee-free translation include settlement-related personal documents, identity and relationship documents (for example, birth and marriage certificates), facilitation documents (for example, drivers licences), and education and employment documents. Fee-free translations are provided to permanent residents and Australian citizens within their first two years of arrival or grant of permanent residence.

### ANALYSIS OF PERFORMANCE

The number of fee-free interpreting services provided in 2005-06 was slightly higher than that provided in 2004-05, and also higher than projected demand.

In 2005-06 a total of 7763 documents were translated under the fee-free translation services. This was a decrease from 8101 documents in 2004-05, and reflects the changing composition of the humanitarian intake. In recent intakes, people from some communities, mainly African, have arrived without personal documentation, resulting in a decreased demand for translations.

The high-demand languages for interpreting were Arabic, Vietnamese, Mandarin, Cantonese, Farsi (Persian), Serbian, Turkish, Russian, Spanish, and Korean. The high-demand languages for translation were Arabic, Mandarin, Russian, Spanish, Farsi (Persian), Vietnamese, French, Serbian, and Chinese.

# Output 2.2 – Translating and interpreting service

## DESCRIPTION

This output is delivered through the national Translating and Interpreting Service (TIS) located in Melbourne.

TIS provides:

- a quality, responsive, and professional service
- the means of communication essential to a culturally and linguistically diverse society through a business-oriented national Translating and Interpreting Service.

## HIGHLIGHTS

There was strong growth in the demand for our telephone interpreting services, with the 501 000 services provided being 25.25 per cent above the Portfolio Budget Statement estimate of 400 000.

A new contract for Telstra to supply telephony services to TIS for the next three to five years was signed in June 2006. This contract gives greater clarity to the relationship between TIS and Telstra and allows for the growth in demand for telephone interpreting services in coming years.

TIS continued to promote the use of the Automated Telephone Interpreting Service (ATIS), which is available in our 18 high demand languages. In line with our marketing targets, use of ATIS rose 121 per cent in 2005-06 with a 261 per cent growth in private sector use. Several major clients now promote the service as their preferred way of engaging interpreter services.

TIS conducted a client satisfaction survey as part of its ongoing commitment to providing a quality service responsive to the needs of its clients. It will incorporate responses from the survey in its service delivery planning, along with feedback from clients and stakeholders received through our annual promotional programme.

Outstanding debts declined to $649 000 at the end of 2005-06 which was a reduction of 28 per cent on the start of the year.

During 2005-06 approximately 200 new clients a month accessed TIS with nearly half of these clients being medical practitioners.

## 2.2.1 Document translating

### OBJECTIVE

The objective is to provide a national service for the translation of settlement-related personal documents.

Table 61: Performance information - Document translating

| Measures | Results |
|---|---|
| Quantity | |
| Number of documents to be translated – 10 000 | 7763 documents translated. |
| Quality | |
| 90 per cent of fee-free translations will be processed within 20 working days of request | 93 per cent of fee-free translations within 20 working days of request. |
| 95 per cent of translating jobs will be done by a NAATI accredited/recognised translator | 100 per cent of translating jobs done by an accredited/recognised translator. |

### DESCRIPTION

We provided newly arrived migrants and humanitarian entrants with fee-free translations of settlement-related personal documents.

### ANALYSIS OF PERFORMANCE

In 2005-06 we translated 7763 documents which was below the projected volume of 10 000. This was due to the nature of the humanitarian intake, with many people arriving without documentation. The result was a decrease on the 8101 documents translated in 2004-05.

The high-demand languages for translations were Arabic, Mandarin, Russian, Spanish, Farsi (Persian), Vietnamese, French, Serbian, and Chinese.

We met the performance target of 20 working days to complete translations and using National Accreditation Authority for Translators and Interpreters (NAATI) accredited translators on 95 per cent of translations.

## 2.2.2 Telephone interpreting

### OBJECTIVE

The objective is to provide a national 24-hours-a-day, 7-days-a-week telephone interpreting service to enable accessible, quality communication between English and community languages to individuals (migrants and others), and government and non-government service providers.

**Table 62: Performance information - Telephone interpreting**

| Measures | Results |
|---|---|
| Quantity | |
| Number of telephone interpreting calls – 400 000 | 501 000 telephone interpreting calls. |
| Quality | |
| 90 per cent of calls will be answered by a TIS operator within 30 seconds, and a telephone interpreter in a major community language will be provided within three minutes | 84 per cent of calls answered by a TIS operator within 30 seconds.<br>91 per cent of calls connected to a telephone operator in a major community language within 3 minutes. |
| 90 per cent of interpreter jobs will be done by a NAATI accredited/recognised interpreter | 91 per cent of interpreter jobs done by a National Accreditation Authority for Translators and Interpreters (NAATI) accredited operator. |

### DESCRIPTION

The Translating and Interpreting Service (TIS) provides facilities that allow for a three-way conversation between English-speaking and non-English-speaking parties and a TIS interpreter through the use of a national telephone number – 131 450. The service also provides priority lines for emergency services and medical practitioners.

### ANALYSIS OF PERFORMANCE

During 2005-06 the volume of telephone interpreting services delivered increased significantly from 2004-05, from 441 952 to 501 000. The number of telephone services was 25.25 per cent above the projected target of 400 000, maintaining the growth experienced since TIS offices were consolidated into the single Contact Centre in Melbourne in early 2002.

Factors contributing to this growth include new business and client recognition of the availability of a timely telephone interpreting service that is both cost effective and suitable to their needs.

The establishment of a priority line for TIS was negotiated during 2005-06 with the Australian Taxation Office to ensure increased efficiency and reduced costs both to TIS and the client agency. TIS consequently will benefit from reduced call backs and waiting times.

A consequence of the surge in demand for telephone interpreting services was that the number of calls answered by a TIS operator within 30 seconds declined to 84 per cent. This is below the target measure of 90 per cent. Other factors contributing to the delays in response times included an almost 100 per cent operator turnover in the Contact Centre since October 2005, and intermittent system problems. Yet despite this, an interpreter in a major community language was provided within three minutes for 91 per cent of calls, meeting the target measure of 90 per cent.

Another factor with the potential to mitigate delays in Contact Centre response times is the increased use of the Automated Telephone Interpreting Service. A new marketing strategy was implemented for the service for 2005-06 resulting in a 121 per cent increase in usage of this service from 2004-05.

Interpreters accredited or recognised by the NAATI undertook 91 per cent of interpreting tasks, which is above the target measure of 90 per cent. This measure supports TIS's focus on quality assurance in providing interpreting services, which also includes a complaints handling process and a feedback panel to receive and action client concerns.

The high-demand languages were Mandarin, Arabic, Vietnamese, Cantonese, Korean, Turkish, Farsi (Persian), Spanish, Serbian, and Russian.

TIS continued its commitment to recruiting interpreters in new and emerging languages for which interpreters are in short supply. A total of 113 new interpreters were recruited during 2005-06 including 44 interpreters in new and emerging African languages.

## 2.2.3 On-site interpreting

### OBJECTIVE

The objective is to provide interpreters for face-to-face interpreting assignments.

**Table 63: Performance information - On-site interpreting**

| Measures | Results |
|---|---|
| Quantity | |
| Number of on-site interpreting visits – 48 000 | 43 473 on-site interpreting visits. |
| Quality | |
| 85 per cent of requests for an on-site interpreter will result in a confirmed appointment within three working days | 91 per cent of requests resulted in a confirmed appointment within three working days. |
| 90 per cent of interpreter jobs will be done by a NAATI accredited/recognised interpreter | 86 per cent of interpreter jobs done by a National Accreditation Authority for Translators and Interpreters (NAATI) accredited/recognised interpreter. |

### DESCRIPTION

The Translating and Interpreting Service (TIS) arranges for interpreters to attend, at specific locations and times, where a client requires a face-to-face interpreting assignment.

### ANALYSIS OF PERFORMANCE

The number of onsite interpreting requests continued to decrease in 2005-06 with 43 473 onsite interpreting assignments completed, compared with 46 575 in 2004-05. This represented a slightly greater decline in volume when compared to 2003-04 (49 200).

The continuing decline in demand for on-site interpreting can be attributed to:

- clients moving towards telephone interpreting, including the Automated Telephone Interpreting Service (ATIS), as a more cost-effective service
- lower demand for onsite services associated with processing of applications for protection by asylum seekers.

The percentage of assignments expected to be undertaken by an interpreter accredited/recognised by the NAATI is 90 per cent. TIS achieved 86 per cent for 2005-06 compared with 87 per cent in 2004-05. The change in performance in the last few years reflects the nature of assignments, where a greater proportion of assignments requiring on-site interpreters are coming from new and emerging community languages, reflecting the changing composition of the humanitarian entry programme. Due to the time involved in achieving NAATI accreditation or recognition for interpreters in new and emerging languages, a higher proportion of assignments in these languages negatively impacts on performance against this measure.

The high-demand languages for onsite services were Vietnamese, Arabic, Serbian, Mandarin, Farsi (Persian), Cantonese, Turkish, Bosnian, Spanish, and Dari (Afghani).

# Outcome 2.3 – Australian citizenship

## HIGHLIGHTS

On 9 November 2005 the Australian Citizenship Bill 2005 and the Australian Citizenship (Transitionals and Consequentials) Bill 2005 were introduced to the Australian Parliament. The Bills will replace the *Australian Citizenship Act 1948* and provide for better structured, easier to understand citizenship law that reflects Australia in the twenty-first century.

A number of important changes include:

- prohibiting the approval of an application for Australian citizenship by grant, descent, and resumption if the applicant is assessed as being a risk to Australia's national security or the applicant's identity cannot be verified
- extending the residence in Australia requirement by 12 months to three years
- extending the revocation provisions to include serious criminal offences committed in the period between approval of an application and acquisition of citizenship as well as where the approval to become an Australian citizen resulted from third-party fraud.

Following research in 2005-06 that highlighted the need to update the advertisements used to promote Australian Citizenship, we expect new advertisements to be launched in 2006-07.

On 16 September 2005, the Australian Citizenship Quilt was unveiled before an audience of 250 people to celebrate Australian Citizenship Day on 17 September. The quilt was the outcome of a project involving a partnership between us and the *Better Homes and Gardens* magazine. Over 400 Australian citizens, young and old, contributed quilt squares and personal stories.

The quilt, along with one comprising squares contributed by young Australians, was exhibited at Parliament House Canberra until late November 2005. Since then the quilts have been exhibited at craft and quilt fairs in Melbourne, the Gold Coast, Hobart, Perth, and Sydney. Following further exhibitions in Canberra, Melbourne, Brisbane, and Adelaide, the quilts will be accepted into the national historical collection at the National Museum of Australia. The quilts have been featured in a number of magazines and newspapers, including quilting and craft specialist magazines.

A record number of 14 000 new citizens were conferred on Australia Day and the ceremonies received widespread media coverage. For the second consecutive year the Prime Minister, the Hon. John Howard MP, presided at a ceremony in the national capital.

Other citizenship ceremonies that achieved media coverage included:

- televised citizenship ceremonies on Channel 7's *Sunrise* in December 2005 and Channel 9's *Today Show* on 26 January 2006
- a ceremony in Melbourne on Australia Day, presided over by the Governor-General, His Excellency Major General Michael Jeffery AC CVO MC
- a ceremony during Adelaide Writers' Week in March 2006 where the Minister conferred Australian citizenship on Nobel Laureate and twice Booker prize winning author, John M Coetzee
- a ceremony on Mothers' Day May 2006, where Parliamentary Secretary, the Hon. Andrew Robb AO MP, conferred Australian citizenship on Mavis Smith, who was celebrating her 100th birthday the same day
- a citizenship ceremony for people who entered Australia under the Humanitarian Programme held to celebrate World Refugee Day on 20 June 2006.

A total of 121 829 people became Australian citizens by grant, descent, and resumption in 2005-06. This includes 108 380 who became citizens by grant, which represents a 10.58 per cent increase compared to 2004-05. The use of our Internet facility for lodging citizenship applications continued to increase with 33 958 people choosing the convenience of applying on-line.

# Enriching the fabric of Australia

Australian citizens shared their creativity and personal stories of what being Australian means to them as part of our Australian Citizenship Quilt project. More than 400 quilt squares and stories were contributed to the project by experienced and beginner quilters, adults and school students, and scouts and guides.

With such a large number of contributions, two quilts were assembled – the Australian Citizenship Quilt and the Young Australian Citizenship Quilt. Each quilt measures three metres wide and two metres high.

Elsa Urqhad of Dural, who migrated from the Netherlands in 1959, was one of the many people who contributed to the quilt. 'Being a new Australian citizen is definitely more than just a certificate,' Ms Urqhad said. 'It is a whole new way of life, a wonderful way of life.'

It wasn't just those citizens who had migrated to Australia who made contributions to the quilt. Felicity Gibbs-Carson of Ulladulla, a sixth generation Australian of English and Irish descent, said it was not people's origins but the Australian way of life that made people proud to be citizens. 'Our loyalty, our generosity, our sense of humour, our fierce determination, our larrikinism, our sporting achievements, our fair play, and always watching out for the under dog – that's what is so special about being an Aussie,' Ms Gibbs-Carson said. Carol McGill said her family, who migrated from South Africa in 1986, became citizens as soon as they could. 'It's an honour we will never take for granted but will always cherish and respect,' Ms McGill said. 'We hope that through our contribution to everyday Australia a little of the faith shown in accepting us as immigrants will be repaid.'

Nannette Channing, an indigenous woman from the Monaro/Gunai people said different cultures enriched Australia. 'With a diverse group of languages, styles, traditions, colours, and foods – that's what makes Australia the place it is today,' Ms Channing said. 'I wouldn't want to live anywhere else because Australia has it all and I love my country.'

The quilts were unveiled at Parliament House Canberra by the former Minister for Citizenship and Multicultural Affairs, the Hon. John Cobb MP to celebrate Australian Citizenship Day.

The quilts are touring the country as a feature of the Australian Craft and Quilt Fairs. At the completion of the tour the quilts will become part of the National Museum of Australia's collection.

## 2.3.1 Decisions on citizenship status

### OBJECTIVE

The objective is to provide high quality efficient administration of the *Australian Citizenship Act 1948* and its regulations.

**Table 64: Performance information - Decisions on citizenship status**

| Measures | Results |
|---|---|
| Quantity | |
| 100 000 citizenship status decisions (persons) made – including 80 000 applications (persons) for grant finalised | 139 132 decisions (persons) on citizenship status made, including 112 429 applications (persons) for grant finalised. |
| Quality | |
| Less than 1 per cent of negative decisions overturned at review | 0.2 per cent of negative decisions overturned at Migration Review Tribunal (MRT). |

### DESCRIPTION

This output component involves managing and delivering decisions under the Australian Citizenship legislation through:

- decisions on applications for grant of citizenship
- other decisions under the legislation, including citizenship by descent, resumption of citizenship, and renunciation of citizenship
- management of conferral of citizenship
- provision of citizenship information services.

### ANALYSIS OF PERFORMANCE

In 2005-06 we finalised a total of 112 429 decisions for grant of citizenship which was the highest number since 1996-97 and a 10.2 per cent increase from 2004-05. The number of positive citizenship decisions increased by 10.6 per cent from 2004-05, continuing the upward trend in the number of decisions made since 2000-01.

The overall approval rate for grant, resumption, and descent applications remained steady at 96.8 per cent in 2005-06. Some 86.2 per cent of applications were decided within 90 days of lodgment and 41.3 per cent decided on the day of lodgment.

We continue to promote use of our Internet facility to lodge citizenship applications and a growing number of people are choosing the convenience of applying on-line. In 2005-06 some 33 958 people lodged their applications electronically which represented 29 per cent of all applications received in 2005-06 a 49.2 per cent increase from 2004-05.

# Profile

## Australia's oldest new citizen

*A Victorian centenarian proved it's never too late to become an Australian citizen.*

*Mrs Ila (Mavis) Smith, of Mt Eliza in Victoria, enjoyed a special Australian citizenship ceremony as part of her 100th birthday celebrations, held on Mothers' Day and witnessed by more than 100 family members and friends.*

Mrs Ila (Mavis) Smith, Bruce Smith, and the Hon. Andrew Robb AO MP.

Parliamentary Secretary to the Minister for Immigration and Multicultural Affairs, the Hon. Andrew Robb AO MP, presided at the ceremony where Mrs Smith and her 67-year-old son Bruce became citizens.

Mrs Smith and her late husband migrated from New Zealand in 1961, following her son who settled here in 1960.

Mrs Smith has four grandchildren and six great-grandchildren.

'I feel very proud today,' Mrs Smith said.

'I have enjoyed my years in Australia very much,'

Mr Smith echoed his mother's sentiments.

'I'm very proud to officially become the Australian I always felt I was,' Mr Smith said.

'I've lived here since 1960 and I always thought I was Australian, up until October last year, when someone pointed out I wasn't an Australian citizen, so I thought I'd better do something about it.

'The opportunities in Australia are great – I've never been without a job.

'One door closes and six or eight others open.'

**Table 65 – Outcomes for citizenship applications 2003-04 to 2005-06**

| | 2003-04 | 2004-05 | 2005-06 |
|---|---|---|---|
| People granted Australian citizenship | 91 233 | 98 008 | 108 380 |
| People issued with Certificates of Evidence of Australian citizenship | 11 515 | 12 719 | 12 690 |
| People registered as Australian citizens by descent | 14 005 | 13 264 | 13 142 |
| People registered as losing Australian citizenship* | 496 | 463 | 535 |
| People resuming Australian citizenship | 410 | 441 | 307 |

** Loss statistics include renunciation of Australian citizenship.*
Source: Integrated Client Services Environment (ICSE) data extraction

Table 65 shows the outcomes for citizenship applications for the past three years.

The 103 350 people conferred with citizenship at ceremonies in 2005-06 was an 11 per cent increase from 2004-05. Appendix 2 contains statistical information on the former nationality or citizenship and the previous country of residence of persons who became Australian citizens by grant in 2005-06.

The Citizenship Information Line received 520 127 calls in 2005-06 an average of 43 344 calls a month. This compares to 457 489 calls in 2004-05, or an average of 38 124 calls per month. This information line provides information in response to citizenship inquiries from around Australia and distributes information and application kits.

The Citizenship Quality Assurance Programme continued. Work undertaken in conjunction with other areas of the department to counter the risk of identity fraud and to support prosecutions for citizenship-related fraud has reinforced the integrity of the citizenship programme.

In 2005-06 the Citizenship Helpdesk received 3035 enquiries from state and territory offices and overseas posts concerning matters of citizenship law and policy, as well as 3339 enquiries from other Australian Government agencies seeking verification of citizenship status. The helpdesk dealt with a further 5891 enquiries from the general public. Most of the enquiries were responded to within two business days.

# Citizenship 'no decision at all' for Australian of the Year

*We are a proud partner of the Australian of the Year Awards, coordinated by the National Australia Day Council.*

*Australian of the Year for 2006 and Scottish-born scientist, Professor Ian Frazer, said becoming an Australian citizen was 'no decision at all'.*

2006 Australian of the Year – Professor Ian Frazer.

'We'd been in Australia a couple of years and decided we wanted to stay here,' Professor Frazer said.

'As time went by it was obvious that we were going to, so becoming a citizen was the natural thing to do.'

Professor Frazer, an immunologist, worked in Melbourne and Brisbane to develop a vaccine to prevent and treat cervical cancer, a disease contracted by 500 000 women each year, with half dying from the disease.

In worldwide trials the vaccine has prevented viral infection and reduced pap smear abnormalities by 70 per cent.

Winning the Australian of the Year Award as an overseas-born Australian is not uncommon.

'A third of all Australians of the Year are first generation Australians, and that actually reflects the demographics of the country pretty well,' Professor Frazer said.

'A third of all of us are first generation Australians too.'

We are a partner in the Australian of the Year Awards, which are coordinated by the National Australia Day Council and presented on Australia Day.

Professor Frazer said the award came as a 'considerable surprise' to him.

'I've always felt that what I do in life should be good for the community,' Professor Frazer said.

'I think that's the measure of being an Australian citizen.'

'It's not so much where you're born, it's what you're actually doing beyond what people expect of you.'

Professor Frazer first came to Australia as a student in 1974 through the Australian Working Visit Scheme.

Australia's reputation for scientific research in immunology led to his return.

He settled here permanently with his family in 1981, becoming a citizen in 1998.

## 2.3.2 Promoting the value of Australian citizenship

### OBJECTIVE

The objective is to promote the acquisition of Australian citizenship among eligible non-citizens and to enhance the profile and significance of Australian citizenship in the wider community.

**Table 66: Performance information - Promoting the value of Australian citizenship**

| Measures | Results |
|---|---|
| Quantity | |
| Development and implementation of a campaign promoting the value of Australian citizenship with Australia Day, Harmony Day, and Australian Citizenship Day as focus points | The campaign was successfully implemented. This included print, television and radio advertising, public relations activities, a primary schools resource, and promotional events.<br><br>Promotional events included special Australian citizenship ceremonies in association with Australian Citizenship Day on 17 September 2005, Australia Day on 26 January 2006, Harmony Day on 21 March 2006, and World Refugee Day on 20 June 2006. |
| Quality | |
| Satisfaction of Minister and other key stakeholders with the development and implementation of the citizenship promotion campaign | Satisfaction with the 2005-06 Australian Citizenship promotion campaign by:<br><br>• maintenance of citizenship application levels above the 2000-01 base year and enhancement of the profile of Australian citizenship in the community<br><br>• positive response and involvement from the community to the Australian Citizenship promotion, including Australian Citizenship Day 2005 celebrations, and Australia Day 2006 activities in each state and territory, and attendance at special citizenship ceremonies and affirmation ceremonies throughout the year. |

### DESCRIPTION

This output covers promotion of the value of Australian citizenship.

### ANALYSIS OF PERFORMANCE

The promotion of Australian citizenship resulted in the following outcomes:

- During the campaign period of 1 August – 30 September 2005 there were 257 items reported in press, radio, and television. This was a decrease of 44 per cent on the previous year's coverage, which was attributed to the media focusing on other department media issues rather than those of direct relevance to Australian citizenship. All coverage achieved for the campaign period was positive (78 per cent) or balanced (22 per cent) in tone.
- Ceremonies held in 2005-06 included a ceremony for 1000 new citizens at Sydney Olympic Park on Australia Day 2006 and two citizenship ceremonies on Channel 7's *Sunrise* and Channel 9's *Today Show*.

We continued a partnership with the National Australia Day Council to promote the value of Australian citizenship through:

- sponsorship of the Local Hero Award, as part of the Australian of the Year Awards, which included eight state and territory events and culminated in the national award announcements televised live on Channel 10 on the eve of Australia Day
- AM radio, magazine, and metropolitan newspaper advertising of the Australian Citizenship Affirmation
- 80 000 free Avant Card postcards featuring the affirmation targeted at the youth and young adult market, distributed nationally at 1000 venues, including cafes and restaurants, cinemas, galleries, museums, theatres, clubs, and retail outlets
- affirmation resource packs supplied to more than 800 local Australia Day committees containing affirmation cards and directions for incorporating the affirmation into Australia Day celebrations
- 4 250 000 pocket calendars featuring the affirmation distributed nationally through 800 Woolworths stores, members of parliament, the state and territory Australia Day network, and Australia Day Local Council committees.

# Profile

## Australia's Local Hero for 2006,

*Toni Hoffman is a Bundaberg nurse who was not afraid to stand up to ensure patient safety.*

2006 Australian of the Year – Local Hero Ms Toni Hoffman.

For two years she stood by her ethics and values while advocating for the proper attention and care for her patients at the Bundaberg Hospital.

'Being an Australian citizen means that you are part of a unique society that is made up of people from many different countries and walks of life, but who are proud of the Aussie spirit and 'fair go' ethos,' Ms Hoffman said.

'It means being passionate about our fellow man and treating all people with respect.'

The Local Hero Award, which we sponsor, recognises the contribution of ordinary citizens who do exceptional things in their local community.

An experienced nurse who completed her Masters Degree in Bio-ethics in 2002 while working in Bundaberg Hospital's Intensive Care Unit, Ms Hoffman encouraged others to speak up.

'Our greatest challenge in the coming years is to embrace this multiculturalism and also maintain our Australian identity,' Ms Hoffman said.

'Our freedom is important to us and our ability to hold our heads high in all that we do.

'We have to encourage the next generation to participate in their community and be responsible, whilst encouraging people to speak up and defend those who cannot do that for themselves.'

# Outcome 2.4 – Promoting the benefits of cultural diversity

## HIGHLIGHTS

Following the terrorist attacks in London on 7 July 2005, the Prime Minister met leaders of Australia's Muslim community on 23 August 2005. The meeting issued an important Statement of Principles that commits all Australians to work together to protect Australia from intolerance and extremism and promote harmony and understanding. The meeting also agreed that the Australian Government would seek the cooperation of the state and territory governments in working towards a national strategy to reinforce social cohesion and combat extremism.

At its 27 September 2005 Special Meeting on Counter-terrorism, the Council of Australian Governments requested that the Ministerial Council on Immigration and Multicultural Affairs develop a National Action Plan (NAP) to address extremism and the promotion of violence and intolerance in Australia.

We were provided $5.9 million in 2005-06 to develop the NAP and to undertake a range of related work involving Australian Government and state and territory government agencies, including liaison with the Muslim community and community projects. The government established the Muslim Community Reference Group (MCRG) in mid-September 2005 to provide advice on how government and the Muslim communities can work together more effectively to address intolerance and achieve a more inclusive society.

In developing the NAP, we commissioned preliminary research and sought input from a range of Australian Government agencies, state and territory governments, and the community. Input from the community was largely provided by the MCRG. Other consultations included a National Youth Summit in December 2005.

In addition, we worked closely with other Australian Government agencies, state and territory governments, and community groups to reach agreement on some 58 NAP-related projects in 2005-06. These projects included initiatives aimed at furthering our understanding of extremism and building community capacity and resilience.

Community input has been a key aspect of the development of the NAP. Supporting Australian Muslims to become more integrated and connected with the rest of the community, particularly in terms of jobs, educational attainment, and participation in community activities, is an important aspect of preventing extremist and violent ideologies gaining influence in Australia.

We completed an extensive evaluation of multicultural policy and programmes, including the Living in Harmony initiative. The evaluation included:

- a stocktake of outputs and outcomes
- consultation with stakeholders such as the Federation of Ethnic Communities' Councils of Australia (FECCA) and the Council for Multicultural Australia (CMA)
- roundtable consultations targeting a broad range of interests and constituencies beyond our usual stakeholders, including representatives from the private and community sectors, religious organisations, sporting bodies, and local government
- an inter-departmental committee, which considered opportunities for collaboration between our multicultural programme and other government programmes
- an analysis of the appropriateness, effectiveness, and efficiency of the programmes
- development of successful new policy proposals.

A comprehensive evaluation of multicultural policy during the year found general support for existing policy and programmes. The Australian Government's multicultural policy is for and about all Australians, regardless of their birthplace. The policy provides a framework for balancing responsibilities and rights, emphasising unity as well as diversity. The government works across all levels of government (Australian Government, state/territory, and local) to support the development of social cohesion throughout the country.

Community liaison officers in all states and territories maintained contact with local and national community organisations. They provided information to communities and reported on community tensions and related issues of concern to communities, including the London bombings in 2005 and the emergency in East Timor in 2006.

Eighty-four Australian Government agencies, up from 64 in 2004 (an increase of 31 per cent), reported on their performance against the Performance Indicators set out in the Performance Management Framework of the 2005 Access and Equity Annual Report – implementing the *Charter of Public Service in a Culturally Diverse Society*. An analysis of the 'met well' criterion showed a 9.4 percentage point improvement, with 61.9 per cent of all indicators reported on by all agencies achieving this rating, compared with 52.5 per cent in 2004.

Successful applicants for the sixth round of project funding were announced in October 2005. Thirty-nine projects were funded from 642 applications, at a cost of some $1.5 million. The priority areas for Living in Harmony community funding were inter-faith issues, new and emerging communities, school and educational communities, and Indigenous Australians.

In 2005 a Living in Harmony community grant was awarded to the Brisbane City Council for the project *It's Not All Black and White – An African Story*. The project produced education kits to encourage Brisbane residents to get to know and support new and emerging African communities from the Congo, Eritrea, Ethiopia, Liberia, Rwanda, Sierra Leone, Somalia, and Sudan.

In 2005-06 Harmony Day received a 94 per cent increase in public support with more than 300 000 Australians participating in a record number of Harmony Day events. The most prominent event was the Harmony Day themed National Rugby League football match held on 17 March 2006.

Educational institutions continue to be the biggest supporter of Harmony Day accounting for 53 per cent of all event registrations.

Ten Living in Harmony partnerships were managed in 2005-06 with six commencing during the year. These included the *On the Same Wave* projects by Surf Life Saving Australia, and the Sutherland Shire Council aimed at achieving greater harmony between all beach users and promoting a culture that the beach is there to share.

The project *Together for Goodness and Kindness* was jointly delivered by Chabad House of the North Shore Ltd and the Forum on Australian Islamic Relations. The project received $100 000 to deliver an education programme that helped children foster a feeling of belonging and acceptance among others of all backgrounds. The project was highly successful in working with 8180 children and 270 teachers from over 50 schools to promote the values of a cohesive society. The project promoted inclusiveness, kindness, and respect for others.

Murdoch University, the Journalism Education Association, SBS, Media Monitors, the University of South Australia, the University of Canberra, the University of Western Sydney, and the Griffith University entered into a joint partnership to receive funding of $108 012 to form the project *Journalism in Multicultural Australia*. The goal of the project is to develop and pilot a set of curricula/professional development resources to assist journalism students, cadet journalists, and active professionals in informed reporting of multicultural issues and events.

# 2.4 Promoting the benefits of cultural diversity

## OBJECTIVE

The objective is to provide policy advice on Australian cultural diversity in order to ensure that people from a diversity of backgrounds are able to integrate into Australian society, united by a shared commitment to our nation, its democratic institutions and values, and the rule of law.

**Table 67: Performance information - Promoting the benefits of cultural diversity**

| Measures | Results |
|---|---|
| Quantity | |
| Number of items of policy and other advice provided to Commonwealth and other governments, international agencies, and the Australian community | 34 items of advice in relation to international obligations provided to the Australian Government and 20 newsletters produced and distributed to local government and Australian Government networks.<br>We participated in four youth-related interdepartmental committees.<br>Community Liaison Section provided over 300 items of policy and other advice to Australian Government agencies, committees, and working groups. |
| Council for Multicultural Australia (CMA) meets quarterly, represents the Minister at functions, and provides advice on multicultural policy and programmes to the Minister and the department | Council meetings were held in August, September, and December 2005 and May 2006.<br>Council members attended functions, conferences and consultations, and also represented the Minister and Parliamentary Secretary as requested.<br>The council provided advice on cultural diversity issues to the Minister, the Parliamentary Secretary, and the department and contributed to the evaluation of multicultural policy and programmes.<br>The council assisted in the assessment of 642 applications for the 2005-06 Living in Harmony community grants. |
| Liaison maintained with approximately 4500 community organisations and individuals nationally | We maintained contact with over 8000 community organisations and individuals. Of this total, we had more extensive contact with over 3000 organisations on a range of issues important to those communities. Indirect contact with communities was facilitated through the Federation of Ethnic Communities' Councils of Australia. |

Table 67: Performance information - Promoting the benefits of cultural diversity *continued*

| Measures | Results |
|---|---|
| Quantity | |
| An estimated five Living in Harmony partnerships, four *Diversity Works!* projects, 18 Harmony Day partners managed and 50 local government authorities engaged | In 2005-06 a total of 19 Harmony Day corporate partners and 11 corporate supporters worked with us. Harmony Day partners and supporters held 630 Harmony Day events nationwide and generated 413 media items.<br><br>Harmony Day partners and supporters continued to cooperate with each other and with other supporting organisations to arrange a variety of joint activities to highlight the positive benefits of Australia's cultural diversity. Activities included major sporting events, shopping centre activities, internal functions, business conferences, and interactive forums.<br><br>The most prominent Harmony Day partner event was the Harmony Day themed National Rugby League football match between Wests Tigers and Canterbury Bulldogs. The match was held at Telstra Stadium on 17 March 2006.<br><br>Ten Living in Harmony partnerships were managed in 2005-06 with six commencing during this period.<br><br>The Diversity Australia website resource guides were launched in September 2005. Over 38 000 resource guides, information flyers, and information matrices were distributed to educators and managers in the Vocational Education and Training, Higher Education, and Schools sectors.<br><br>The *2005 Access and Equity Annual Report* was tabled in both Houses of Parliament on 9 May 2006.<br><br>We provided guidance to local government by presenting information at two national local government conferences and one international conference. Direct contact was made with 78 local governments through the Strength in Diversity Award, and local government responses to cultural diversity were promoted by publishing case studies on local government-related electronic bulletins and newspapers. |
| Promotional events and activities organised by DIMA and communities, particularly regarding Harmony Day and *Diversity Works!* programmes | Our website recorded 5339 community Harmony Day events and 4669 Harmony Day individual product requests.<br><br>Educational institutions continue to be the biggest supporter of Harmony Day constituting 53 per cent of all event registrations, followed by government with 19 per cent of event registrations, business with 11 per cent, community organisations with 10 per cent, and 7 per cent other. |

Table 67: Performance information - Promoting the benefits of cultural diversity *continued*

| Measures | Results |
|---|---|
| Quantity | |
| Number of completed ministerial correspondence, briefs, speeches, situation reports, community update reports, and other documents as required | In 2005-06 the Multicultural Affairs Branch finalised 112 briefs to the Minister and the Parliamentary Secretary, and 1012 items of ministerial correspondence.<br>The Community Liaison Section produced the majority of responses to ministerial correspondence produced by the Multicultural Affairs Branch (an increase of almost 500 per cent from 2004-05), 69 briefs, 7 speeches, and 27 community update and situation reports. State and territory offices produced 176 responses to ministerial correspondence, 210 briefs, and 87 speeches.<br>There was a significant increase in support activities associated with the Muslim Community Reference Group and National Action Plan. |
| Quality | |
| High level of satisfaction by recipients of policy and other advisings | The Minister, Parliamentary Secretary, and DIMA Executive sought and accepted much of the advice during the year. |
| High level of satisfaction of the Minister with CMA activities | The Minister responded favourably to a CMA advice paper for the evaluation of multicultural policy. The Parliamentary Secretary expressed satisfaction with the work of the CMA at the May 2006 meeting and in a letter to the CMA Chair. |
| Extent to which engagements with community groups, organisations, individuals, and local government authorities enhance intra and inter-governmental and community relationships; extent to which community relations issues are well managed; extent to which advice on these is accepted by Ministers, DIMA Executive, and communities | Government and community relationships were strengthened through our community liaison function. We consulted with numerous community groups, organisations, and individuals.<br>Our community liaison function supported ministerial engagement with community leaders and organisations.<br>It informed the development of appropriate measures to address contemporary crises (such as following the London bombings in July 2005) affecting sections of the Australian community.<br>The Ministers sought and accepted our advice concerning community relations issues. |
| Living in Harmony partnerships and projects meet their agreed objectives within agreed periods and are completed to satisfaction of the Minister and other stakeholders | All Living in Harmony partnerships which commenced in 2005-06 are currently on track to meet agreed objectives. |
| Positive impacts of the promotional events and activities as assessed by the media reporting and community participation | Media coverage for Harmony Day was extensive, with positive media accounting for 82 per cent of all coverage.<br>Harmony Day media coverage reached 2194 items (991 broadcast, 1086 press and 117 Internet items), a substantial increase when compared to the 1999 figure of 66 media items and a 46 per cent increase compared with 2005. |

Table 67: Performance information - Promoting the benefits of cultural diversity *continued*

| Measures | Results |
|---|---|
| Quantity | |
| High level of satisfaction of the Ministers, DIMA Executive, and other stakeholders with reports and documents provided | Our advice on various matters, including international reports and delegation briefs, was strongly appreciated by the Minister, DIMA Executive, and other stakeholders. |
| Developing a National Action Plan to Build on Social Cohesion, Harmony and Security (NAP). | The development of the National Action Plan to Build on Social Cohesion, Harmony and Security (NAP) was guided by the results of preliminary research and input from other Australian Government agencies, state and territory governments, and community groups.<br><br>The Australian Government committed $5.9 million in 2005-06 to DIMA to develop the NAP and coordinate 58 NAP-related projects.<br><br>In order to continue the dialogue with leaders of Australia's Muslim community the government established the Muslim Community Reference Group (MCRG) in mid-September 2005 to provide advice on how government and the community can work together more effectively to address intolerance and achieve a more inclusive society. The reference group has met four times since its establishment.<br><br>Seven sub-groups have been established to support the MCRG. The members of the sub-groups are drawn jointly from the MCRG and all parts of the community. Sub-groups have been facilitated by relevant Australian Government agencies who have worked constructively with members to identify practical solutions to issues they identify. |

## DESCRIPTION

This output covers implementation of the Australian Government's multicultural policy.

## ANALYSIS OF PERFORMANCE

We completed an extensive evaluation of cultural diversity policy and programmes and achieved good budget outcomes.

The Council for Multicultural Australia focused largely on its contribution as an external reference group for evaluating multicultural policy. Its members participated in the Steering Committee for the evaluation and worked extensively on an advice paper for the evaluation. Council members also promoted the benefits of Australia's cultural diversity within their own professional and social networks, represented the Minister at citizenship ceremonies, and participated in a range of multicultural events and forums. A major achievement was the brokering of a partnership between us and Surf Life Saving Australia in the aftermath of the December 2005 Cronulla riots.

We fostered productive working relationships with the Australian Government, state and territory governments, and community stakeholders and produced a draft report ready for consideration by the Ministerial Council on Immigration and Multicultural Affairs at its meeting on 14 July 2006.

In 2005-06 there were 58 projects commenced under the National Action Plan to Build on Social Cohesion, Harmony and Security (NAP). Twenty of the projects had been concluded at 30 June 2006, with positive feedback received on each one. For example, the National Youth Summit, held in December 2005, addressed particular challenges facing young Australian Muslims and was attended by over 60 delegates from around Australia. The summit produced 51 solution options based on initiatives that can support young Australian Muslims to build self-esteem and a sense of belonging, and identified ways to develop the capacity to actively contribute to the Australian community through leadership models and programmes.

Community input has been a key aspect of the development of the NAP. The Australian Government established the MCRG to provide advice on how government and the community can work together more effectively to address intolerance and achieve a more inclusive society. Seven sub-groups have been established to support the MCRG to examine issues relating to:

- youth
- women
- schooling
- education and training of Imams, teachers, and leaders
- employment outcomes and workplace issues
- crisis management
- family and community.

The MCRG and its sub-groups recognise that the Muslim community itself must tackle its challenges head on and be a key part of developing and implementing solutions.

Our state and territory offices maintained extensive contacts with community groups and individuals, government and non-government agencies to build coordinated working relationships, ensure all interested parties are included in the management of portfolio policies and programmes, and negotiate on matters that may affect community harmony and social cohesion. Community leaders continue to report satisfaction with ongoing liaison and consultation by the Ministers and us, particularly in relation to community relations issues.

Our community update reports provided the Ministers and DIMA Executive with information about broad community issues and concerns, and facilitated the development of strategies to address tensions within and between communities.

During the year, we monitored social cohesion and inter-faith issues, and briefed the Ministers prior to attendance at community functions and before meetings with community representatives. We also provided advice on threats to community relations, such as instances of racial and religious vilification. The main challenges to social cohesion in Australia continued to be expressions of hostility towards Australian Muslims, anti-Asian activity within parts of the community, anti-Semitic incidents, perceived links between criminal behaviour and ethnicity, and a distrust of African arrivals, especially youth, by some in the community.

We continued to liaise closely with the Federation of Ethnic Communities' Councils of Australia (FECCA) to ensure relevant and practical outcomes for Australia's diverse communities.

We produce an annual multicultural diary which highlights the range of important events, festivals, and days, both cultural and religious, that are celebrated throughout Australia. In 2005-06 almost 8000 copies were distributed to Australian Government, state and territory members of parliament, local councils, diplomatic representatives, community organisations, schools, and individuals. This is an increase of 2000 copies (or 33 per cent) from the almost 6000 copies distributed in 2004-05.

Good Shepherd Primary School Harmony Day. (Photograph courtesy of *The Canberra Times*)

The number of Australian Government agencies reporting against the Performance Indicators set out in the Performance Management Framework of the *Charter of Public Service in a Culturally Diverse Society* increased by 31 per cent (84 in 2005 compared to 64 in 2004). A further 13 agencies were consulted in obtaining these contributions or provided input. In total, 117 agencies were consulted in producting the *2005 Access and Equity Annual Report – progress in implementing the Charter of Public Service in a Culturally Diverse Society*. The number of agencies meeting the 'met well' criteria increased by 9.4 per cent to 61.9 per cent of all indicators reported on by all agencies achieving this rating compared with 52.5 percent in 2004. With the exception of Tasmania, all state and territory governments and 30 local councils contributed to the 2005 report.

Harmony Day, celebrated on 21 March, is a national programme of events designed to promote the positive values and achievements of all Australians. Harmony Day focuses the nation on what unites Australians, emphasising values, and a commitment to a cohesive society.

Harmony Day 2006 received a 94 per cent increase in public support compared to 2005, with over 300 000 Australians participating in a record number of Harmony Day events.

Harmony Day's continuing success is due to the ongoing support it receives from a wide range of groups within the community. Community endorsement contributes significantly to the campaign's ability to influence the adoption of positive messages. Harmony Day events were sponsored by governments, community organisations, educational institutions, businesses, and 30 official Harmony Day partners, and supporters.

Harmony Day partners and supporters held 630 events nationwide and generated 413 media items. The most prominent event was the Harmony Day themed National Rugby League football match held between Wests Tigers and Canterbury Bulldogs at Telstra Stadium on 17 March 2006.

Harmony Day media coverage reached 2194 items with 82 per cent of all media coverage being positive (see Table 68). This was a substantial increase when compared to the 1999 figure of 66 media items and 1438 in 2005.

**Table 68: Volume of media coverage**

| Media | Volume | | per cent change |
|---|---|---|---|
| | 2005 | 2006 | |
| Press | 668 | 1086 | 62.6 |
| Radio | 398 | 743 | 86.7 |
| Television | 269 | 248 | - 8.5 |
| Internet | 103 | 117 | 13.6 |
| Total media | 1438 | 2194 | 46.5 |

All levels of government supported Harmony Day and promoted the programme's objectives. State and territory governments constituted 37 per cent of total government participation in Harmony Day, followed by local government (35 per cent) and the Australian Government (28 per cent).

The sixth round of Living in Harmony funded community projects was announced in October 2005. Thirty-nine projects were funded from 642 applications, totalling approximately $1.5 million. The projects focused on inter-faith issues, new and emerging communities, school and educational communities, and Indigenous Australians.

In 2005-06 Living in Harmony partnerships included the involvement of the Australian media, educational institutions, business and government, and community organisations. Ten partnerships were managed during the year with six projects starting. Many of the partnerships focused on the enhancing community relations in response to large international and domestic issues such as the July 2005 London bombings and the December 2005 Cronulla riots.

Surf Life Saving Australia received funding of $600 000 and the Sutherland Shire Council received funding of $260 000. Both projects are titled *On the Same Wave* and are in response to the riots that occurred in Cronulla on 11 December 2005. The partnerships aim to achieve greater harmony between all beach users and to promote a culture that the beach is there to share.

# Outcome 2 Administered Items

## ADULT MIGRANT ENGLISH PROGRAM (AMEP) – TUITION, ACCOMMODATION, AND RELATED EXPENSES

Objective

The objective is to maximise the participation of migrants and humanitarian entrants in the Australian community through the provision and management of a quality national English language tuition program that meets the needs of its clients.

**Table 69: Performance Information - AMEP – tuition, accommodation, and related expenses**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002 | 2003 | 2004 | 2005 |
| Quantity | | | | |
| Anticipated demand for tuition by eligible migrants for 2005-06 – 38 800 | 32 074 | 33 009 | 34 147 | 36 414 |
| Quality | | | | |
| Clients exiting the program are expected to have achieved an accredited award under the Certificates in Spoken and Written English (CSWE) as follows:<br>• 39 per cent - Certificate 1<br>• 25 per cent - Certificate 2<br>• 22 per cent - Certificate 3<br>• 14 per cent - Record of Achievement | **Note:** The measure is based on the financial year while results are reported for the calendar year.<br>In calendar year 2005, the following results against Certificates in Spoken and Written English (CSWE) were achieved:<br>• 38.3 per cent - Certificate 1<br>• 22.6 per cent - Certificate 2<br>• 19.3 per cent - Certificate 3<br>• 19.8 per cent - Record of Achievement. | | | |

### DESCRIPTION

English language tuition is provided under the AMEP for migrants and humanitarian entrants who do not have functional English, as follows:

- refugee and humanitarian entrants under the age of 25, with low levels of schooling, are eligible for up to 910 hours of English language tuition
- refugee and humanitarian entrants over 25 are eligible for up to 610 hours of tuition
- other migrants are eligible for up to 510 hours of tuition.

Tuition is designed to provide clients with basic language skills to help them settle successfully in Australia. The program, with administered expenses of $139.9 million, is administered through 20 contracts, including 18 contracts for English language tuition.

The remaining contracts relate to research, professional development, publications, program data management and reporting, and accreditation of service providers.

### ANALYSIS OF PERFORMANCE

The CSWE is a competency-based national curriculum and assessment framework that provides the mechanism for measuring English language achievement. It consists of three levels – Level 1 (beginners), Level 2 (post-beginners), and Level 3 (intermediate) and recognises three stages of learning based on a client's previous learning experience. A certificate is provided to clients who have achieved the required competencies for a level. Clients with Records of Achievement are working towards completing a certificate.

In the 2005 calendar year, the performance of clients exiting the program was slightly less than the quality measure target with the exception of the Record of Achievement, where a 5.8 per cent increase was recorded. English language outcomes from participating in the AMEP are strongly influenced by factors such as a client's English language skills on entry to the program, the number of hours of tuition received, the client's age, and the level of education the client had before coming to Australia.

### Reach

Reach measures the extent to which eligible migrants and humanitarian entrants take up their AMEP entitlement. In the 2005 calendar year, there were 36 414 AMEP clients, compared with 34 147 in 2004. The registration rate (at 11 May 2006) for adult settlers who arrived in 2005 and who self-determined a need for English tuition was 72 per cent, the same as for 2004.

The registration rate for each key migration category was:

- refugee and humanitarian – 87 per cent in 2005 (87 per cent in 2004)
- family – 67 per cent in 2005 (67 per cent in 2004)
- skill (dependents) – 62 per cent in 2005 (66 per cent in 2004).

### Retention

Retention measures the number of hours a client remains in the program. The retention rates in 2005 calendar year increased slightly compared to the previous year. The average number of hours clients stayed in the program by key migration category was:

- refugee and humanitarian – 422 hours (428 hours in 2004)
- family – 370 hours (364 hours in 2004)
- skill (dependents) – 380 hours (378 hours in 2004).

### Special Preparatory Program

The Special Preparatory Program is for humanitarian clients who are assessed by service providers as having special needs arising from their pre-migration experiences (for example, torture and trauma) or low levels of formal education. The program provides additional assistance to help clients overcome initial learning challenges as well as providing extra time in a less structured AMEP. In 2005 there were 7683 humanitarian entrants who participated in the special program compared with 5145 humanitarian entrants in 2004.

### Research

The AMEP Research Centre based at Macquarie and LaTrobe universities provides the AMEP's research, professional development, materials development, and publications needs.

Research in 2005-06 focussed on meeting the needs of the large numbers of refugees and humanitarian entrants arriving from Africa and the Middle East. The overarching theme was *'accommodating learners with low/pre-literacy and/or interrupted education'*.

A number of other research projects were also undertaken to maximise language and learning outcomes for AMEP clients. This included publishing reports on the *'AMEP Home Tutor Scheme'* and on *'Teacher and learner use of new technologies in the AMEP'*. During the year, new and revised resources and language course materials were developed and made available for the Australian citizenship course *'Let's participate'* and the distance learning course *'It's over to you'*.

The sixth annual AMEP conference was held in Sydney in September 2005 and was based around the theme *'Pathways to the Future'*. The attendance by more than 220 delegates exceeded expectations. The conference provided an opportunity for AMEP teachers and service providers to be informed on research findings about various aspects of teaching English as a second language now and in the future.

# Grants for living in harmony

## OBJECTIVE

The objective is to provide funding to eligible community organisations to address local issues affecting community harmony.

**Table 70: Performance Information - Grants for living in harmony**

| 2005-06 Measures | Results | | | |
|---|---|---|---|---|
| | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
| Quantity | | | | |
| 106 service agreements | 102 | 122 | 115 | 106 |
| Quality | | | | |
| 95 per cent of service agreements meet agreed milestones | 95 per cent of service agreements met agreed milestones. | | | |

## DESCRIPTION

During 2005-06 we managed 106 projects, the objectives of which were to foster community harmony by addressing local issues at the local level. At the end of the financial year there were 60 projects on hand, many of which were in the final stages.

## ANALYSIS OF PERFORMANCE

On 14 October 2005 the then Minister for Citizenship and Multicultural Affairs, the Hon. John Cobb MP, awarded funding to 39 projects from a field of 642 applications. These projects reflected the priority areas for the 2005 grants round: interfaith issues, new and emerging communities, school and educational communities, and Indigenous Australians.

The projects have achieved quality outcomes that match the programme's objectives. Most were substantially completed by the end of June 2006 and are expected to close early in 2006-07.

# Grants for migrant community services

## OBJECTIVE

The objective is to ensure that Service Agreements and Work Programmes are satisfactorily delivered for all Migrant Resource Centre (MRC)/Migrant Service Agency (MSA) and Community Settlement Services Scheme (CSSS) grants.

**Table 71: Performance Information - Grants for migrant community services**

| Measures | Results |
|---|---|
| Quantity | |
| Core funding to MRCs/MSAs | 28 MRCs/MSAs received core funding. |
| Work programmes funded under CSSS | 307 work programmes funded for CSSS grants. |
| Quality | |
| Service agreements and work programmes fulfilled and/or specific breaches addressed | Service agreements and work programmes satisfactorily delivered for all MRC/MSA and CSSS grants. |

## DESCRIPTION

The Australian Government provides funding for grants to community-based organisations under the CSSS and MRC/MSA settlement services plan.

The settlement services target group is defined as:

- permanent residents who have arrived in the previous five years as humanitarian entrants and family stream migrants with low English proficiency
- communities that require assistance to develop their capacity to organise, plan, and advocate for services to meet their own needs and are receiving significant numbers of new arrivals who are in the settlement services target group.

The CSSS aims to provide settlement services to individuals and communities to:

- deliver settlement information and referral services to individuals and groups
- build community capacity by helping communities to be self-reliant in planning, organising, and working together to advocate for their needs to be met
- promote/represent individual client needs to service providers and network/build strong relationships with local settlement and mainstream agencies.

The CSSS also gave priority within the settlement services target group to projects providing assistance to refugee and Special Humanitarian Program entrants, small and emerging communities, and migrants in regional areas.

In 2005-06 a total of 307 CSSS grants were funded, including 213 new and 94 ongoing grants.

CSSS-funded organisations establish links with mainstream services to facilitate direct and independent access to these services for their clients. To the extent that organisations succeed in drawing mainstream attention to specific needs, the grants contribute to achieving the access and equity principles of Output 2.4 - promoting the benefits of cultural diversity.

Core funding to MRCs/MSAs provides for administration and costs of the organisations and supports a range of services to clients. The 28 MRCs/MSAs vary in terms of their client base, their position in the broader community, and the breadth of their service delivery activities. They generally provide similar services to CSSS funded organisations, such as direct client services, developing community capacity-building skills, and undertaking service planning and development. As established organisations, MRCs/MSAs may also provide a mentoring role and help smaller organisations manage CSSS grants.

Most MRCs/MSAs have a diverse funding base, managing grants from other Australian Government agencies, state and territory governments, and local governments. They actively participate in settlement planning and networking and develop and enhance volunteer work.

Payment of funding to CSSS and MRC/MSA organisations depends on the organisations meeting required performance measures. They are required to report quarterly, providing information on the progress of the work programme, financial details, and statistical data on client contacts. The service delivery and reporting obligations are detailed in the service agreement.

Our staff responsible for managing MRC/MSA and CSSS funding hold regular consultations with funded organisations to help them meet their performance requirements.

## ANALYSIS OF PERFORMANCE

We provided $29.8 million for migrant community services grants in 2005-06 to support the settlement needs of migrants. Of this, $21.4 million was directed to CSSS grants, $8.1 million as core funding to 28 MRCs/MSAs, and an additional $150 000 was allocated for training of funded organisations.

In 2005-06 we managed 335 service agreements with organistations funded to provide settlement services under CSSS and MRC/MSA funding. Of these, 28 grants were in the form of core funding to MRCs/MSAs and 307 were for CSSS projects, including 213 grants awarded in the 2005-06 funding round.

During the 2005-06 funding year, we temporarily withheld eight payments to organisations due to lack of progress in completing performance reports, or failure to provide financial information relating to their grant.

The 28 MRCs/MSAs that received core funding in 2005-06 satisfactorily delivered work programmes and met reporting requirements. A standard work programme for MRCs/MSAs was refined in consultation with the organisations. It was included in the online application and formed part of the service agreement for 2005-06.

## SETTLEMENT GRANTS PROGRAMME

The *2003 Review of Settlement Services for Migrants and Humanitarian Entrants* recommended the development of a new grants programme to combine and replace the CSSS and MRC/MSA funding programmes.

Community consultations contributed to the development and implementation of the new Settlement Grants Programme which provides support and assistance to recently arrived humanitarian entrants and family stream migrants who have low levels of English proficiency. We undertake an annual settlement needs assessment and analysis to identify and prioritise the needs of these new arrivals. In October 2005 national advertisements invited organisations to apply for funding under the SGP for services to commence on 1 July 2006.

# Multicultural Affairs – Grants to Federation of Ethnic Communities' Councils of Australia (FECCA)

## OBJECTIVE

The objective is to enable FECCA to provide advice to the government on the views and needs of ethnic communities in Australia.

**Table 72: Performance Information – Grants to FECCA**

| Measures | Results |
|---|---|
| Quantity | |
| One grant | One grant of $360 000 to FECCA. |
| Quality | |
| A high proportion of agreed performance indicators met | FECCA has substantially met the priority objectives under its work plan, undertaking a number of worthwhile activities. |

## DESCRIPTION

The government provided a grant of $360 000 to FECCA in 2005-06 to assist in meeting the objective.

## ANALYSIS OF PERFORMANCE

FECCA continues to work positively towards achieving tangible outcomes in line with its work plan. These include significant efforts to promote the benefits of cultural diversity to the broader community; an advocacy role on behalf of its constituency; provision of leadership and support to communities; and a range of partnerships that allow the organisation to work more closely with lead agencies to progress mutual objectives.

FECCA's achievements during 2005-06 included:

- publishing four editions of the magazine *Australian Mosaic* and re-designing its website
- working with the media, including issuing 27 media releases and giving nearly 50 media interviews
- working closely with strategic partners and other organisations to promote the benefits of cultural diversity and deliver better outcomes for communities
- preparing 21 policy submissions and participating in a range of consultative fora
- working with SBS to conduct a national competition for student journalists, designed to promote cultural diversity values among the new generation of journalists
- preparing a submission on government multicultural policy and programmes.

# National Accreditation Authority for Translators and Interpreters Ltd (NAATI) – Contribution

## OBJECTIVE

The objective is to set and maintain high national standards in translating and interpreting and support the ongoing development of a pool of accredited translators and interpreters responsive to the changing needs of the Australian society.

Table 73: Performance information – NAATI contribution

| Measures | Results |
|---|---|
| Quantity | |
| Contribution paid as specified in the Funding Agreement between the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) and the Australian, state, and territory governments | Contribution paid. |
| Quality | |
| Fulfilment of agreement requirements or breaches addressed | Agreement requirements fulfilled. |

## DESCRIPTION

NAATI is a company limited by guarantee and is the only national accreditation authority for interpreters and translators in Australia. The Australian Government and state and territory governments contribute to NAATI funding and the members of NAATI are the nine Ministers responsible for citizenship and/or multicultural affairs in each jurisdiction. In 2005-06 the Australian Government contribution was $496 000.

## ANALYSIS OF PERFORMANCE

NAATI continued to deliver services in accordance with its objectives and the changing needs and demography of Australian society. Results achieved in 2005-06 were positive and contributed significantly to maintaining high national standards in translating and interpreting.

NAATI conducted 3917 interpreter and translator language tests, resulting in an additional 1943 accredited translators and interpreters. Language tests were available in 43 languages, which was an increase of 13 over the target for 2005-06. A total of 26 translating and interpreting courses were approved during the year. This included one new approval, re-approvals, extensions, and continuing approvals. Five courses had approvals for additional languages.

# Assistance for former child migrants

## OBJECTIVE

The objective is to provide practical support and assistance to those former child migrants who arrived in Australia post World War II to:

- undertake reunion visits to Britain and Malta
- trace family members and receive counselling for reunion visits
- commemorate former child migrants in the Australian community through the establishment of memorials in each state.

**Table 74: Performance information - Assistance for former child migrants**

| Measures | Results |
|---|---|
| Quantity | |
| Two contracts with community-based organisations administered | Two contracts administered. |
| Quality | |
| Contract requirements met and/or specific breaches | Nil breaches. |
| Level of satisfaction of eligible clients with service provided | Satisfactory service level met. |

## DESCRIPTION

Approximately 6000 children were sent to Australia from child care institutions in the United Kingdom and Malta throughout the 20th century, with 3000 children arriving in the post-war period between 1945 and 1970. The children were placed in a variety of charitable and religious institutions in New South Wales, Queensland, South Australia, Tasmania, Victoria, and Western Australia.

This output component began in 2002-03 and initially provided three years of funding assistance for former child migrants. Funding of $1 million per year was provided for the operation of a Travel Fund to assist former child migrants who wish to undertake reunion visits to family in Britain or Malta. As the Travel Fund was to be demand-driven, it was closely monitored with funding increased from $3 million to approximately $5.5 million over the three years.

In 2002 funding of $125 000 per year was also provided to former child migrants for tracing and counselling services. Then in 2005 the government provided an additional $450 000 to provide counselling and tracing services to former child migrants for a further three years.

An amount of $100 000 was provided in 2002-03 to help state governments erect memorials to former child migrants who settled in their state. The memorial funds were distributed equitably across all participating states.

## ANALYSIS OF PERFORMANCE

International Social Services which administered the Travel Fund, liaised with former child migrants to assess eligibility and made all travel arrangements.

Since 2002-03, a total of 826 applications have been received, 771 applications have been approved, and 702 former child migrants have undertaken a reunion visit. The Travel Fund allowed for approved applicants to complete their travel by 31 May 2006. Total expenditure for the Travel Fund at 30 June 2006 was approximately $5.5 million. This consisted of travel expenses and allowances for the Travel Fund and for ISS administration fees. The Travel Fund ceased operations on 30 June 2006.

During 2005-06 the Child Migrants Trust provided tracing and counselling services to 887 clients. Seventy five were new clients in 2005-06. A further 514 clients received post reunion support. Total expenditure at 30 June 2006 was $150 000.

There was no expenditure for memorials in 2005-06. Tasmania, South Australia, and New South Wales held their dedication ceremonies in 2005-06. Plans are progressing for the dedication ceremony of the state memorial for Victoria.

# Welfare of Humanitarian Minors without Parents in Australia

## OBJECTIVE

The objective is to provide and monitor welfare supervision, support, and settlement assistance to Unaccompanied Humanitarian Minors (UHM).

**Table 75: Performance Information - Welfare of humanitarian minors without parents in Australia**

| Measures | Results |
|---|---|
| Quantity | |
| Offshore | There were 660 offshore entrants in the Unaccompanied Humanitarian Minors (UHMs) programme at 30 June 2006. |
| Onshore | There were 18 temporary protection and six permanent protection visa holders in the UHM programme at 30 June 2006. |
| Quality | |
| Appropriate guardianship, monitoring, and settlement support arrangements are in place for all unaccompanied humanitarian minors | Guardianship arrangements are in place with appropriate state welfare authorities. |

## DESCRIPTION

The UHM programme covers unaccompanied minors (under the age of 18 years) who have been granted visas under the Refugee and Humanitarian Programme and who do not have a parent to care for them in Australia.

Some UHMs have a relative over the age of 21 to care for them in Australia. Those who do not have a suitable relative in Australia become wards of the Minister for Immigration and Multicultural Affairs under the *Immigration (Guardianship of Children) Act 1946*.

The Minister's functions as guardian under the Act are delegated to officers of the child welfare authority in each state and territory. State and territory welfare authorities provide welfare supervision and support to each UHM through the UHM programme. The programme is funded through cost sharing agreements between the Australian Government and state and territory governments.

## ANALYSIS OF PERFORMANCE

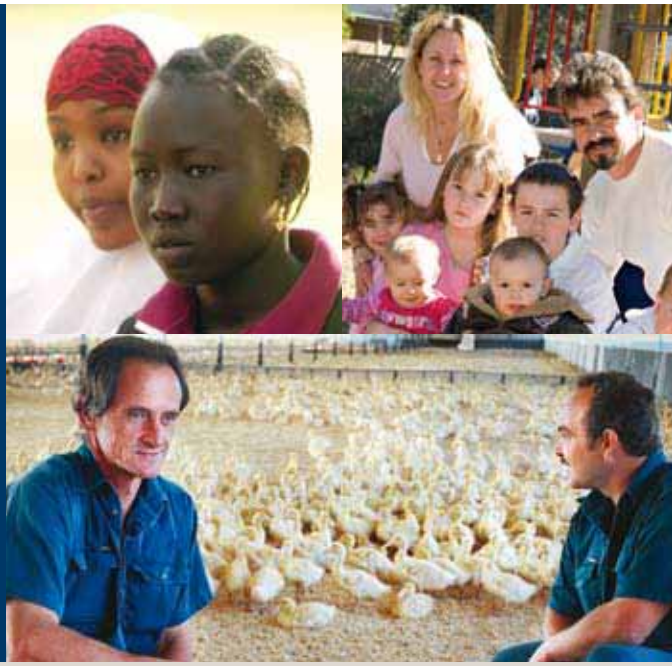
In 2005-06 some 942 UHMs were assisted under the programme. During this period 350 minors entered the UHM programme and 258 minors left.

In 2005-06 the total cost of the UHM programme was $1.5 million. This includes funding to state authorities through cost sharing agreements, as well as maintenance allowance payments to carers of wards of the Minister.

As at 30 June 2006, there were 684 UHMs in the UHM programme, 660 of whom arrived under the offshore component of the Refugee and Humanitarian Programme and another 24 who were granted temporary or permanent protection visas onshore. This represents an increase of 92 on the number at 30 June 2005.

# PART 3 Management and accountability

We are embedding a strong, values-driven, leadership and planning culture in the department, through the development and implementation of the *DIMA Plan 2006-07* and associated divisional and service delivery plans.



Governance

Performance against the client service charter

External scrutiny

Management of human resources

Purchasing

Purchaser/provider arrangements

Asset management

Consultants and competitive tendering and contracting

Assessment against implementing the Commonwealth Disability Strategy

# Governance

## SENIOR MANAGEMENT COMMITTEES AND THEIR ROLES

During 2005-06, we underwent a comprehensive planning process, with appropriate performance reporting requirements, to identify strategic priorities, and manage effort appropriately.

We complemented this process with a comprehensive review of the key performance indicators set out in our Portfolio Budget Statements. The review aims to consolidate and simplify these into a more meaningful set of indicators as part of a commitment to continuous improvement and transparency, both of which underpin the *DIMA Plan 2006-07*. This will give the Executive a more strategic view of performance against measures related to people, business activity, client service, and finances.

Over the past year, we have significantly strengthened our governance arrangements to provide clearer lines of responsibility and accountability to create and maintain a culture that supports our strategic value statement: **people** our business.

We have created an element of the new governance arrangements - the governance committee framework - to reflect a changed understanding of the risks we face. This has guided us through the period of change following the Inquiry into the Circumstances of the Immigration Detention of Cornelia Rau (the Palmer Inquiry) and the Inquiry into the Circumstances of the Vivian Alvarez Matter (the Comrie Inquiry).

The Secretary established the Executive Management Committee as the key senior advisory committee, supported by a Corporate Leadership Group and a Change Management Steering Committee.

Six other governance committees report to the Executive Management Committee:

- Departmental Audit and Evaluation Committee
- People Management Committee
- Systems Committee
- DIMA Performance Management Committee
- Values and Standards Committee
- Fraud, Integrity, and Security Committee.

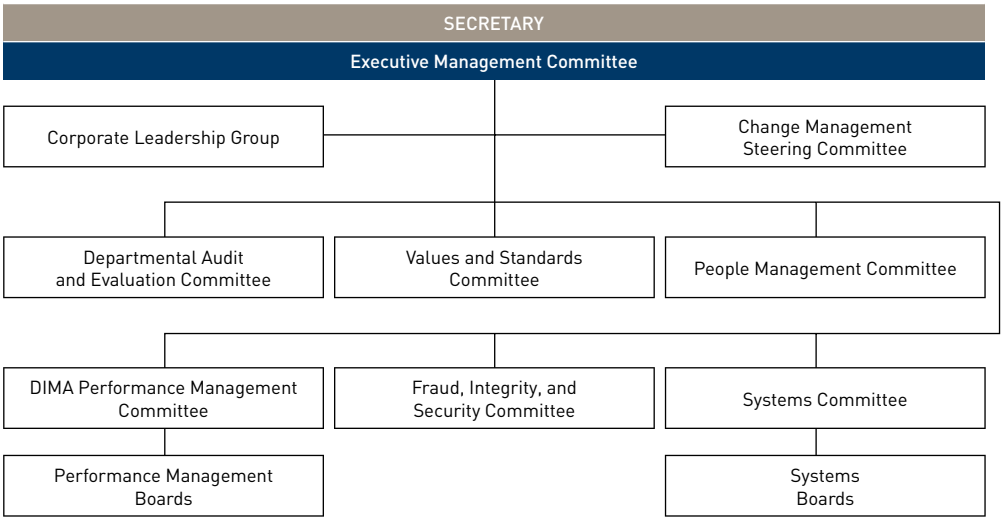
The governance committees are directly responsible for:

- monitoring the areas of risk of which they have ownership
- determining broad directions and providing support to the managers charged with dealing with those identified risks
- reporting to the Secretary, and any relevant management committee that assists him, on strategic issues of greatest significance.

We also convene cross-organisational strategic policy and steering committees from time to time to facilitate collaboration on key initiatives or areas of policy development.

Following is more detailed information about the role of each of our governance committees and at Figure 46 a diagram showing our governance committee framework.

Figure 46: Governance committee framework




### Executive Management Committee

The Executive Management Committee (EMC) helps the Secretary to set corporate priorities, determine the standards by which success in achieving these priorities is measured, and appropriately resource these priorities. The EMC also considers key business issues and makes determinations on their future direction.

The EMC meets weekly and consists of the Secretary, Deputy Secretaries, the Chief Financial Officer, the Head of Strategic Policy, the Chief Legal Officer, and the National Communications Manager.

### Corporate Leadership Group

To assist the EMC in its work, the Corporate Leadership Group (CLG) convenes monthly to share information about business risk and change, to discuss the broader strategic environment in which we operate, and to negotiate agreement on joint operational responsibilities. The CLG also provides a forum for considering policy submissions, research, and other studies commissioned by the CLG on topics approved or referred by the Secretary.

The CLG consists of the Secretary, Deputy Secretaries, Division Heads, State and Territory Directors, the Head of Strategic Policy, the National Communications Manager, and the National Training Manager.

### Change Management Steering Committee

The Change Management Steering Committee (CMSC) advises the EMC on issues to do with our broad change agenda, helping the EMC make well informed decisions about priorities and change. The CMSC supports the EMC by monitoring the development of internal and external policy and major process change proposals, to ensure these are consistent with our business priorities and directions.

The CMSC also ensures there is an appropriate level of control and integration of the change agenda in relation to a range of factors. These include the commitment of resources, organisational priorities, impact on the workforce, service delivery, and geographic priorities.

### Departmental Audit and Evaluation Committee

The Departmental Audit and Evaluation Committee (DAEC) is headed by an external Chair, and includes another external member. The DAEC ensures all key controls are adequate for the task of achieving our goals and objectives, and that they operate effectively.

The DAEC also provides independent assurance to the Secretary in relation to our risk, control and compliance framework, and our external accountability responsibilities, and helps the Secretary to meet his statutory and fiduciary duties.

The DAEC's key objectives are to strengthen our risk management and quality assurance frameworks, and to promote compliance and a culture of risk management awareness within the department.

### People Management Committee

The People Management Committee (PMC) contributes to organisational effectiveness by strengthening our understanding of the impact of strategic human resource initiatives. The PMC ensures that planning and policies on human resource issues are consistent with government objectives and our business directions. It advises EMC on a wide range of people management issues, ensuring there is a considered corporate view on how these issues affect our performance.

### Systems Committee

The Systems Committee is responsible for advising the Secretary and the EMC on the carriage of major technology and systems matters, such as the *Systems for People* programme. It also makes recommendations on strategic directions for technology and systems, consistent with government objectives and our business strategies. The Systems Committee is supported by six boards, four representing specific business areas and two that focus on broader corporate areas with systems and business information needs.

### DIMA Performance Management Committee

The DIMA Performance Management Committee (DPMC) is responsible for improving and managing the quality and consistency of our performance. The DPMC oversees the translation of our strategic priorities into operational priorities for our staff and managers. It is responsible for establishing performance measures and targets that give our staff a focus in delivering strategic priorities. The DPMC is responsible for establishing service standards and strategies, monitoring service delivery performance, and ensuring best practice is identified and replicated.

The DPMC is supported by Performance Management Boards in each of the policy and programme divisions and these boards participate in the development of performance management processes. These include the effective use of management information to monitor and assess quantitative and qualitative performance measures across the service delivery network. They also address any service gaps and ensure business unit performance remains aligned with our priorities.

### Values and Standards Committee

The role of the Values and Standards Committee (VSC) is to provide advice and to influence the leadership role consistent with the *APS Values* and the *Code of Conduct*. The VSC also helps us to develop a positive and client-focussed culture which supports our strategic value statement. It ensures training activities are aligned with the *APS Values* and that these values underpin our strong client focus.

### Fraud, Integrity, and Security Committee

The Fraud, Integrity, and Security Committee (FISC) provides assurance to the Secretary and direction to managers on risks relating to the integrity and security of our business operations - particularly programme integrity and security of our staff and property.

Key outcomes from the FISC include an assessment of risks to our output integrity and delivery of a report identifying key risks that need to be managed. The report is being used by programme managers, to address any risks to programme integrity in their business plans, and to ensure risks are being appropriately managed. The report will also guide the future work programme of the FISC.

### Strategic Policy Committees and Steering Committees

Strategic Policy Committees and Steering Committees are cross-organisational groups whose purpose is to facilitate collaboration on key initiatives or areas of policy. These committees afford opportunities for work priorities and responsibilities to be negotiated by the areas directly charged with their delivery.

Steering Committees oversee the management and achievement of the outcomes of a project. They normally represent all the stakeholder interests (business, user, and supplier) for a project and provide direction and advice and a point of escalation and reporting for the project manager.

## CORPORATE AND OPERATIONAL PLANNING, AND PERFORMANCE REPORTING, AND REVIEW

We are implementing a significant process of organisational change which must be progressed at the same time as we conduct our everyday business. Appropriate strategic corporate planning was identified as critical for our success and has resulted in the development of the *DIMA Plan 2006-07*, that will be officially launched on 18 July 2006. The plan is the result of a significant amount of consultation between our Executive, staff, key stakeholders, and clients.

The plan is a high level document which provides strategic direction as we move into the future. It is also the basis for a cascading series of plans that will define work at the division, branch, and service delivery level. In essence, the plan provides a service focus for integrating policy, programmes, and delivery.

The plan clearly defines our purpose, strategic themes, core business processes, outcomes and outputs, and strategic priorities. It establishes a set of key actions designed to advance those strategic priorities, and also provides measures to enable us to assess progress in relation to these actions. Overarching the plan and associated plans are a defined set of leadership behaviours and organisational values that our staff understand and will put into practice.

In addition to the plan, we have been developing a strategic planning framework to integrate planning, budgeting, reporting, and risk assessment to ensure a cohesive, measurable approach to the way we do business.

To ensure line managers are provided with relevant information to monitor operational performance, we provide access to a large range of statistical reports. These reports are produced on request, and are also provided online and in hard copy at regular intervals.

External performance reporting is developed on an outcomes, outputs, and output component basis. Our activities deliver the following outputs:

- Output 1.1 Migration and temporary entry
- Output 1.2 Refugee and humanitarian entry and stay
- Output 1.3 Enforcement of immigration law
- Output 1.4 Safe haven
- Output 1.5 Offshore asylum seeker management
- Output 2.1 Settlement services
- Output 2.2 Translating and interpreting service
- Output 2.3 Australian citizenship
- Output 2.4 Promoting the benefits of cultural diversity.

As of 27 January 2006, responsibility for our former Outcome 3 – Innovative whole-of-government policy on Indigenous Affairs was transferred to the Department Families, Community Services and Indigenous Affairs (FaCSIA) and is reported under their Portfolio Outcome 6.

## INTERNAL AUDIT ARRANGEMENTS AND RISK MANAGEMENT

### Strengthened governance and assurance initiatives

We now have governance initiatives in place to drive a more capable, open, and accountable organisation. An integral part of these initiatives is a new Governance and Assurance Branch which was established in December 2005. The branch's principal responsibilities include the management of a significantly enhanced Internal Audit Programme (IAP) and the building of a more robust governance and assurance capability.

The branch managed a strengthened IAP, expanded from $1.375 million in 2004-05 to $2.266 million in 2005-06, focussing on compliance and addressing other high risk activities.

The branch has developed a principles-based National Quality Assurance Framework to facilitate the development of strategic and activity-based assurance processes, through *Systems for People*.

In addition, the branch has established the Governance and Leadership Prominent Speaker Programme for senior executives, in which prominent public and private sector speakers with current knowledge of significant themes in governance address our SES staff on a regular basis. The inaugural speaker was Dr. Peter Shergold AM, the Secretary of the Department of Prime Minister and Cabinet, who spoke on the government's expectations in relation to good governance in the Australian Public Service, and in particular, on the nexus between leadership and good governance.

### Internal audit

Internal audit is a fundamental element of our governance structure. It gives the Secretary independent assurance that a robust internal control structure is in place and our outputs and activities are operating effectively, efficiently, and lawfully.

The internal audit function is managed by the Governance and Assurance Branch (which reports directly to the Secretary) and operates under the authority of the Internal Audit Charter. The IAP is primarily delivered by an external provider, Ernst & Young. During 2005-06, a supplementary panel of external providers was appointed to provide audit, risk management, fraud control, and business continuity management services. The panel will assist in situations where there are capacity concerns or possible conflict of interest issues with the primary provider.

We work cooperatively with the Australian National Audit Office (ANAO) to coordinate overall audit activity within the department, and to ensure there is no duplication of effort. The ANAO is invited to Departmental Audit and Evaluation Committee (DAEC) meetings and is regularly offered the opportunity to meet privately with the DAEC to discuss issues of mutual interest. The ANAO also attends the DAEC's Financial Statements Sub-Committee meetings.

The annual IAP is one of our principal risk mitigation tools and an integral element of our assurance and risk management arrangements. The IAP is designed to closely align internal audit activity with the key risks we face. The IAP for 2005-06 was developed following a rigorous analysis of our risk profile, which was created after extensive consultation with our senior managers. The initial IAP was approved by the DAEC and endorsed by the Executive Management Committee. It comprised 19 audits.

Following the adverse findings of the Palmer and Comrie Inquiries, additional funding was allocated to the IAP as part of our strategy to strengthen the overall assurance framework. Consequently, the IAP was reprioritised and enhanced to provide a greater focus on compliance auditing.

### Quality assurance

In the post-Palmer and Comrie Inquiries environment, we have made a priority of addressing quality assurance.

In broad consultation with a wide range of stakeholders, the Governance and Assurance Branch developed a principles-based National Quality Assurance Framework. This promoted the basic principles of quality assurance, and provided guidance on the design and review of quality assurance processes. The framework ensures that quality assurance methods and principles are applied consistently, enabling programme managers and the DAEC to identify trends and emerging portfolio-wide risks.

We have had targeted quality assurance processes in place for some time in a number of different areas of the department. These 'control self-assessment' tools aim to monitor performance and compliance using internally-developed checklists. Periodic reports are made to the DAEC on the level of compliance with controls, and on remedial action proposed or undertaken to address identified shortcomings.

We apply financially-based financial accountability and control tools in national and state and territory offices, and we use quality control codes, to review decision-making and decision-making processes onshore. We use another quality assurance tool – the office audit and security checklist - to ensure compliance with controls at overseas posts.

### Risk management

During 2005-06, we continued to integrate formal risk management practices into a range of governance activities, including resource and business planning, contract management, and internal audit planning.

Our internal auditors conducted a rolling programme of internal audits examining the implementation of risk management across the portfolio. Audit findings and recommendations included the need for a more formal approach to the management of risk. In response to this, we developed a Chief Executive Instruction (CEI) on risk management.

We also implemented a communications strategy to help raise awareness among staff of risk management principles and to promote an understanding and knowledge of our Risk Management Framework. This strategy involved the development of risk management promotional material and risk management training modules. It also promoted the establishment of a network of risk management contacts throughout the department, and wider promotion of the in-house Risk Management Helpdesk.

In 2005-06, in addition to the Risk Management Helpdesk, a panel of external risk management consultants was established to help ensure that risk management expertise was accessible by all business areas.

## ESTABLISHMENT AND MAINTENANCE OF ETHICAL STANDARDS

The Values and Standards Committee, established in December 2005, provides advice to the department concerning the revised *DIMA Code of Conduct Guidelines* and the *Conflict of Interest and Gift Instruction*. The guidelines and instruction are being published on DIMAnet and will be accompanied by an official booklet.

The committee has contributed to the enhancement of our client focussed culture by providing advice on the way in which *APS Values* intersect with client issues, making suggestions in relation to client feedback mechanisms, and noting the issues being raised at the Value Creation Workshops.

The committee has been involved with several initiatives to help with the creation and maintenance of a culture that supports '**people** our business'. These include feedback on the *DIMA Plan 2006-07* and commencement of a project called *Immigration Dilemmas: Ethics, APS Values and Leadership* (IDEAL), to support leaders at all levels to engage more effectively with their staff on values related issues.

The committee has taken a strong interest in the material being developed for use by the DIMA College of Immigration and has provided detailed feedback in relation to the *APS Values* for each of the compliance training modules that have been developed.

In addition, the Values and Conduct Section in People Service Branch delivered code of conduct training to approximately 2800 staff during 2005-06. The training was given to employees participating in the Induction, Refresher, Airport Liaison Officer, Overseas Staff Training, and the Fundamentals of Supervision courses. These courses were designed to engage participants and enhance our professional integrity and reputation through the practical application of the *APS Values* and the *Code of Conduct*.

A network of 97 Harassment Contact Officers is maintained and supported. The Network provides advice and assistance to our staff.

In accordance with the *Commonwealth Fraud Control Guidelines*, we continue to investigate all reports alleging criminal conduct by our employees. We continue to work collaboratively with the Australian Federal Police who have lead status in the investigation of fraud against the Commonwealth.

During 2005-06, we received 229 allegations relating to the conduct of employees compared to 205 in 2004-05. This resulted in termination of employment for one employee, and eight other employees resigning before their cases could be finalised. In total 16 cases were substantiated resulting in various sanctions pursuant to the *APS Code of Conduct*. One employee was prosecuted in open court for unlawful access to a Commonwealth database.

# Performance against the Client Service Charter

### Review of the Client Service Charter

In 2000, the government announced that all agencies delivering services directly to the public are required to have a Client Service Charter in line with the government's *Client Service Charter Principles*. We introduced the *Client Service Charter* in 1998, and it has been reviewed twice since then in 1999 and in 2005-06.

The Secretary launched the revised draft *Client Service Charter* and *Client Service Strategy for Visa & Citizenship Services* on 8 August 2005. There was a two month period of staff and public consultation, which involved direct invitations to key stakeholders and requests for public input published in capital city and community newspapers.

Extensive discussions were undertaken to ensure we were aware of clients' and stakeholders' needs and opinions. The broad public consultation has produced an informed practical charter developed through true consultation. It also emphasises publicly the commitment we have made to change and increase client focus, and ensures we are supported by 'live' strategies and service standards.

The new *Client Service Charter* was launched by the Minister on 2 June 2006 as part of our Client Service Improvement Programme.

### DEVELOPING A CULTURE OF CLIENT SERVICE EXCELLENCE

In 2005-06 we made significant progress in entrenching a culture of client service excellence. It is a key objective of the change programme implemented following the release of the Palmer and Comrie Reports.

### Overview

We recognised that we need to better understand client expectations and needs. During the year we actively sought client feedback through:

- Value Creation Workshops and other focus groups, where staff were able to hear the views and concerns of clients directly
- the establishment of a Global Feedback Unit to record, track, and refer all client feedback received by post, email, and the Client Service Feedback Line
- senior staff visits to state and territory offices to observe client interactions first hand
- consultation with over 700 external stakeholders on a new *Client Service Charter*
- the establishment of Client Reference Groups in lead state and territories.

The feedback from these processes is an important element of our approach to improving our delivery of services to clients. For example, the Value Creation Workshops highlighted that clients want to:

- be informed of what to expect
- know where their application is in the process
- be treated with respect
- receive consistent information
- have easy-to-understand forms and letters
- primarily interact with us face-to-face or by telephone, with some people citing the Internet as their channel of choice.

We are drawing on this feedback as we move to improve our services through better training, systems, and implementation of government programmes.

### Client Service Improvement Programme

A new *Client Service Charter* and an increased emphasis on 'listening to' and 'acting on' client feedback are just two elements of the comprehensive Client Service Improvement Programme launched by the Minister at Parliament House on 2 June 2006. The programme develops the themes of 'our commitment', 'our presentation', 'helping you', and 'hearing you'.

We acknowledge that in recent years we occasionally lost sight of clients as individuals with individual needs and we were rightly criticised for this. This is why our reform agenda centres around improving our client service focus. Some of the other initiatives under the Client Service Improvement Programme are outlined below:

- We are establishing a panel of client research service providers that all of us can draw on. Client surveys, focus groups, and workshops will be conducted routinely over coming years to make sure we stay in touch with client expectations.

- Work has begun on analysing and understanding how we interact with clients through different communication channels – telephone, facsimile, email, and Internet – and better understanding client needs and preferences to create more meaningful and targeted service.
- We are upgrading our public contact areas to ensure we have a professional, comfortable, and client-friendly environment.
- A dress policy has been drafted to promote a professional and consistent image across the department.
- We have adopted a Stakeholder Engagement Model that, whilst recognising that in recent years we have undertaken a range of formal and informal stakeholder consultations, aims to ensure we engage with stakeholders in a more effective and consistent manner across all of our programmes.
- We have introduced the monthly Secretary's Award for Client Service Excellence to recognise best practice in client service. Winners are profiled in our internal publication, DIMApeople, providing clear examples to staff about what management is seeking from client service delivery staff.
- We are upgrading our www.immi.gov.au website to make it easier to use and give clients useful, specific, accurate information in plain language.

### QUEENSLAND LEADERSHIP TALK ETHICS

The St James Ethics Centre has commenced sessions with compliance officers on ethics. This important new initiative recently commenced as part of the Compliance Officer Pilot Training Programme - DIMA College of Immigration. The sessions will assist our officers gain a broader understanding of how to apply ethics in the workplace and to ensure that ethics is involved in all decision making.

These sessions were adapted by the Immigration College due to the success of the Values and Behaviours Workshop, facilitated by the St James Ethics Centre, in early 2006 with members of the Queensland Leadership Group.

The workshop was held as part of the DIMA Queensland Project work to address organisational culture through promoting a dialogue around values and behaviours within DIMA Queensland.

The Leadership Group went offsite to attend the workshop, which comprised practical exercises, discussions and information sessions, and workshopped the differences between ethics, law, and values.

The workshop was also used to introduce the group to the St James Ethics Centre's Ethical Decision Making Model, used to ensure that decisions made are ethical and justifiable.

Following the workshop the Leadership Group also attended a dinner with keynote speaker, Mr Brendan Butler SC, who spoke of his experience in leading an organisation through change.

Staff who attended praised the day and said it gave them the confidence to continue the discussion with their staff. Attendees also noted the need for continued education and discussion on the topic.

# Profile

## The Miller family

*Moving house is widely recognised as a significant source of stress. This stress is compounded when the move involves migrating to a new country.*

Simon Miller, his wife, Tracy, and six children were already feeling the strain when a few days before they moved from New Zealand in June 2006 they discovered that, contrary to local advice, they needed a visa to enable them to live and work in Australia. 'The panic we were thrown into was unbelievable,' said Mr Miller.

They turned to us for assistance. In line with our commitment to have fair and reasonable dealings with clients, our New Zealand staff treated the Miller family the way they would wish to be treated in the same circumstances.

'Staff not only kept us informed every step of the way regarding procedures and legalities but did it all with a smile, patience, humour, and understanding,' said Mr Miller.

Staff advised the family that as long as their documentation was in order they would grant them residency as soon as possible. Soon after, they received a phone call from the Miller family's case officer advising them that their residency applications had been granted. The family of eight boarded their flight a few days later thankful that 'what could have been a proverbial nightmare' had been a 'smooth transaction,' noted Mr Miller.

### Performance against the charter service standards

A key element of our approach to improving client service will be the introduction of improvements in the articulation, measurement, and reporting of client service standards in 2006-07.

In recent years we have measured 13 client service standards outlined in our *Client Service Charter* developed in 1998. These included officers:

- identifying themselves in client dealings
- issuing receipts
- explaining decisions
- sending information within three days of request
- seeing clients with an appointment within 10 minutes of their arrival and those without an appointment within 30 minutes
- acknowledging applications or additional documents within seven days.

In 2005-06, eight of the 13 service standards were met.

We have made significant progress in improving the service we provide to our clients. Projects demonstrating this improvement include:

- the redesign of our website to make it easier to navigate and find relevant, accurate, up-to-date information
- establishment of a new call centre in London, in addition to the existing centre in Ottawa. These centres service clients in the UK, Northern Ireland, and the North America region, giving our clients access to a responsive inquiry service
- implementation of a staff identification policy in May 2005 that will help us meet the commitment in our *Client Service Charter* to *'identify ourselves'*. An integral part of this policy was the introduction of name badges for staff working in public contact areas. The staff identification policy has now been extended to include all staff - name-badges have been created and all staff are required to wear them.

### Client feedback

This year we actively encouraged clients to use defined feedback mechanisms through the Global Feedback Unit (GFU) in Melbourne such as our Client Feedback Line (ph 133 177), our web feedback form, and GFU mailing and fax addresses. This is the first step in establishing a centralised client feedback system that enables tracking and management of client feedback. Feedback is received in the form of complaints, compliments, and suggestions.

In terms of performance, 2005-06 saw a slight increase of three per cent in the total contacts to the GFU. With an organisation going through such a high level of change we were not surprised to see a decrease in positive feedback from clients.

Over the course of the year we have put more effort into resolving issues at first point of contact, and where issues are more complex, ensuring on-forwarding and follow-up with the relevant business unit.

We will undertake further work in 2006-07 to develop the reporting and analysis functionality required to identify trends and systemic issues. We will use client feedback to ensure our services better meet clients' needs and expectations. Systems development combined with the development of protocols, staff education, and client communication will result in more consistent handling of client feedback.

### Developing well trained staff

Having well trained and supported staff is one of our strategic themes and in 2005-06 we developed a comprehensive departmental training strategy.

We have now established a College of Immigration and its pilot course will start on 3 July 2006 in Canberra. Meanwhile, our staff attended a number of specialist courses that will ultimately be part of the college curriculum. These included courses in decision-making on the basis of reasonable suspicion, using all available methods to identify people, issuing search warrants, and case management.

The quality of leadership across the department was one of the key concerns raised in the Palmer Report and also by staff in the 2005 staff survey. Steps taken to address this include:

- developing our leadership model which outlines expected leadership behaviours
- publicising the model in regular communications with staff and in planning documents
- running the Executive Leadership Programme for all executive level (EL) staff with over 495 attending during 2005-06
- running our Development Programme for emerging leaders and staff in key service delivery roles.

### Police liaison and training

A police liaison and training initiative got under way in December 2005. This initiative aims to further strengthen our already strong and long-standing working relationships with state and territory police in relation to compliance activities under the Migration Act by providing police with new and improved information and services.

In 2006 we established the Immigration Status Service (ISS), a 24 hours-a-day, seven days-a-week support service to help police establish the identity and status of certain individuals. By 30 June 2006, ISS operators had answered over 1500 calls from police Australia-wide.

A new, nationally consistent compliance awareness package was also developed for police information on the ISS services and is a key component of that package. In June 2006, a successful trial of the package was conducted with a focus group of police in Canberra. The first version of the package should be available for delivery to police by our officers in August/September 2006.

Compliance Policy and Case Coordination Division has had an important role in the DIMA-wide response to the Palmer Report. State and territory police can now pursue immigration inquiries through a dedicated 24 hour-a-day hotline, which provides rapid resolution of issues in the majority of cases and the capacity to escalate complex issues should that be necessary. The hotline facility also operates for consular officials seeking information regarding people in immigration detention. State and territory police are further supported through the delivery of nationally consistent information awareness activities.

Over the last year, enhanced training for compliance staff has focussed on the application of 'reasonable suspicion', emerging legal issues, identity investigations, and search warrant training. Key compliance Migration Series Instructions (MSIs) have been reviewed and reissued with work continuing on the remaining MSIs. These are supported by a newly improved Compliance Policy Helpdesk. Rural and remote compliance activities in NSW are trialing a purpose-built trailer to facilitate field operations in those areas and to ensure that clients are dealt with in a fair and efficient manner. In conjunction with the NSW and Victorian State Offices, work continues on the analysis of Bridging Visa E holders and overstayers.

# External scrutiny

## JUDICIAL DECISIONS AND DECISIONS OF ADMINISTRATIVE TRIBUNALS

Decision-making under the *Migration Act 1958* and the *Australian Citizenship Act 1948* is subject to a high level of external scrutiny by courts and tribunals. Most adverse visa decisions made in Australia are subject to independent review by the Migration Review Tribunal (MRT). Decisions about protection visa applications are reviewable by the Refugee Review Tribunal (RRT), while decisions about citizenship are reviewable by the Administrative Appeals Tribunal (AAT). These tribunals review decisions on the basis of merits; that is, they consider all of the relevant facts, including any new material, and make a completely new decision.

In addition to review by tribunals, judicial review of decisions is available from the courts. Courts can only review the 'legality' of decisions (as opposed to the 'merits'). The question for a court is whether the decision-maker has followed necessary procedures, understood the applicable law, and applied the law correctly to the facts as they found them.

The legislative scheme providing for tribunal review is based on an assumption that primary decisions (that is decisions made by delegates of the Minister) should be reviewed by the relevant tribunal, rather than challenged in the courts. Applicants can then seek review of the tribunal's decision in the courts if they want to. This means it is not necessary (or appropriate) for primary decisions, which are subject to merits review, to be challenged in the courts. This position was formalised, in relation to visa decision-making, by the *Migration Litigation Reform Act 2005*, which provides that the courts do not have jurisdiction to review primary decisions. The reform does not affect the 'original jurisdiction' of the High Court which cannot be taken away by legislation.

The *Migration Litigation Reform Act 2005* also established a number of other measures aimed at streamlining litigation. In particular, it re-established effective time limits on the commencement of litigation. The previous time limits were rendered practically ineffective by a High Court decision in February 2003 (*Plaintiff S157 v the Commonwealth*). The current position is that an application for judicial review of a tribunal decision must be lodged with the relevant court (usually the Federal Magistrates Court) within 28 days of actual notification, although that period may be extended by up to 56 days at the court's discretion. This is an important reform that will end the abuse of the litigation processes that had become more prevalent since the decision in *Plaintiff S157*. Many non-citizens have sought to prolong their stay in Australia, when they have no other right to do so, by challenging decisions (typically RRT decisions) made several years earlier. In many cases, these decisions have already been challenged unsuccessfully in the courts on one or more occasions.

We are responsible for managing all litigation in the courts relating to migration and citizenship decisions, including challenges to decisions made by the tribunals. The numbers are significant, with close to 2400 matters before the courts at the end of 2005-06. The bulk of these applications (around 80 per cent) are applications for judicial review of RRT decisions. The most significant court decision, in relation to the RRT, during 2005-06, was *SZEEU v MIMIA* (24.2.06), a decision of a Full Court of the Federal Court. The effect of the decision is that the RRT must do more than was previously understood to be required, in relation to advising applicants about information which may lead to an adverse decision. This is a technical area of law which has presented significant challenges throughout 2005-06. A large number of RRT decisions, made before the decision in *SZEEU*, did not comply with the law as set out in that judgment, so those matters need to be reconsidered by the RRT. The decision in *SZEEU* also had implications for the MRT which has equivalent statutory obligations.

Judicial review of the lawfulness of decision-making sometimes involves consideration of constitutional issues. In recent years there have been several cases where it has been argued that *Migration Act 1958* decisions are unlawful because the non-citizen is not an 'alien' under the Constitution (s51[xix]).

Generally speaking, the *Migration Act 1958* powers to detain and remove unlawful non-citizens only apply to 'aliens' and 'immigrants' (s51[xxvii] of the Constitution). A notable decision during 2005-06 was *Re MIMIA; Ex Parte Ame* (24.8.05), which confirmed the validity of the legislative changes associated with Papua New Guinea's independence in 1975. The High Court confirmed that most persons born in PNG, who had been Australian citizens, lost that citizenship, and therefore became aliens when PNG gained independence. Another constitutional case was *Koroitmana v Commonwealth of Australia* (14.6.06), in which the High Court reaffirmed that birth in Australia does not necessarily take a person outside the scope of the aliens power. In that case the High Court confirmed the alien status of two children born in Australia to Fijian parents who were not Australian citizens or permanent residents.

In addition to judicial review of decisions, another situation in which courts scrutinise our actions occurs when actions for damages are instituted by people claiming that they have been harmed by unlawful or negligent acts. These matters are mostly resolved without the need for a court hearing. In 2005-06, seven claims for damages were resolved.

## REPORTS BY THE AUDITOR-GENERAL

The Australian National Audit Office (ANAO) conducted a number of performance audits in the department during 2005-06:

### Completed audits

#### *Audit Report No 32 2005-2006: Management of the Tender Process for the Detention Services Contract*

The objective of this audit was to assess our management, evaluation, and contract negotiation processes for the Detention Services Contract tender. Specifically, the audit considered the processes we used to determine value for money based on our:

- evaluation of the request for tender, including the announcement of the preferred tenderer
- negotiations with the successful and unsuccessful tenderers
- management of liability, indemnity, and insurance.

The audit report found that our processes and documentation of the tender evaluation did not clearly identify whether the provisions of the general agreement were considered in the management of the tender process, and how the agreement was to be taken into account during the tender, evaluation, and contract negotiation stages.

We agree with the ANAO recommendations in full and we have already introduced initiatives to address these recommendations including:

- tightening our probity controls
- monitoring by the Detention Service Steering Committee of issues relating to conflict of interest
- making record management auditable through improved systems
- securing advice from the Chief Legal Officer for the Steering Committee about procurement guidelines
- developing a framework document to guide the conduct and documentation of the procurement process, including contract negotiations.

The Auditor-General has acknowledged our planned improvements to our tender administration and our positive response to the matters raised by the audit.

***Audit Report No 34 2005-2006: Advance Passenger Processing (APP)***

The objective of this performance audit was to assess whether our information systems and business processes are effective in supporting APP to meet its border security and streamlined clearance objectives. In particular, the audit focused on the following:

- Mandatory APP Stage 1 (MAPP1) project management
- MAPP1 information technology development and system performance
- APP performance reporting
- contract management
- financial management.

The audit started in August 2004 and was tabled in the Parliament in March 2006.

The ANAO noted in its report that the 'APP is the most recent technological evolutionary stage of Australia's border processing. It is designed to prevent people from boarding who do not have authority to enter or who are adversely recorded by the department. The system also allows authorised agencies to examine passenger information before passengers arrive in Australia. The overall effect is to extend the border to the last point of embarkation - the airline check-in point overseas'.

APP has operated successfully since 1998 and now has about 99 per cent coverage of airline transactions. It operates in a real-time environment and has proven to be a robust application with an availability factor of above 99.7 per cent.

The ANAO was critical of our contract management and some aspects of financial management going back to 1997- 98. These issues are being addressed through a range of measures announced by the government in October 2005 to improve our administration as part of the government's response to the Palmer and Comrie Reports. These measures included significant organisational changes for contract and procurement processes.

The ANAO made six recommendations, all of which we agreed to. A number of recommendations have been implemented and work on others is nearing completion. The recommendations concerning contract and financial management are being addressed as part of contract negotiations with the service provider.

### Audits in progress

The following performance audits were in progress but not completed during 2005-06.

***Visa Management: the working holiday maker visa***

The objective of this audit is to assess whether the working holiday maker visa programme is managed effectively, and in accordance with relevant laws and policies. The audit examined our management of this visa, including the authority for the programme, performance information, and the quality of management decision-making. We commented on a related series of issues papers provided during May 2006. An exit interview was held in mid-June 2006 and we expect the Auditor-General to table the audit report during the Spring 2006 Parliamentary Sittings.

### *DIMA's administration of the health provisions of the Migration Act 1958*

The objective of this audit is to assess the effectiveness of our administration of the health provisions of the *Migration Act 1958* and Migration Regulations 1994.

The audit is examining our administration of the 'entry and stay' of non-citizens under the Migration Act, and will complement the current performance audit of our management of the working holiday maker visa programme. It is reviewing whether our assessment of the health of people seeking to enter Australia reflects the public health requirement. It is also reviewing our health examination, health assessments, and health undertakings, for consistency with legislation, regulation and policy, and how it evaluates and reports on our effectiveness in administering the health provisions.

The ANAO has begun preliminary work, and we expect the ANAO will table the audit report during the Autumn 2007 Parliamentary Sittings.

### Other ANAO Audit Activity

We participated in a number of ANAO cross-agency audits during the year. They were reported on in our 2004-05 Annual Report, but work continued into 2005-06.

These audits were:

- Compliance with Senate Order, audit of the Senate Order of 20 June 2001 - number 7
- Management of net appropriation agreements
- Counter-terrorism co-ordination arrangements
- Green Office procurement
- Management and reporting of expenditure on consultants
- IT security management
- Management of infrastructure, plant, and assets.

### Joint Committee of Public Accounts and Audit

The Joint Committee of Public Accounts and Audit (JCPAA) is required by the *Public Accounts and Audit Act 1951* to examine all reports of the Auditor-General tabled in Parliament. The JCPAA's review procedures are built around a series of public hearings held each quarter. During 2005-06, there were no JCPAA reports related to our operations.

### JCPAA Inquiries Underway

We appeared before the JCPAA on 2 June 2006 during the committee's Review of Auditor-General's Reports numbered 7 to 34 (in 2005-06). This was in relation to the ANAO's *Audit Reports No 32 2005-2006: Management of the Tender Process for the Detention Services Contract and No 34 2005-2006: Advance Passenger Processing.*

### Fraud Measures

We have a number of measures in place to prevent, detect, investigate, and report internal and external fraud. In accordance with the *Commonwealth Fraud Control Guidelines*, we report annually on these fraud measures. A Chief Executive Instruction on fraud control and a fraud control framework document was issued in 2005-06. Our fraud risk assessment and fraud control plan will be reviewed in 2006-07.

## EXTERNAL SCRUTINY

Table 76: Statistical information

| STATISTICAL MATERIAL | 2003-04 | 2004-05 | 2005-06 |
|---|---|---|---|
| **Ministerial correspondence, submissions, and briefs** | | | |
| Ministerial correspondence | 49 413 | 52 753 | 38 049 |
| Submissions | 3 412 | 3 009 | 3 150 |
| Function and meeting briefs | 1 172 | 486 | 464 |
| **TOTAL** | **53 997** | **56 248** | **41 663** |
| | | | |
| **Parliamentary** | | | |
| Possible Minister's questions | 501 | 744 | 988 |
| Estimates questions on notice | 390 | 651 | 722 |
| Parliamentary questions on notice | 201 | 184 | 149 |
| | | | |
| **Cabinet documents** | | | |
| Exposure drafts | 63 | 60 | 90 |
| Drafts for coordination comment | 67 | 61 | 63 |
| Corrigenda to drafts | 23 | 14 | 16 |
| Final submissions/memoranda (non-DIMA) | 48 | 36 | 57 |
| Minutes | 133 | 123 | 138 |
| DIMA submissions | 13 | 12 | 11 |
| | | | |
| **Total Cabinet documents** | **347** | **306** | **375** |

## REPORTS BY PARLIAMENTARY COMMITTEES

There have been a number of reports by parliamentary committees relating to us during 2005-06.

### Foreign Affairs, Defence, and Trade References Committee - September 2005: Mr Chen Yonglin's request for political asylum

On 12 September 2005, the Senate Foreign Affairs, Defence, and Trade References Committee tabled a report in Parliament on their inquiry dealing with Mr Chen Yonglin's request for political asylum. The report made two recommendations:

- Recommendation 1: the department was to formulate a protocol for dealing with foreign diplomats and officials
- Recommendation 2: our officers were to be made aware of their confidentiality obligations and the need for sensitivity when dealing with foreign diplomats and officials.

A government response is under consideration.

As an interim measure, on 17 October 2005, all our staff in Australia were advised of the process for dealing with people claiming to be foreign diplomats/officials seeking asylum in Australia. They were also reminded of their confidentiality obligations in relation to protection visa applications.

### Foreign Affairs, Defence, and Trade References Committee – September 2005: The removal, search for, and discovery of Ms Vivian Alvarez

We appeared before this committee in July, August and September 2005. The committee's preliminary report was tabled in September 2005 and its final report was tabled on 8 December 2005 following the publication of the Ombudsman's report on Ms Alvarez's case. The final report contains 12 committee recommendations, (11 of which relate to us) and seven additional recommendations by Senator Kerry Nettle.

### Joint Standing Committee on Migration - Detention centre contracts: review of audit report no 1 2005-06 December 2005:

On 6 December 2005, the Joint Standing Committee on Migration tabled its report entitled *Detention centre contracts: review of audit report no.1, 2005-2006, Management of the detention centre contracts – part B* which included two recommendations.

We provided input into the government's response to the recommendation on the insurance, liability, and indemnity regime associated with the detention function. We responded to the committee's recommendation that the progress report on the Palmer Implementation Plan be referred to the Joint Standing Committee on Migration. We also provided input noting the government's commitment to table the report in September 2006.

### Legal and Constitutional References Committee – March 2006: Report into the administration and operation of the *Migration Act 1958*

The report of this committee tabled in March 2006 made 62 recommendations and has been referred to the government for its consideration.

We provided extensive material to the committee during its deliberations, including a submission in August 2005 and a response in December 2005 to the committee's subsequent request to address specific witness allegations arising out of its inquiry. In providing this material, we extensively covered the broad range of issues raised by the committee and provided clarification about our processes and operations.

### Senate Select Committee on Mental Health – April 2006: A national approach to mental health – from crisis to community

On the 8 March 2005, the Senate created the Select Committee on Mental Health to conduct a wide-ranging inquiry into issues relating to mental health.

We provided a submission to the committee outlining procedures on detention and our officers appeared before the committee to provide information about mental health matters and immigration detention.

Following the Palmer Report, we were already making a significant investment in the mental health of people in immigration detention.

On 30 March 2006 the committee tabled the first part of its report entitled *A national approach to mental health – from crisis to community* and the committee concluded its inquiry when it tabled its second and final report on 28 April 2006. We are introducing strategies to address recommendation 81 on mental health care for people in immigration detention.

## REPORTS BY EXTERNAL BODIES

### The Palmer and Comrie Inquiries

The independent inquiries into the circumstances of the detention of Ms Cornelia Rau and the detention and removal of Ms Vivian Alvarez have been the catalyst for a range of initiatives to address the recommendations made.

The Palmer Implementation Plan, which also incorporated the government's response to the Comrie Report, was tabled in Parliament on 6 October 2005. The programme of work set out by this plan focuses on staff training, health, and wellbeing initiatives for people in immigration detention, improvements in information management and technology, more accountable decision-making and quality assurance, and enhanced client service delivery.

### Commonwealth Ombudsman

The Commonwealth Ombudsman received 1300 approaches and complaints during 2005-06 about administrative actions and decisions by us.

In the same period, the Ombudsman finalised 1177 approaches and complaints, although not all were investigated and some spanned more than one financial year. Of these, 1300 separate issues were identified, of which 1202 were considered to fall within the Ombudsman's jurisdiction and 554 were investigated. This demonstrates an investigation rate of 46 per cent of the total number of issues considered under the *Ombudsman Act 1976*.

Of the 554 investigations, administrative deficiency was identified in 32 cases. This is equivalent to 5.8 per cent of the total number of investigations for 2005-06.

This information is not directly comparable with previous financial years due to changes to the Ombudsman's work practices and complaint management systems.

### Referred immigration cases

Following the release of the Palmer Report in July 2005 into the circumstances of Ms Rau's detention, the Ombudsman has accepted the government's referral of cases in which individuals released from detention have a system descriptor of being released 'not unlawful'. We will continue to address systemic issues raised by these cases to ensure they do not continue or recur.

During 2005-06 the Ombudsman investigated the circumstances of one of the referred immigration cases, Mr T. The report of this investigation was released by the Ombudsman on 23 March 2006 and highlighted the sensitivities and complexities agencies face in managing people with a serious mental illness. Most of the issues raised by the report have either been dealt with or are being addressed under the change process we have implemented in response to the recommendations resulting from the Palmer and Comrie Inquiries.

### Human Rights and Equal Opportunity Commission

During 2005-06, the Human Rights and Equal Opportunity Commission (HREOC) investigated 24 complaints about our actions. Two reports in which we were a respondent were tabled in parliament by HREOC in 2005-06:

- HREOC report no 31 - Report of an inquiry into a complaint by Mr Zacharias Manongga, Consul of the Republic of Indonesia for the Northern Territory, that the human rights of Indonesian Fishers detained on vessels in Darwin Harbour were breached by the Commonwealth of Australia (2005)
- HREOC report no. 35 - Report of an inquiry into a complaint by Mr AV of a breach of his human rights while in immigration detention (2006).

# Management of human resources

## CERTIFIED AGREEMENT

Our *Certified Agreement 2004-07* expires on 29 January 2007. The new Collective Agreement will be negotiated in the second half of 2006. The next agreement will support the implementation of the *DIMA Plan 2006-07*, reflecting our strategic priorities, supporting the change process, and helping staff balance their work and personal lives.

### National Staff Consultative Forum

A National Staff Consultative Forum (NSCF) was established under the *Certified Agreement 2004-07*. The NSCF is the national consultative body for matters involving our employees' conditions of employment. It also provides an opportunity for senior management, employees, and their representatives to consult on the implications of legislative, funding, organisational, technological, and procedural changes for employees. The NSCF meets at least three times per year with additional meetings convened when necessary.

## WORKFORCE PLANNING AND COMPOSITION STATISTICS

### Workforce Composition

At 30 June 2006, we had 6345 employees (not including locally engaged staff overseas who are administered by the Department of Foreign Affairs and Trade on our behalf), representing an increase of 10 per cent over 2004-05. Details of our staffing profile are at Appendices 5 and 6.

Of our ongoing workforce 91.2 per cent of staff are full-time and 8.8 per cent are part-time employees. The ongoing, full-time rate for employees has increased by 2 per cent from 2004-05 (based on full-time equivalent employees). Non-ongoing staff as at 30 June 2006 comprised 8 per cent of our workforce. This figure represents a decrease of 2 per cent in the number of non-ongoing employees employed by us in 2004-05.

### Workforce planning

During the year we developed a Workforce Planning Strategy for 2006-08 with the aim of establishing an integrated and systemic strategy that would help us effectively manage our needs now and into the future. This aim will be achieved by:

- developing regular and consistent reporting
- aligning planning cycles
- identifying workforce priorities and initiatives in line with the annual workforce planning report and human resource strategy
- enhancing existing governing and reporting frameworks
- redeveloping workforce planning systems and sub-systems to support the planning process.

Several new workforce planning initiatives are being implemented between 2006 and 2008 to help us effectively plan our workforce needs, including the implementation of diagnostic tools, and a new monitoring and reporting capability.

### Employee separation

Our voluntary separations (for ongoing employees) increased to 7.0 per cent in 2005-06 from 6.53 per cent during 2004-05.

Of the 412 ongoing employees who voluntarily separated from us during the 2005-06 period, there were 33 EL2s, 89 EL1s, 88 APS6s, 78 APS5s and 124 APS4s. A large proportion of the voluntary separations were due to transfers/promotions to other government agencies (41 per cent) - an increase from 33 per cent in 2004-05.

### Australian Workplace Agreements (AWAs)

We have a number of Australian Workplace Agreements (AWAs) in place for both our SES and non-SES staff. We use our AWAs to attract and retain employees, especially those with specialist skills, or those performing their duties in remote locations, or with additional responsibilities.

Non-salary benefits are provided to staff under AWAs who have particular managerial responsibilities. The benefits may include private-plated government vehicles, mobile phones, access to a personal computer, or assistance with accommodation (for staff relocating for work purposes).

As shown in Table 78 all 85 of our SES officers are now on AWAs, 315 of our executive level officers (28 per cent), and 23 APS-level officers (1 per cent).

Table 77 – Number of staff on AWAs in 2005-06

| Quarterly Department of Employment and Workplace Relations Report | | | |
|---|---|---|---|
| | Active | Under Offer | Total |
| SES AWAs: | 51 | 34 | 85 |
| Non-SES AWAs | | | |
| EL2 AWAs: | 75 | 105 | 180 |
| EL1 AWAs: | 97 | 38 | 135 |
| APS6 AWAs: | 14 | 6 | 20 |
| APS5 AWAs: | 1 | 1 | 2 |
| APS4 AWAs: | 0 | 1 | 1 |
| **Total AWAs:** | **238** | **185** | **423** |

**Note:** Above numbers under column 'Active' are based on AWAs that have been lodged with the Office of Employment Advocate.

Table 78: DIMA staff on AWAs

| DIMA Staff on AWAs | | | |
|---|---|---|---|
| Classification | No. in DIMA | On an AWA | Percentage on AWA |
| SES | 85 | 85 | 100 per cent |
| **Non-SES** | | | |
| EL2 | 279 | 180 | 64.52 per cent |
| EL1 | 838 | 135 | 16.11 per cent |
| APS6 | 1108 | 20 | 1.81 per cent |
| APS5 | 1116 | 2 | 0.18 per cent |
| APS4 | 1157 | 1 | 0.09 per cent |

**Note:** The numbers in the above table include people acting in other positions on 30 June 2006.

### Senior Executive Service remuneration

All Senior Executive Service (SES) staff are remunerated through an AWA. The SES remuneration package includes base pay, the provision of a government motor vehicle (or cash in lieu), superannuation, and performance pay. The AWA also includes a range of leave provisions and other benefits. An important part of the AWA is that SES staff will uphold and promote our and the *APS Values* and *Code of Conduct* and foster a supportive organisational culture.

### Employee Opinion Survey

In December 2005 we conducted an employee opinion survey to seek the views of all ongoing, non-ongoing, identified contractor staff, and Australian-based staff overseas. Supporting our strategic theme of well trained and supported staff, the survey enabled staff to express their opinions and provide input on their work environment.

Two major aims of the employee opinion survey were to:

- identify and report staff views on topics including leadership, line management, performance evaluation, training and development, communication, client focus, and image
- establish an internal baseline from which to compare future employee opinion surveys as well as employee opinion survey data from other Australian organisations.

The survey received a strong response from staff with 69 per cent completing the survey online. Overall, staff responded most positively to survey questions about goals and objectives, employee involvement and innovation, and employee engagement. Staff responded least positively to survey questions about image, leadership, and values and ethics. The survey results were communicated to managers and staff in March and April 2006 and the issues raised in the survey are being addressed through our business planning and other initiatives.

# Purchasing

## ASSESSMENT OF PURCHASING AGAINST KEY OBJECTIVES

Our procurement policy conforms with the core principles of the Commonwealth Procurement Guidelines (CPGs). Those officers who are responsible for the procurement of goods and services are provided with support through the services of the Contracts and Procurement Advice Section (CPAS) in the Legal Division. This section seeks to ensure that procurement activity reflects best value for money, is an efficient, effective, and ethical use of public resources, and complies (where required) with mandatory aspects of the CPGs.

The CPAS provides support through:

- a dedicated Helpdesk for all procurement and contracting enquiries
- in-house legal advice
- the management of a panel for Competitive Tendering and Contracting advice
- the development and maintenance of policy documentation including procurement and contracting templates
- the coordination of our procurement reporting responsibilities
- the provision of procurement and contracting training.

CPAS delivered a series of procurement and contract management education and training courses during 2005-06. These ranged from fundamentals, aimed at the induction and graduate level, to more advanced topics for officers who are regularly engaged in procurement or contract management. In addition, CPAS has coordinated the delivery of accredited training with 93 of our staff attending the Certificate IV in Government (Procurement) and 44 attending the Diploma in Government (Contract Management).

As a result of the new procurement environment, 2005-06 has seen a 35 per cent increase in the number of tenders advertised and a 58 per cent increase in the number of advices (4433) provided by the CPAS Helpdesk.

## PURCHASER PROVIDER ARRANGEMENTS – DIMA AND DFAT/AUSTRADE SERVICE LEVEL AGREEMENTS

We have purchaser arrangements in place with the Department of Foreign Affairs and Trade (DFAT) and Austrade for the purchase of management services at overseas posts.

### Responsibility

The service level agreements (SLAs) remove duplication of administrative services supporting an efficient, whole-of-government use of resources overseas. They detail the provision of management services, agency responsibilities, performance indicators, and cost recovery arrangements for the term of each agreement. Management services include personnel, office, property, and financial services. Each SLA also includes a dispute resolution mechanism and a provision for reduced fees if services are not provided to the agreed standard, based on the performance indicators.

### Control arrangements

The DFAT service level agreement applies from 1 September 2004 to 31 August 2007 and can be extended for up to two years. We signed a new purchaser agreement with Austrade, effective from 1 April 2006 to 30 June 2009, which may be extended annually.

### Resourcing

We pay global service fees to cover the costs to DFAT and Austrade for delivering the services. The fees are calculated on the basis of locally engaged staff salaries, the time spent by those staff delivering management services, and the number of our A-based and locally engaged employees at post. The total SLA fees for 2005-06 were $5 063 028.

### Performance against outcomes and outputs

The SLAs contribute to our outcomes by contributing to the efficient delivery of management services at overseas posts.

# Purchaser/provider arrangements

## PURCHASER ARRANGEMENTS – DIMA AND DFAT MEMORANDUM OF UNDERSTANDING

We have a purchaser arrangement with the Department of Foreign Affairs and Trade (DFAT) for the provision of Information and Communication Technology (ICT) services at overseas posts.

### Responsibility

The Information and Communication Technology Memorandum of Understanding (ICT MOU) is an agreement between our two agencies whereby DFAT facilitates communications and business processing by our overseas posts. This ICT MOU continues a cooperative arrangement that has been in place since 1997.

### Control arrangements

The ICT MOU covers the period 1 July 2004 to 30 June 2007 and spells out cost recovery arrangements for the term of the agreement. The MOU also details the services covered by the agreement including SATIN Low, SATIN High, PABX services, Internet access, and telecommunication services. Efficiencies are gained by bringing these services under one arrangement, through clarity of scope of work, certainty of terms and conditions, and improved administration.

### Resourcing

An agreed fee is charged for these services. In 2005-06 the fee we paid to DFAT under the ICT MOU totalled $4 792 600 (inclusive of GST) plus the fee paid by posts on a per-user basis for Internet access to SATIN.

### Performance against outcomes and outputs

The ICT MOU reflects the government's requirement for DFAT to take the lead agency role where agencies require services at overseas posts. It helps deliver on our outcomes by contributing to the efficient delivery of ICT services at overseas posts.

## PROVIDER ARRANGEMENTS – CLUSTER 3 CONTRACT MANAGEMENT

We obtain our IT and telecommunications services as part of Cluster 3 (the Cluster was formed under a government directive requiring agencies to outsource IT and telecommunication infrastructure by grouping together in clusters). IT services are provided by Computer Science Corporation Australia Pty Ltd (CSC). Telecommunications services are provided by Optus Networks Pty Ltd. Our Cluster Support Unit (CSU) provides a coordination function for the cluster contract management.

The contract with Optus is in place until 30 June 2008. The CSC contract is in place until 30 June 2007, although we and the Australian Electoral Commission (AEC) have extended this contract for a further period for limited services only.

The services received by each of the cluster agencies are set out below:

- DIMA (CSC and Optus)
- Australian Electoral Commission (CSC and Optus)
- Department of Finance and Administration Electorate Offices System (Optus)
- National Mapping Division Geoscience Australia (Optus)
- IP Australia (CSC and Optus)
- IPS Radio and Space Services (Optus).

Some agencies that were former Department of Finance bureau customers also receive services under the contracts.

### Responsibility

The contracts are managed by the CSU which is responsible for:

- providing high-level support to the Cluster Management Committee
- maintaining the integrity and currency of the service agreements through variations
- meeting other contract management requirements, as requested by the Cluster Management Committee
- providing agencies with ad-hoc advice about the cluster's contracts.

### Control arrangements

Cluster 3 agencies are parties to a MOU that establishes:

- protocols of operation for dealing with the contractors
- the Cluster 3 Management Committee
- the CSU.

### Resourcing

The MOU provides for the cluster contract management resources and funding. Agencies contribute towards the management and administrative costs on an agreed basis.

### Performance against outcomes and outputs

The CSU contributes to cluster agencies' and Australian Government objectives of IT and telecommunications infrastructure outsourcing by providing a central point of reference and coordination for the cluster contract management.

# Asset management

## ASSESSMENT OF EFFECTIVENESS OF ASSETS MANAGEMENT

We manage more than 9300 assets with a gross book value of $370 million. During the year, as a result of the Administrative Arrangement Order of 27 January 2006, all assets relating to Indigenous activities were transferred to the Families, Community Services, and Indigenous Affairs Portfolio.

Major asset categories are infrastructure, plant and equipment, land and buildings, and intangible assets (software). These assets are managed by line areas to meet their business needs. Under accrual budgeting and accounting requirements, capital purchases are made in line with our capital plans. Accrual-based monthly reports on the progress of purchases against capital plans and depreciation against the budget allow line managers to make informed asset acquisition and replacement decisions and ensure on-going capital budget management and accuracy of reporting.

All assets owned by us are subject to an annual stock-take, which is used to update and verify the accuracy of asset records. Assets are depreciated at rates applicable for each asset class, as verified by the Australian National Audit Office.

Assets are maintained through specified maintenance programmes, including contracted services.

# Consultants and competitive tendering and contracting

## CONSULTANTS, CONTRACTS AND COSTS

During 2005-06, we entered into 119 new consultancy contracts, involving total actual expenditure of $11 million. In total, 199 ongoing consultancy contracts were active during 2005-06 involving total actual expenditure of $61 million.

A full list of consultancies let during 2005-06 can be found at Appendix 12 to this Annual Report.

Consultancy costs have risen compared to 2004-05, as shown in Table 79. Table 80 shows the nature of the consultancy contracts for 2005-06.

**Table 79: Consultancy costs for 2003-04, 2004-05, and 2005-06**

| Year | Total consultancy costs |
|---|---|
| 2003-04 | $47.93 million |
| 2004-05 | $48.26 million |
| 2005-06 | $60.62 million |

**Table 80: Consultancy expenditure and number of consultants for 2005-06**

| Purpose | Total consultancy costs paid during the 2005-06 financial year (irrespective of when the contract was let) | Total number of consultants for 2005-06 |
|---|---|---|
| Involves specialist professional knowledge and/or expertise that may not be maintained in-house | $12 437 340 | 106 |
| Involves development of an intellectual output – eg research, evaluation, advice, and recommendations – to assist with agency decision making | $47 300 093 | 83 |
| Involves a one-off task, a set of tasks, or irregular tasks (making employment of permanent staff impractical or undesirable) | $882 056 | 10 |
| **Total** | **$60 619 489** | **199** |

## COMPETITIVE TENDERING AND CONTRACTING (CTC) OUTCOMES

We engaged in and concluded a number of competitive tendering processes during 2005-06. The more significant of these are listed below:

- An IT financial advisor panel arrangement was put in place so that providers could be engaged to provide expert IT financial analysis, advice, and assistance.
- An IT architectural panel has been established to provide analysis and advice in relation to IT architecture, including architectural directions, design, integration, review, planning, and implementation.
- A people services panel was set up to provide IT contractors for us, including business analysts, project/solution architects, programmers, and a range of other skill sets.
- A project management panel was established to provide teams to undertake specific IT and non-IT projects. These include application development, design, testing, and implementation for IT projects, feasibility studies, and business analysts for non-IT projects.
- A project management services panel was established to provide project management support through methodologies, monitoring, and frameworks.
- A tender was released in March 2006 for the Indonesian Border Systems Project. The contract was awarded to CPS Systems in June 2006.
- A tender process was undertaken for the production of our Annual Report with the contract being awarded to MA@D Communication.
- A request for expression of interest for selected IT Services (including end-user computing services, service desk services, and secure gateway services) was issued in November 2005. This resulted in a select tender process for these IT services.
- An extension of existing arrangements with CSC for border critical infrastructure (including mainframe and mid-range services) was completed in May 2006 by benchmarking and re-negotiating existing arrangements.

Listed below are a number of tendering activities that started in 2005-06 and had not been completed at 30 June 2006:

- Contract negotiations were underway for the provision of a departmental uniform and optional items of apparel for staff, with a contract expected to be signed in early 2006-07.
- A request for tender (RFT) was issued in May 2006 for the appointment of expert advisers for the detention services tender project. The appointments should be finalised by mid-2006-07.
- A RFT was issued in May 2006 to undertake a review of our Chief Executive Instructions. The submissions were being evaluated with a contract expected to be signed in early 2006-07.
- A RFT was issued in April 2006 to undertake services under the Immigration Advice and Application Assistance Scheme. The process is almost complete and contracts are expected to be signed in early 2006-07.
- We are currently undertaking contract negotiations for inclusion on the Australian Cultural Orientation (AUSCO) panel for the provision of offshore AUSCO services to Australia's humanitarian entrants from 2006-09. We expect the outcome to be announced in early 2006-07.
- A procurement process is currently underway to establish a panel of learning and development service providers. This process should be finalised in early 2006-07.
- Contract negotiations are currently underway following a select tender process for a preferred strategic partner for the *Systems for People* initiative which will re-engineer ICT systems to enable major business transformation.
- A select tender process is currently underway for selected IT services (including end user computing services, service desk services, and secure gateway services). The RFT was issued on 30 May 2006 and current arrangements will expire on 30 June 2007.

### CONTRACTS OVER $100 000 WITH NO AUDITOR-GENERAL ACCESS TO CONTRACTOR'S PREMISES

Our standard contract templates include a clause allowing the Australian National Audit Office (ANAO) to access a contractor's premises. We aim to include this access clause into any contracts which we enter. However, there are a limited number of circumstances where ANAO access clauses have not been included. Instances where this may occur include where:

- the supplier has insisted that we use specific industry-based standard contracts rather than our standard contract template
- there is an international contract
- purchase orders are used without the access clause.

Table 81 lists the 2005-06 contracts that did not include the ANAO access clause.

**Table 81: Contracts from which the ANAO access clause was omitted.**

| Name of contractor | Purpose of contract | Value of contract |
|---|---|---|
| American Express Travel | Provision of American Express merchant services | $142 615 |
| AMP Asset Management | Lease of office space | $9 333 000 |
| Arrow International Pty Ltd | Project management and design services | $551 227 |
| Australand | Lease of office space | $39 890 920 |
| Australian Postal Corporation | Agency services for citizenship interviews and related citizenship services | $1 347 274 |
| B & S Card Service | Provision of credit card facilities | $763 510 |
| Barclays Bank Plc (UK) | Provision of merchant services for Visa cards | $998 479 |
| Bellala Pty Ltd | Lease of office space | $724 588 |
| Bellandy Pty Ltd (KFPW) | Lease of office space | $3 734 000 |
| CDK Commercial Constructions Pty Ltd | Gate house - Maribyrnong Detention Centre | $544 838 |
| Challenger Property Nominees Pty Ltd | Deed of agreement to lease | $148 710 300 |
| Citibank, NA (Hong Kong) | Provision of merchant services for Visa cards and Mastercards | $595 102 |
| CPS Systems Pty Ltd | Electronic Travel Authority system | $85 000 000 |
| Dell Financial Services | Leasing of Dell flat screen computer monitors | $500 000 |
| FA Pidgeon and Son | Lease of office space | $10 564 788 |
| Hermes Precisa Pty Ltd | Laser over-printing of Australian citizenship materials | $202 500 |
| International Centre for Migration Policy Development | Comparative and analytical study of Australia's asylum system | $116 795 |
| International Organization for Migration (IOM) | Cultural orientation for Australian-bound entrants from South East Asia | $127 305 |
| ISPT Pty Ltd | Lease of office space | $7 601 182 |

Table 82: Contracts from which the ANAO access clause was omitted *continued*

| Name of contractor | Purpose of contract | Value of contract |
|---|---|---|
| JLLS Perth | Lease of office space | $221 490 |
| Lachlan Reit Limited | Lease of office space | $776 160 |
| Leaseplan Australia | Leasing of motor vehicles | $8 817 717 |
| LH Building Services Pty Ltd | Project contract for Villawood Detention Centre - accommodation buildings upgrade | $2 805 427 |
| Limex International Ltd | Lease of office space | $709 335 |
| Mercury Interactive (Australia) Pty Limited | Winrunner - additional licences (including 12 months maintenance) | $117 209 |
| Northern Contract Cleaning Pty Ltd | Provision of cleaning services | $170 900 |
| Saracen Properties Pty Ltd | Lease of office space | $10 998 385 |
| Schiavello Systems (Qld) Pty Ltd | Supply and installation of workstations | $122 815 |
| Shanghai Centre | Lease of office space | $2 465 000 |
| Siemens Building Technologies | Building technologies maintenance agreement | $125 631 |
| Software Spectrum Inc (Microsoft) | Microsoft Enterprise Agreement | $9 700 000 |
| The Riggs National Bank (USA) | Provision of merchant services for Visa card, Mastercard, Bankcard and debit cards, provision of terminals, and of internet payment facilities | $837 301 |
| Tubarao Investment Pty Ltd | Lease of office space | $179 810 |
| WT Partnership | Christmas Island: independent certifier to ensure buildings comply with the building code of Australia | $1 300 000 |

## CONTRACTS OVER $10 000 EXEMPT FROM PUBLISHING IN THE GAZETTE

No contracts fell into this category during 2005-06.

Details of all contracts that have a value of $10 000 or more have been published in AusTender in accordance with the reporting requirements of the Commonwealth Procurement Guidelines.

## ASSESSMENT AGAINST IMPLEMENTING THE COMMONWEALTH DISABILITY STRATEGY

In the context of the reporting framework for the Commonwealth Disability Strategy, we undertake the roles of policy adviser, purchaser, provider, and employer. The roles of policy adviser, provider, and employer have been examined for the purposes of this report.

### Policy adviser role

Work on our Disability Action Plan is progressing in accordance with the *Disability Discrimination Act 1992*. As well as demonstrating our commitment to the elimination of disability discrimination, the completed plan will ensure the inclusion and participation of people with disabilities in our policies, programmes, and services.

### Provider role

Our *Client Service Charter* addresses the broad principles of the revised *Commonwealth Disability Strategy* by informing clients that we will take into account any special needs they identify.

A review of our *Client Service Charter* was undertaken in 2005. The revised charter will be published in a number of formats to cater for a diverse range of clients, including clients with a print disability.

Our websites are specifically designed for accessibility by vision and motor impaired clients. These websites are more than 95 per cent compliant with Braille text readers.

Detention services contracts in operation during 2005-06 required the detention services provider to ensure appropriately qualified personnel identified, responded to, and addressed the special needs of people in immigration detention with a disability. Initial health screening assists in the early detection of people with a disability so we can provide them with appropriate support.

All people in immigration detention with a disability have an individual care plan and access to appropriate equipment and facilities. They are also provided with accommodation to suit their needs. The development plans for new detention centres - and upgrades and improvements to existing centres - incorporate these considerations in line with relevant national building codes.

We consider alternative detention arrangements for people in immigration detention with special needs on a case-by-case basis. If we receive professional advice that the person cannot be adequately cared for within detention facilities, we consider the option of release from detention on a bridging visa. The *Migration Amendment (Detention Arrangements) Act 2005*, which came into effect on 29 June 2005, provides for more flexible detention arrangements for people in immigration detention, including for minors, families and those with special needs (such as a disability).

### Employer role

We ensure our workplace environment complies with occupational health and safety (OH&S) legislation and provides for additional services beyond those requirements. Following are some of the specific OH&S initiatives that accommodate people with disabilities:

- all buildings are wheelchair-accessible
- disabled toilets are available in every office
- disabled shower facilities are also available at our National Office
- adjustments to the workplace include custom made height-adjustable workstations
- emergency procedures specifically address requirements of people with mobility impairments
- we maintain a register of technologies available to assist staff with disabilities or injuries. These technologies currently in use include voice-activated software, Zoomtext vision assistance software, specialised phones for hearing-impaired people or for use with hearing aids, and a variety of adapted keyboards

- we can put staff members with intellectual and/or psychological disabilities in contact with a workplace support person through an appropriate agency
- any staff member who is experiencing health issues that impact on their ability to function at optimal capacity in the work environment has access to an injury management adviser. The adviser works with the staff member, the manager, and appropriate support agencies to aid the officer's ongoing participation in the workplace
- our National Office building includes features designed to assist sight and hearing-impaired people in elevators as well as facilities for hearing-impaired people in conference rooms. All services have passed independent evaluation and certification.

# PART 4 Financial statements

A strengthened departmental Audit and Evaluation Committee, with an independent chair and second external member, is rigorously overseeing a significantly expanded internal audit programme.

Australian National
Audit Office

## INDEPENDENT AUDIT REPORT

**To the Minister for Immigration and Multicultural Affairs**

**Scope**

***The financial statements and Chief Executive's responsibility***

The financial statements comprise:

- Statement by the Chief Executive and Chief Financial Officer;
- Income Statement, Balance Sheet and Cash Flow Statement;
- Statement of Changes in Equity;
- Schedules of Commitments and Contingencies;
- Schedule of Administered Items; and
- Notes to and forming part of the Financial Statements

of the Department of Immigration and Multicultural Affairs for the year ended 30 June 2006.

The Department's Chief Executive is responsible for preparing financial statements that give a true and fair presentation of the financial position and performance of the Department of Immigration and Multicultural Affairs, and that they comply with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, Accounting Standards and other mandatory financial reporting requirements in Australia. The Department's Chief Executive is also responsible for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial statements.

***Audit Approach***

I have conducted an independent audit of the financial statements in order to express an opinion on them to you. My audit has been conducted in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing and Assurance Standards, in order to provide reasonable assurance as to whether the financial statements are free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive, rather than conclusive, evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

While the effectiveness of management's internal controls over financial reporting was considered when determining the nature and extent of audit procedures, the audit was not designed to provide assurance on internal controls.

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Centenary House 19 National Circuit
BARTON ACT
Phone (02) 6203 7300 Fax (02) 6203 7777

I have performed procedures to assess whether, in all material respects, the financial statements present fairly, in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with my understanding of the Department of Immigration and Multicultural Affairs' financial position, and of its financial performance and cash flows.

The audit opinion is formed on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial statements; and
- assessing the appropriateness of the accounting policies and disclosures used, and the reasonableness of significant accounting estimates made by the Chief Executive.

***Independence***

In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the ethical requirements of the Australian accounting profession.

**Audit Opinion**

In my opinion, the financial statements of the Department of Immigration and Multicultural Affairs:

(a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*; and

(b) give a true and fair view of the Department of Immigration and Multicultural Affairs' financial position as at 30 June 2006 and of its performance and cash flows for the year then ended, in accordance with:

  (i) the matters required by the Finance Minister's Orders; and

  (ii) applicable Accounting Standards and other mandatory financial reporting requirements in Australia.

Australian National Audit Office

Rebecca Reilly
Executive Director
Delegate of the Auditor-General
Canberra
25 August 2006

**DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS**
**Statement by the Chief Executive and Chief Financial Officer**

In our opinion, the attached financial statements for the year ended 30 June 2006 have been prepared based on properly maintained financial records, and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, as amended.

Signed .....
Andrew Metcalfe
Chief Executive

25 August 2006

Signed .....
Louise Gray
Chief Financial Officer

25 August 2006

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS

### Income Statement

for the year ended 30 June 2006

| | Notes | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|---|
| **INCOME** | | | |
| ***Revenue*** | | | |
| Revenue from government | 4A | **1,031,192** | 947,001 |
| Goods and services | 4B | **46,436** | 38,482 |
| Interest | | **-** | 25 |
| Other revenue | 4C | **14,457** | 12,066 |
| ***Total revenue*** | | **1,092,085** | 997,574 |
| ***Gains*** | | | |
| Reversal of previous asset write-downs | 4D | **3,830** | 897 |
| Assets received from related entities | | **-** | 166 |
| Net foreign exchange gains | | **32** | 42 |
| Other gains | 4F | **1,108** | 970 |
| ***Total gains*** | | **4,970** | 2,075 |
| **TOTAL INCOME** | | **1,097,055** | 999,649 |
| **EXPENSES** | | | |
| Employees | 5A | **457,924** | 408,204 |
| Suppliers | 5B | **612,176** | 515,201 |
| Depreciation and amortisation | 5C | **49,538** | 43,227 |
| Finance costs | 5D | **1,070** | 1,120 |
| Write-down and impairment of assets | 5E | **15,780** | 16,463 |
| Net losses from sale of assets | 4E | **76** | 791 |
| Net foreign exchange losses | | **30** | 42 |
| Other | | **-** | 125 |
| **TOTAL EXPENSES** | | **1,136,594** | 985,173 |
| **OPERATING RESULT** | | **(39,539)** | 14,476 |

The above statement should be read in conjunction with the accompanying notes.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS

**Balance Sheet**

as at 30 June 2006

| | Notes | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|---|
| **ASSETS** | | | |
| **Financial assets** | | | |
| Cash | 6A | **12,199** | 16,306 |
| Receivables | 6B | **114,859** | 176,250 |
| Accrued revenue | | **1,587** | 1,644 |
| ***Total financial assets*** | | **128,645** | 194,200 |
| **Non-financial assets** | | | |
| Land and buildings | 7A, 7D | **208,639** | 219,861 |
| Infrastructure, plant and equipment | 7B, 7D | **67,656** | 63,408 |
| Intangibles | 7C, 7D | **62,182** | 46,584 |
| Inventories | 7E | **-** | 63 |
| Other non-financial assets | 7F | **16,451** | 15,089 |
| ***Total non-financial assets*** | | **354,928** | 345,005 |
| **Total assets** | | **483,573** | 539,205 |
| **LIABILITIES** | | | |
| **Interest bearing liabilities** | | | |
| Lease incentives | 8A | **9,181** | 9,781 |
| Leases | 8B | **27,997** | 13,340 |
| ***Total interest bearing liabilities*** | | **37,178** | 23,121 |
| **Provisions** | | | |
| Employee provisions | 9A | **119,716** | 118,746 |
| Other provisions | 9B | **12,636** | 9,712 |
| ***Total provisions*** | | **132,352** | 128,458 |
| **Payables** | | | |
| Suppliers | 10 | **89,107** | 78,503 |
| Payable to the OPA | | **-** | 13,369 |
| Other payables | | **-** | 200 |
| ***Total payables*** | | **89,107** | 92,072 |
| **Total liabilities** | | **258,637** | 243,651 |
| **NET ASSETS** | | **224,936** | 295,554 |
| **EQUITY** | | | |
| Contributed equity | | **175,533** | 206,612 |
| Retained surpluses or (accumulated deficits) | | **5,478** | 45,017 |
| Asset revaluation reserve | | **43,925** | 43,925 |
| **Total equity** | | **224,936** | 295,554 |
| **Current assets** | | **145,096** | 209,353 |
| **Non-current assets** | | **338,477** | 329,852 |
| **Current liabilities** | | **203,513** | 149,744 |
| **Non-current liabilities** | | **55,124** | 93,907 |

The above statement should be read in conjunction with the accompanying notes.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS

### Cash Flow Statement

for the year ended 30 June 2006

| | Notes | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|---|
| **OPERATING ACTIVITIES** | | | |
| **Cash received** | | | |
| Appropriations | | **1,179,422** | 1,020,332 |
| Goods and services | | **38,938** | 28,280 |
| GST input credit receipts (ATO) | | **61,868** | 44,781 |
| Other | | **11,503** | 20,702 |
| Interest | | **-** | 25 |
| ***Total cash received*** | | **1,291,731** | 1,114,120 |
| **Cash used** | | | |
| Employees | | **444,827** | 405,818 |
| Suppliers | | **660,770** | 550,706 |
| GST paid to ATO | | **3,365** | 2,743 |
| Cash transferred to the OPA | | **113,113** | 138,666 |
| Financing costs | | **765** | 965 |
| Refunds paid | | **34** | 454 |
| ***Total cash used*** | | **1,222,874** | 1,099,352 |
| **Net cash from / (used by) operating activities** | 12 | **68,857** | 14,768 |
| **INVESTING ACTIVITIES** | | | |
| **Cash received** | | | |
| Proceeds from sales of property, plant and equipment | | **88** | 392 |
| ***Total cash received*** | | **88** | 392 |
| **Cash used** | | | |
| Purchase of property, plant and equipment | | **48,970** | 39,620 |
| Purchase of intangibles | | **29,931** | 22,638 |
| ***Total cash used*** | | **78,901** | 62,258 |
| **Net cash from / (used by) investing activities** | | **(78,813)** | (61,866) |
| **FINANCING ACTIVITIES** | | | |
| **Cash received** | | | |
| Appropriations - contributed equity | | **28,966** | 38,451 |
| Transfer from related entities | | **2,697** | 26,026 |
| ***Total cash received*** | | **31,663** | 64,477 |
| **Cash used** | | | |
| Cash transferred to the OPA | | **20,828** | - |
| Transfer to related entities | | **-** | 20,000 |
| Repayment of borrowings | | **4,986** | 3,800 |
| ***Total cash used*** | | **25,814** | 23,800 |
| **Net cash from / (used by) financing activities** | | **5,849** | 40,677 |
| **Net increase / (decrease) in cash held** | | **(4,107)** | (6,421) |
| Cash at beginning of the reporting period | | **16,306** | 22,727 |
| **Cash at the end of the reporting period** | 6A | **12,199** | 16,306 |

The above statement should be read in conjunction with the accompanying notes.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS

**Statement of Changes in Equity**

for the year ended 30 June 2006

| | Accumulated results | | Asset revaluation reserve | | Contributed equity | | Total equity | |
|---|---|---|---|---|---|---|---|---|
| | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 |
| **Opening balance** | | | | | | | | |
| Balance carried forward from previous period | **45,017** | 41,788 | **43,925** | 51,526 | **206,612** | 123,938 | **295,554** | 217,252 |
| Adjustment for errors | **-** | - | **-** | - | **-** | - | **-** | - |
| Adjustment for changes in accounting policies (Notes 1 and 2) | **-** | (11,247) | **-** | (7,601) | **-** | - | **-** | (18,848) |
| **Adjusted opening balance** | **45,017** | 30,541 | **43,925** | 43,925 | **206,612** | 123,938 | **295,554** | 198,404 |
| **Income and expenses** | | | | | | | | |
| Revaluation adjustment | **-** | - | **-** | - | **-** | - | **-** | - |
| ***Subtotal income and expenses recognised directly in equity*** | **-** | - | **-** | - | **-** | - | **-** | - |
| Net operating result | **(39,539)** | 14,476 | **-** | - | **-** | - | **(39,539)** | 14,476 |
| **Total income and expenses recognised directly in equity** | **(39,539)** | 14,476 | **-** | - | **-** | - | **(39,539)** | 14,476 |
| **Transactions with owners** | | | | | | | | |
| **Distributions to owners** | | | | | | | | |
| Returns of capital | | | | | | | | |
| Restructuring (Note 11A) | **-** | - | **-** | - | **(61,708)** | - | **(61,708)** | - |
| Returns of contributed equity | **-** | - | **-** | - | **(7,459)** | (13,369) | **(7,459)** | (13,369) |
| **Contributions by owners** | | | | | | | | |
| Appropriation (equity injection) | **-** | - | **-** | - | **35,983** | 58,768 | **35,983** | 58,768 |
| Restructuring (Note 11A) | **-** | - | **-** | - | **2,310** | 57,275 | **2,310** | 57,275 |
| **Other** | **-** | - | **-** | - | **(205)** | (20,000) | **(205)** | (20,000) |
| ***Subtotal transactions with owners*** | **-** | - | **-** | - | **(31,079)** | 82,674 | **(31,079)** | 82,674 |
| **Transfers between equity components** | **-** | - | **-** | - | **-** | - | **-** | - |
| **Closing balance attributable to the Australian Government** | **5,478** | 45,017 | **43,925** | 43,925 | **175,533** | 206,612 | **224,936** | 295,554 |

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS

### Schedule of Commitments

as at 30 June 2006

| | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|
| **BY TYPE** | | |
| **Capital commitments** | | |
| Land and buildings[1] | **16,184** | 13,704 |
| Infrastructure, plant and equipment[2] | **920** | 486 |
| Intangibles[3] | **24,721** | 4,752 |
| Other capital commitments[4] | **-** | 958 |
| ***Total capital commitments*** | **41,825** | 19,900 |
| **Other commitments** | | |
| Operating leases[5] | **368,621** | 341,798 |
| IT services[6] | **189,260** | 179,630 |
| Detention[7] | **136,794** | 379,261 |
| IHSS[8] | **202,484** | 6,042 |
| Other commitments[9] | **54,052** | 48,580 |
| ***Total other commitments*** | **951,211** | 955,311 |
| **Commitments receivable[10]** | **(83,842)** | (81,952) |
| **Net commitments by type** | **909,194** | 893,259 |
| **BY MATURITY** | | |
| **Capital commitments** | | |
| One year or less | **37,725** | 17,965 |
| From one to five years | **726** | 123 |
| ***Total capital commitments*** | **38,451** | 18,088 |
| **Operating lease commitments** | | |
| One year or less | **56,214** | 54,696 |
| From one to five years | **148,286** | 131,963 |
| Over five years | **135,083** | 128,809 |
| ***Total operating lease commitments*** | **339,583** | 315,468 |
| **Other commitments** | | |
| One year or less | **323,668** | 440,595 |
| From one to five years | **207,273** | 118,037 |
| Over five years | **219** | 1,071 |
| ***Total other commitments*** | **531,160** | 559,703 |
| **Net commitments by maturity** | **909,194** | 893,259 |

**N.B. All commitments are GST inclusive where relevant.**

The above schedule should be read in conjunction with the accompanying notes.

1. Land and buildings commitments represent amounts attributable to office fitouts and development work at immigration detention and reception facilities.
2. Infrastructure, plant and equipment commitments relate primarily to refurbishment.
3. Intangible commitments relate to commitments for IT contractors to implement budget funded 'Systems for People' initiatives.
4. Prior year other capital commitments relate primarily to contractor costs associated with capital related projects.
5. Operating lease commitments include leases for onshore and offshore accommodation, SES vehicles and photocopiers. A substantial portion of the commitments are in relation to rent for the Chan Street offices in Belconnen (Canberra) and the Lee Street building in Sydney.
6. IT service commitments include costs for the Electronic Travel Authority System, CSC, IBM and Optus.
7. Detention commitments represent amounts related to detention contracts.
8. Integrated Humanitarian Settlement Scheme (IHSS) commitments relate to services provided to refugees for settlement. A new contract was signed in 2005-06.
9. Other commitments include costs for passenger card processing, Service Level Agreements with the Department of Foreign Affairs and Trade and Austrade, and security.
10. Commitments receivable represents the gross GST component in commitment totals for both capital and other commitments.

| **Nature of lease** | **General description of leasing arrangement** |
|---|---|
| Leases for office accommodation | Lease payments are subject to fixed annual increases or annual increases in accordance with upward movements in the Consumer Price Index. The initial periods of office accommodation leases are still current and each may be renewed for up to five years at the department's option, following a one-off adjustment of rentals to current market level. |
| Agreements for the provision of motor vehicles to senior executive officers | No contingent rentals exist. There are no renewal or purchase options available to the Department. |
| A lease in relation to support costs for computer equipment and software | The arrangement was for five years and has been extended for a further four years at the department's option. The department may vary it's originally designated requirement, subject to giving three months notice, incurring no penalty. |

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS

**Schedule of Contingencies**

as at 30 June 2006

| Contingent liabilities | Claims for damages or costs | | Offshore contingencies | | Total | |
|---|---|---|---|---|---|---|
| | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 |
| | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 |
| Balance from previous period | **1,011** | 610 | **5,085** | 240 | **6,096** | 850 |
| New | **552** | 1,011 | **38** | 4,876 | **590** | 5,887 |
| Re-measurement | **-** | - | **327** | (1) | **327** | (1) |
| Liabilities crystallised | **(60)** | - | **-** | - | **(60)** | - |
| Obligations expired | **(901)** | (610) | **(11)** | (30) | **(912)** | (640) |
| **Total contingent liabilities** | **602** | 1,011 | **5,439** | 5,085 | **6,041** | 6,096 |
| **Contingent assets** | **Claims for damages or costs** | | **Offshore contingencies** | | **Total** | |
| | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 |
| | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 |
| Balance from previous period | **685** | 3 | **-** | - | **685** | 3 |
| New | **-** | 685 | **-** | - | **-** | 685 |
| Re-measurement | **-** | - | **-** | - | **-** | - |
| Assets crystallised | **-** | (3) | **-** | - | **-** | (3) |
| Expired | **(685)** | - | **-** | - | **(685)** | - |
| **Total contingent assets** | **-** | 685 | **-** | - | **-** | 685 |
| **Net contingent liabilities** | | | | | **6,041** | 5,411 |

The above schedule should be read in conjunction with the accompanying notes.

Details of each class of contingent liabilities and assets, including those not included above because they cannot be quantified, or are considered remote, are disclosed in Note 13: Contingent liabilities and assets.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS
### Schedule of Administered Items

| | Notes | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|---|
| **Income administered on behalf of government** | | | |
| for the year ended 30 June 2006 | | | |
| ***Non-taxation revenue*** | | | |
| Fees and charges | 18A | **488,057** | 425,514 |
| Immigration fines | | **4,486** | 4,918 |
| Goods and services | 18B | **14,863** | 10,073 |
| Recovery of detention costs | 1.26 | **34,204** | 46,436 |
| Interest | 18C | **55,391** | 24,770 |
| Other | | **4,340** | 4,214 |
| ***Total non-taxation revenue administered on behalf of government*** | | **601,341** | 515,925 |
| ***Gains*** | | | |
| Net gains from sale of assets | 18D | **1,720** | - |
| Net gain on revaluation | | **20,062** | - |
| ***Total gains administered on behalf of government*** | | **21,782** | - |
| **Total income administered on behalf of government** | | **623,123** | 515,925 |
| **Expenses administered on behalf of government** | | | |
| for the year ended 30 June 2006 | | | |
| ***Expenses*** | | | |
| Grants | 19A | **104,254** | 384,087 |
| Subsidies | 19B | **7,244** | 12,693 |
| Payments to special accounts | 19C | **-** | 46,580 |
| Personal benefits | 19D | **5,414** | 7,430 |
| Employees | 19E | **409** | 417 |
| Suppliers | 19F | **187,835** | 179,423 |
| Write-down and impairment of assets | 19G, 1.26 | **32,564** | 44,470 |
| Transfer to Indigenous Land Corporation | | **-** | 4,038 |
| ***Total expenses administered on behalf of government*** | | **337,720** | 679,138 |
| ***Losses*** | | | |
| Net losses from sale of assets | 18D | **-** | 3,688 |
| ***Total losses administered on behalf of government*** | | **-** | 3,688 |
| **Total expenses administered on behalf of government** | | **337,720** | 682,826 |

This schedule should be read in conjunction with the accompanying notes.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS
### Schedule of Administered Items

| **Assets administered on behalf of government** as at 30 June 2006 | **Notes** | **2005-06 $'000** | 2004-05 $'000 |
|---|---|---|---|
| **Financial assets** | | | |
| Cash | 20A | **6,302** | 51,885 |
| Receivables | 20B | **9,166** | 13,903 |
| Accrued revenues | 20C, 1.26 | **12,902** | 39,038 |
| Investments in commonwealth entities | 20D | **-** | 94,636 |
| Investments in deposits and government securities | 20E | **-** | 1,567,840 |
| ***Total financial assets*** | | **28,370** | 1,767,302 |
| **Non-financial assets** | | | |
| Prepayments | | **651** | 439 |
| ***Total non-financial assets*** | | **651** | 439 |
| **Total assets administered on behalf of government** | | **29,021** | 1,767,741 |
| **Liabilities administered on behalf of government** as at 30 June 2006 | | | |
| **Payables** | | | |
| Suppliers | 21A | **26,945** | 15,922 |
| Grants | 21B | **-** | 21,058 |
| GST accrued payable | 1.26 | **4,183** | 6,781 |
| Unearned income | | **7,833** | 6,884 |
| ***Total payables*** | | **38,961** | 50,645 |
| **Total liabilities administered on behalf of government** | | **38,961** | 50,645 |

This schedule should be read in conjunction with the accompanying notes.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS
### Schedule of Administered Items

| **Administered cash flows** for the year ended 30 June 2006 | **Notes** | **2005-06 $'000** | 2004-05 $'000 |
|---|---|---|---|
| **Operating activities** | | | |
| **Cash received** | | | |
| Immigration fees and charges | | **493,893** | 420,401 |
| Sales of goods and services | | **19,421** | 11,987 |
| GST refunds from ATO | | **19,668** | 51,490 |
| Interest | | **2,566** | 1,835 |
| Other | | **9,640** | 2,546 |
| ***Total cash received*** | | **545,188** | 488,259 |
| **Cash used** | | | |
| Personal benefits | | **5,414** | 7,430 |
| Suppliers | | **196,498** | 224,025 |
| Employees | | **100** | 248 |
| Grant payments | | **112,639** | 375,075 |
| Payments to special accounts | | **-** | 46,769 |
| Subsidies paid | | **7,244** | 12,370 |
| Transfer to Indigenous Land Corporation | | **-** | 4,038 |
| ***Total cash used*** | | **321,895** | 669,955 |
| **Net cash from / (used by) operating activities** | | **223,293** | (181,696) |
| **Investing activities** | | | |
| **Cash received** | | | |
| Proceeds from sales of investments | | **1,272,700** | 748,017 |
| Interest on investments | | **23,261** | 11,304 |
| ***Total cash received*** | | **1,295,961** | 759,321 |
| **Cash used** | | | |
| Purchase of investments | | **1,303,084** | 850,069 |
| ***Total cash used*** | | **1,303,084** | 850,069 |
| **Net cash from / (used by) investing activities** | | **(7,123)** | (90,748) |
| **Financing activities** | | | |
| **Cash received** | | | |
| Restructuring | | **-** | 139,308 |
| ***Total cash received*** | | **-** | 139,308 |
| **Cash used** | | | |
| Restructuring | | **44,568** | - |
| ***Total cash used*** | | **44,568** | - |
| | | | - |
| **Net cash from / (used by) financing activities** | | **(44,568)** | 139,308 |
| **Net increase / (decrease) in cash held** | | **171,602** | (133,136) |
| Cash at beginning of reporting period | | **51,885** | 3,426 |
| Cash from the Official Public Account for: | | | |
| - Appropriations | | **320,607** | 665,946 |
| Cash to the Official Public Account for: | | | |
| - Appropriations | | **(537,792)** | (484,351) |
| **Cash at end of reporting period** | 20A | **6,302** | 51,885 |

This schedule should be read in conjunction with the accompanying notes.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS
### Schedule of Administered Items

| **Administered commitments** as at 30 June 2006 | Notes | **2005-06 $'000** | 2004-05 $'000 |
|---|---|---|---|
| **BY TYPE** | | | |
| **Other commitments** | | | |
| Grants[1] | | **51,974** | 30,023 |
| Suppliers[2] | | **353,085** | 431,049 |
| Other commitments[3] | | **10,614** | 14,898 |
| ***Total other commitments*** | | **415,673** | 475,970 |
| **Commitments receivable[4]** | | **(23,539)** | (23,820) |
| **Net administered commitments by type** | | **392,134** | 452,150 |
| **BY MATURITY** | | | |
| **Other commitments** | | | |
| One year or less | | **207,599** | 195,454 |
| From one to five years | | **184,535** | 256,564 |
| Over five years | | **-** | 132 |
| ***Total other commitments*** | | **392,134** | 452,150 |
| **Net administered commitments by maturity** | | **392,134** | 452,150 |

**N.B. All commitments are GST inclusive where relevant.**

This schedule should be read in conjunction with the accompanying notes.

1. Grant commitments relate primarily to the delivery of the Migrant Community Services and Living in Harmony programs.
2. Supplier commitments relate primarily to contracts for the Adult Migrant English Program, and operations on Manus and Nauru.
3. Other commitments relate mainly to asylum seeker assistance.
4. Commitments receivable represent the gross GST component in commitment totals.

## DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS

**Schedule of Administered Items**

**Administered Contingencies**

as at 30 June 2006

| Administered contingent liabilities | Claims for damages or costs | | Grant program funding | | Land councils | | Total | |
|---|---|---|---|---|---|---|---|---|
| | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 |
| | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 |
| Balance from previous period | **500** | 93 | **50,000** | - | **1,575** | - | **52,075** | 93 |
| New | **-** | 500 | **-** | 50,000 | **-** | 1,575 | **-** | 52,075 |
| Re-measurement | **-** | - | **-** | - | **-** | - | **-** | - |
| Liabilities crystallised | **-** | - | **-** | - | **-** | - | **-** | - |
| Obligations expired | **(500)** | (93) | **(50,000)** | - | **(1,575)** | - | **(52,075)** | (93) |
| **Total administered contingent liabilities** | **-** | 500 | **-** | 50,000 | **-** | 1,575 | **-** | 52,075 |

| Administered contingent assets | Claims for damages or costs | | Grant program funding | | Land councils | | Total | |
|---|---|---|---|---|---|---|---|---|
| | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 |
| | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 |
| Balance from previous period | **-** | 500 | **-** | - | **-** | - | **-** | 500 |
| New | **-** | - | **-** | - | **-** | - | **-** | - |
| Re-measurement | **-** | - | **-** | - | **-** | - | **-** | - |
| Assets crystallised | **-** | - | **-** | - | **-** | - | **-** | - |
| Expired | **-** | (500) | **-** | - | **-** | - | - | (500) |
| **Total administered contingent assets** | **-** | - | **-** | - | **-** | - | **-** | - |
| **Net administered contingent liabilities** | | | | | | | **-** | **52,075** |

This schedule should be read in conjunction with the accompanying notes.

Prior year contingencies related to the Indigenous activities of the department. The Administrative Arrangements Order of 27 January 2006 transferred Indigenous activities to the Families, Community Services and Indigenous Affairs Portfolio.

**Statement of activities administered on behalf of government**

The major administered activities of the department for the year were directed towards achieving the three outcomes described in Note 1 to the financial statements. The department's major financial activity is the collection of visa application fees and fines under the *Migration Act 1958* . The department also administers a number of grant programs to teach migrants English, assist with their integration into Australian society and promote harmony and multiculturalism in the community.

Details of planned activities for the year can be found in the department's Portfolio Budget Statements and Portfolio Additional Estimates Statements for 2005-06, which have been tabled in Parliament.

**DEPARTMENT OF IMMIGRATION AND MULTICULTURAL AFFAIRS**
**Notes to and forming part of the financial statements**
for the year ended 30 June 2006


| Note | Description |
|---|---|
| 1 | Summary of significant accounting policies |
| 2 | The impact of the transition to AEIFRS from previous AGAAP |
| 3 | Events occurring after reporting date |
| 4 | Income |
| 5 | Operating expenses |
| 6 | Financial assets |
| 7 | Non-financial assets |
| 8 | Interest bearing liabilities |
| 9 | Provisions |
| 10 | Payables |
| 11 | Departmental restructure |
| 12 | Cash flow reconciliation |
| 13 | Contingent liabilities and assets |
| 14 | Executive remuneration |
| 15 | Remuneration of auditors |
| 16 | Average staffing levels |
| 17 | Financial instruments |
| 18 | Income administered on behalf of government |
| 19 | Expenses administered on behalf of government |
| 20 | Assets administered on behalf of government |
| 21 | Liabilities administered on behalf of government |
| 22 | Administered reconciliation table |
| 23 | Administered restructure |
| 24 | Administered contingent liabilities and assets |
| 25 | Administered investments |
| 26 | Administered financial instruments |
| 27 | Appropriations and Special Accounts |
| 28 | Compensation and debt relief in special circumstances |
| 29 | Reporting of outcomes |

**Note 1 - Summary of significant accounting policies**

**1.1 Objectives of the Department**

The Department of Immigration and Multicultural Affairs (the department) manages the permanent and temporary entry of people to Australia, enforces immigration law, settles migrants and refugees, and promotes the benefits of citizenship and cultural diversity.

The department produces outputs which contribute to the achievement of outcomes:

Outcome 1: Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people.

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

Outcome 2: A society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably.

- Output 2.1: Settlement services
- Output 2.2: Translating and interpreting service
- Output 2.3: Australian citizenship
- Output 2.4: Promoting the benefits of cultural diversity

Outcome 3: Innovative whole-of-government policy on Indigenous Affairs.

- Output 3.1: Whole of government coordination of policy development and services delivery for Indigenous Australians
- Output 3.2: Services for Indigenous Australians

There have been significant changes to the department's outcome and output structure since the 2004-05 financial statements. All Indigenous programs that were managed through the Office of Indigenous Policy Coordination were included under the new Outcome 3. Outcomes 4 and 5, which related to former Aboriginal and Torres Strait Islander Commission (ATSIC) and Aboriginal and Torres Strait Islander Services (ATSIS) activities, no longer exist.

The department's former Outcome 3 - Innovative whole-of-government policy on Indigenous Affairs - was transferred by the Administrative Arrangements Order (AAO) of 27 January 2006 to the Families, Community Services and Indigenous Affairs Portfolio.

Activities contributing to these outcomes are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenues and expenses controlled or incurred by the department in its own right. Administered activities involve management or oversight by the department, on behalf of the Government, of items controlled or incurred by the Government.

The continued existence of the department in its present form and with its present programs is dependent on government policy and on continuing appropriations by Parliament for the department's administration and programs.

### 1.2 Basis of accounting

The financial statements are required by section 49 of the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The statements have been prepared in accordance with:

- Finance Minister's Orders (or FMOs, being the *Financial Management and Accountability Orders (Financial Statements for reporting periods ending on or after 1 July 2005))*;
- Australian Accounting Standards issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period; and
- Interpretations issued by the Urgent Issues Group that apply for the reporting period.

This is the first financial report to be prepared under Australian Equivalents to International Financial Reporting Standards (AEIFRS). The impacts of adopting AEIFRS are disclosed in Note 2.

The Income Statement and Balance Sheet have been prepared on an accrual basis and are in accordance with the historical cost convention, except for certain assets and liabilities, which, as noted, are at valuation. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The financial report is presented in Australian dollars and values are rounded to the nearest thousand dollars unless disclosure of the full amount is specifically required.

Unless alternative treatment is specifically required by an accounting standard, assets and liabilities are recognised in the Balance Sheet when and only when it is probable that future economic benefits will flow and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements equally proportionately unperformed are not recognised unless required by an Accounting Standard. Liabilities and assets that are unrecognised are reported in the Schedule of Commitments and the Schedule of Contingencies (other than unquantifiable and remote contingencies, which are reported at Note 13).

Unless alternative treatment is specifically required by an accounting standard, revenues and expenses are recognised in the Income Statement when and only when the flow or consumption or loss of economic benefits has occurred and can be reliably measured.

Administered revenues, expenses, assets, liabilities and cash flows reported in the Schedule of Administered Items and related notes, are accounted for on the same basis and using the same policies as for departmental items, except where otherwise stated at Note 1.25.

### 1.3 Significant accounting judgements and estimates

Where significant accounting judgements or estimates were used in the preparation of the 2005-06 financial statements, these have been disclosed in the relevant note.

### 1.4 Statement of compliance

The financial report complies with Australian Accounting Standards, which include Australian Equivalents to International Financial Reporting Standards (AEIFRS).

Australian Accounting Standards require the department to disclose Australian Accounting Standards that have not been applied, for standards that have been issued but are not yet effective.

The AASB has issued amendments to existing standards. These amendments are denoted by year and then number. For example, 2005-1 indicates amendment 1 issued in 2005.

The table below illustrates standards and future amendments that will become effective for the department in the future. The nature of the impending change within the table has been abbreviated out of necessity and users should consult the full version available on the AASB's website to identify the full impact of the change. The expected impact on the financial report of adoption of these standards is based on the department's initial assessment at this date, but may change. The department intends to adopt all standards upon their application date.

| Title | Standard affected | Application date* | Nature of impending change | Impact expected on financial report |
|---|---|---|---|---|
| 2005-1 | *AASB 139* | 1 Jan 2006 | Amends hedging requirements for foreign currency risk of a highly probable intra-group transaction. | No expected impact |
| 2005-4 | *AASB 139, AASB 132, AASB 1, AASB 1023 and AASB 1038* | 1 Jan 2006 | Amends AASB 139, AASB 1023 and AASB 1038 to restrict the option to fair value through profit or loss and makes consequential amendments to AASB 1 and AASB 132. | No expected impact |
| 2005-5 | AASB 1 and AASB 139 | 1 Jan 2006 | Amends AASB 1 to allow an entity to determine whether an arrangement is, or contains, a lease.<br>Amends AASB 139 to scope out a contractual right to receive reimbursement (in accordance with AASB 137) in the form of cash. | No expected impact |
| 2005-6 | AASB 3 | 1 Jan 2006 | Amends the scope to exclude business combinations involving entities or businesses under common control. | No expected impact |
| 2005-9 | AASB 4, AASB 1023, AASB 139 and AASB 132 | 1 Jan 2006 | Amended standards in regard to financial guarantee contracts. | No expected impact |
| 2005-10 | AASB 132, AASB 101, AASB 114, AASB 117, AASB 133, AASB 139, AASB 1, AASB 4, AASB 1023 and AASB 1038 | 1 Jan 2007 | Amended requirements subsequent to the issuing of AASB 7. | No expected impact |
| 2006-1 | AASB 121 | 31 Dec 2006 | Changes in requirements for net investments in foreign subsidiaries depending on denominated currency. | No expected impact |
| 2006-1 | AASB 7 Financial Instruments: Disclosures | 1 Jan 2007 | Revise the disclosure requirements for financial instruments from AASB 132 requirements. | No expected impact other than changes to disclosure requirements |

* Application date is for annual reporting periods beginning on or after the date shown.

### 1.5 Revenue

*Revenue from government*

Amounts appropriated for departmental outputs appropriations for the year (adjusted for any formal additions and reductions) are recognised as revenue, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.

Appropriations receivable are recognised at their nominal amounts.

*Other revenue*

Revenue from the sale of goods is recognised when:

- the risks and rewards of ownership have been transferred to the buyer;
- the seller retains no managerial involvement nor effective control over the goods;
- the revenue and costs incurred for the transaction can be reliably measured; and
- it is probable that the economic benefits associated with the transaction will flow to the entity.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

- the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- the probable economic benefits with the transaction have flowed to the entity.

Receivables for goods and services are recognised at the nominal amounts due, less any provision for bad and doubtful debts. Collectability of debts is reviewed at balance date. Provisions are made when collectability of the debt is no longer probable.

Interest revenue is recognised using the effective interest method as set out in *AASB 139 Financial Instruments: Recognition and Measurement*.

Revenue from disposal of non-current assets is recognised when control of the asset has passed to the buyer.

### 1.6 Gains

*Resources received free of charge*

Services received free of charge are recognised as revenue 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.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as revenue at their fair value when the asset qualifies for recognition, unless received from another government department as a consequence of a restructuring of administrative arrangements (refer to Note 11).

*Other gains*

Revenue from disposal of non-current assets is recognised when control of the asset has passed to the buyer.

### 1.7 Transactions with the Government as owner

*Equity injections*

Amounts appropriated which are designated as 'equity injections' for a year (less any savings offered up in Portfolio Additional Estimates Statements) are recognised directly in contributed equity in that year.

*Restructuring of administrative arrangements*

Net assets received from or relinquished to another Commonwealth agency or authority under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

*Other distributions to owners*

As a result of the 2004-05 restructure (disclosed at Note 11), a distribution of $7.5 million was made to the Official Public Account (2004-05: $10.9 million).

### 1.8 Employee benefits

As required by the Finance Minister's Orders, the department has early adopted *AASB 119 Employee Benefits* as issued in December 2004.

Liabilities for services rendered by employees are recognised at the reporting date to the extent that they have not been settled.

Liabilities for 'short-term employee benefits' (as defined in AASB 119) and termination benefits due within twelve months of balance date are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

All other employee benefit liabilities are measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

*Leave*

The liability for employee benefits includes provision for annual leave and long service leave. Long service leave does not accrue for overseas posts' locally engaged employees who commenced after 12 December 1976. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the department is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration, including the department's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave and recreation leave has been determined by reference to the work of an actuary as at 31 March 2006. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

*Locally engaged employees at post*

Locally engaged employees (LEE) are covered by individual employment contracts which are negotiated between the employee and the Department of Foreign Affairs and Trade on behalf of the department. These contracts are negotiated at post level in order to ensure compliance with local labour laws and regulations. The individual contracts are supported and expanded upon by the LEE Conditions of Service Handbook which is specific to each post. Where there is conflict between the two documents the individual contract takes precedence.

*Separation and redundancy*

Provision is made for separation and redundancy benefit payments in circumstances where the department has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

*Superannuation*

Staff of the department are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSAP).

The CSS and PSS are defined benefit schemes for the Commonwealth. 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 Australian Government in due course.

The department makes employer contributions to the Australian Government at rates determined by an actuary to be sufficient to meet the cost to the Australian Government of the superannuation entitlements of the department's employees.

From 1 July 2005, new employees are eligible to join the PSSAP scheme.

The liability for superannuation recognised as at 30 June 2006 represents outstanding contributions for the final fortnight of the year.

The department had pension schemes for locally engaged staff at posts in London, Dublin and New Delhi in 2004-05. These schemes were not recognised in the financial statements. The Minister for Finance and Administration approved the reclassification of these funds as administered from 1 July 2005, and as such, these schemes are disclosed in the administered accounts of the Department of Foreign Affairs and Trade from that date.
Disclosures relating to the United Kingdom, Ireland and India schemes are stated in Note 9.

**1.9 Leases**

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and rewards incidental to ownership of leased non-current assets. An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is capitalised at the present value of minimum lease payments at the inception of the lease and a liability recognised at the same time and for the same amount. The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a basis which is representative of the pattern of benefits derived from the leased assets.

Finance leases exist in relation to IT and communications equipment, and are non-cancellable. The department guarantees the residual values of all assets leased. There are no contingent rentals.

Lease incentives taking the form of 'free' leasehold improvements and rent holidays are recognised as liabilities. These liabilities are reduced by allocating lease payments between rental expense and reduction of the liability.

### 1.10 Finance costs

All finance costs are expensed as incurred.

### 1.11 Cash

Cash means notes and coins held and any deposits held at call with a bank or financial institution. Cash is recognised at its nominal amount.

### 1.12 Financial risk management

The department's activities expose it to normal commercial financial risk. As a result of the nature of the department's business and internal and Australian Government policies, dealing with the management of financial risk, the department's exposure to market, credit, liquidity and cash flow and fair value interest rate risk is considered to be low.

### 1.13 Derecognition of financial assets and liabilities

As prescribed in the Finance Minister's Orders, the department has applied the option available under *AASB 1 First-time Adoption of Australian Equivalents to International Financial Reporting Standards* of adopting *AASB 132 Financial Instruments: Presentation* and *AASB 139 Financial Instruments: Recognition and Measurement* from 1 July 2005 rather than 1 July 2004.

Financial assets are derecognised when the contractual rights to the cash flows from the financial assets expire, or the asset is transferred to another entity. In the case of a transfer to another entity, it is necessary that the risks and rewards of ownership are also transferred.

### 1.14 Impairment of Financial Assets

As prescribed in the Finance Minister's Orders, the department has applied the option available under AASB 1 of adopting AASB 132 and 139 from 1 July 2005 rather than 1 July 2004.

Financial assets are assessed for impairment at each balance date.

*Financial assets held 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 loss is recognised in the Income Statement.

*Financial assets held at cost*

If there is objective evidence that an impairment loss has been incurred on an unquoted equity instrument that is not carried at fair value because it cannot be reliably measured, or a derivative asset that is linked to and must be settled by delivery of such an unquoted equity instrument, the impairment loss is the difference between the carrying amount of the asset and the present value of the estimated future cash flows discounted at the current market rate for similar assets.

*Available for sale financial assets*

If there is objective evidence that an impairment loss on an available for sale asset has been incurred, the amount of the difference between its cost, less principal repayments and amortisation, and its current fair value, less any impairment loss previously recognised in profit and loss, is transferred from equity to the profit and loss.

*Comparative year*

The above policies were not applied in the comparative year. For receivables, amounts were recognised and carried at original invoice amount less a provision for doubtful debts based on an estimate made when collection of the full amount was no longer probable. Bad debts were written off as incurred.

Other financial assets carried at cost which were not held to generate net cash inflows, were assessed for indicators of impairment. Where such indicators were found to exist, the recoverable amount of the assets was estimated and compared to the assets carrying amount and, if less, reduced to the carrying amount. The reduction was shown as an impairment loss.

### 1.15 Trade creditors

Trade creditors and accruals are recognised at their nominal amounts due, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

### 1.16 Contingent liabilities and contingent assets

Contingent liabilities/assets are not recognised in the Balance Sheet but are discussed in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability/asset, or represent an existing liability/asset in respect of which settlement is not probable or the amount cannot be reliably measured. Remote contingencies are part of this disclosure. Where settlement becomes probable, a liability/asset is recognised. A liability/asset is recognised when its existence is confirmed by a future event, settlement becomes probable (virtually certain for assets) or reliable measurement becomes possible.

### 1.17 Acquisition of assets

Assets are recorded at cost on acquisition, except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

### 1.18 Property (land and buildings), infrastructure, plant and equipment

*Asset recognition threshold*

Purchases of property, plant and equipment are recognised initially at cost in the Balance Sheet, except for purchases costing less than $2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total). The recognition threshold for internally developed software is $100,000 and for purchased software $10,000 per licence.

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'makegood' provisions in property leases recognised by the department where there exists an obligation to restore the property to its original condition. These costs are included in the value of the department's leasehold improvements with a corresponding provision for the 'makegood' recognised.

*Revaluations*

*Basis*

Land, buildings, plant and equipment are carried at fair value, being revalued with sufficient frequency that the carrying amount of each asset class is not materially different, at reporting date, from its fair value. Valuations in each year are as at 30 June.

Fair values for each class of asset are determined as shown below.

| **Asset Class** | **Fair value measured at:** |
|---|---|
| Land | Market selling price |
| Buildings | Market selling price |
| Leasehold Improvements | Depreciated replacement cost |
| Plant and Equipment | Market selling price |

*Frequency*
Following initial recognition at cost, valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets are not materially different to the assets' fair values as at reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through profit and loss. Revaluation decrements for a class of assets are recognised directly through profit and loss except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount of the asset.

*Depreciation and amortisation*

Depreciable property, plant and equipment assets are written-off to their estimated residual value over their estimated useful lives to the department using, in all cases, the straight line method of depreciation. Leasehold improvements are depreciated on a straight-line basis over the lesser of the estimated useful life of the improvements or the unexpired period of the lease.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation and amortisation rates applying to each class of depreciable asset are based on the following useful lives:

| | **2005-06** | 2004-05 |
|---|---|---|
| Buildings on freehold land | **40 to 50 years** | 40 to 50 years |
| Leasehold improvements | **Lease term or 10 years** | Lease term or 10 years |
| Plant and equipment | **3 to 10 years** | 3 to 10 years |

The aggregate amount of depreciation and amortisation allocated for each class of asset during the reporting period is disclosed in Note 5C.

**1.19 Intangibles**

The department's intangibles comprise internally developed software and purchased software for internal use. This software is carried at cost.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the department's software are 3 to 10 years (2004-05: 3 to 10 years).

**1.20 Impairment of non-current assets**

All assets were assessed for impairment at 30 June 2006. Where indications for impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the department were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

No indicators of impairment were found for assets at fair value.

**1.21 Inventories**

Inventories held for resale are valued at the lower of cost and net realisable value. Inventories held for distribution are measured at the lower of cost and current replacement cost.

Costs incurred in bringing each item of inventory to its present location and condition are assigned as follows:

- raw materials and stores - purchase cost on a first-in-first-out basis; and
- finished goods and work in progress - cost of direct materials and labour plus attributable costs that are capable of being allocated on a reasonable basis.

Inventories acquired at no cost or nominal consideration are measured at current replacement cost at the date of acquisition.

**1.22 Taxation**

The department is exempt from all forms of taxation except fringe benefits tax (FBT) and the goods and services tax (GST).

Revenues, expenses, assets and liabilities are recognised net of GST:

- except where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- except for receivables and payables.

**1.23 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.

**1.24 Insurance**

The department has insured for risks through the Government's insurable risk managed fund, called 'Comcover'. Workers' compensation is insured through the Government's 'Comcare Australia'.

**1.25 Reporting of administered activities**

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the Schedule of Administered Items and related notes.

Except where otherwise stated below, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Accounting Standards, Accounting Interpretations and UIG Abstracts.

*Administered cash transfers to and from the Official Public Account*

Revenue collected by the department for use by the Government rather than the department is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance and Administration. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the department on behalf of the Government and reported as such in the Statement of Cash Flows and in the Administered Reconciliation Table in Note 22. Thus, the Schedule of Administered Items largely reflects the Government's transactions, through the department, with parties outside the Government.

*Revenue*

All administered revenues are revenues relating to the core operating activities performed by the department on behalf of the Australian Government.

Fees are charged for visa applications and migration applications under the *Migration Act 1958* and in accordance with the *Migration (Visa Application) Charge Act 1997*. Fines are charged for non-compliance with the *Migration Act 1958*. Administered revenue is recorded in accordance with the requirements of the Finance Ministers' Orders. Administered fees are recognised when applications are lodged with the department. Administered fines are recognised in the period in which the breach occurs. Revenue is recognised at its nominal amount due, less any provision for bad or doubtful debts. Collectability of debts is reviewed at balance date. Provisions are made when collection of the debt is judged to be less rather than more likely.

Interest is credited to revenue as it accrues.

*Indemnities*

The maximum amounts payable under indemnities given is disclosed in the Schedule of Administered Items - Contingencies. At the time of completion of the financial statements, there was no reason to believe that the indemnities would be called upon, and no recognition of any liability was therefore required.

*Grants and subsidies*

The department administers a number of grant and subsidy schemes on behalf of the Government.

Grant and subsidy liabilities are recognised to the extent that (i) the services required to be performed by the grantee have been performed or (ii) the grant eligibility criteria have been satisfied, but payments due have not been made. A commitment is recorded when the Government enters into an agreement to make these grants but services have not been performed or criteria satisfied.

*Investments in Commonwealth entities*

Administered investments in controlled entities are not consolidated because their consolidation is relevant only at the Whole of Government level.

Administered investments other than those held for sale are measured at their fair value as at 30 June 2006. Fair value has been taken to be the net assets of the entities as at balance date. For the comparative period, administered investments were measured on the cost basis, adjusted for any subsequent capital injections or withdrawals and for any impairment losses.

The department's investments in Commonwealth entities were transferred by the Administrative Arrangements Order (AAO) of 27 January 2006 to the Families, Community Services and Indigenous Affairs Portfolio.

*Investments in deposits and government securities*

Investments are classified as financial instruments that are "available-for-sale financial assets" under *AASB 139* . The investments are recognised at revalued amounts based on an independent valuation by the Westpac Banking Corporation.

In assessing recoverable amounts of investments the relevant cash flows have not been discounted to their present value.

**1.26 Prior period errors**

An error related to the 2004-05 financial year figures was discovered in 2005-06. This error related to the recognition of detention debts and associated items.

In accordance with AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors,* the department has now restated the affected comparative figures for the 2005-06 financial statements.

The following changes were required to be made:

| | 2004-05 original $'000 | 2004-05 restated $'000 | Movement $'000 |
|---|---|---|---|
| *Profit and Loss* | | | |
| Recovery of detention costs | 32,527 | 46,436 | 13,909 |
| Write-down and impairment of assets | (30,561) | (44,470) | (13,909) |
| Net effect | | | - |

***No net effect on profit and loss.***

| | | | |
|---|---|---|---|
| *Balance Sheet* | | | |
| Other accrued revenue | 77,588 | 92,887 | 15,299 |
| Provision for unrecoverable accrued revenue | (59,180) | (74,479) | (15,299) |
| GST accrued receivable | 6,241 | 7,632 | 1,391 |
| GST accrued payable | (5,390) | (6,781) | (1,391) |
| Net effect | | | - |

***No net effect on balance sheet.***

| | **2004-05** **$'000** | 2003-04 $'000 |
|---|---|---|
| **Note 2 - The impact of the transition to AEIFRS from previous AGAAP** | | |
| **Reconciliation of total equity as presented under previous AGAAP to that under AEIFRS** | | |
| Total equity under previous AGAAP | **311,375** | 217,252 |
| Adjustments to retained earnings: | | |
| Operating leases | **(1,917)** | (452) |
| Intangibles | **(2,492)** | (13,746) |
| 'Makegood' assets | **(3,811)** | 3,460 |
| Adjustments to other reserves: | | |
| Asset Revaluation Reserve | **(7,601)** | (7,601) |
| Total equity translated to AEIFRS | **295,554** | 198,913 |

**Reconciliation of profit or loss as presented under the previous AGAAP to that under AEIFRS**

| | |
|---|---|
| Prior year profit as previously reported | **11,449** |
| Adjustments: | |
| Operating leases | **(1,465)** |
| Depreciation | **3,487** |
| Makegood | **1,005** |
| Prior year profit translated to AEIFRS | **14,476** |

The cash flow statement presented under the previous AGAAP is equivalent to that prepared under AEIFRS.

AEIFRS allows intangible assets to be revalued only where an active market exists. The department has previously revalued intangible assets under AGAAP that are specialised and for which no active market exists. The current carrying value of the revalued component of these assets has therefore been de-recognised.

AEIFRS requires that the recording of assets reflects future estimated restoration costs. Amounts for 'makegood' provisions in existing accommodation leases (operating) have been taken up accordingly.

AEIFRS requires that operating lease expenses are recognised on a straight line basis over the term of the lease, including any future rent increases. The resulting changes upon adoption of AEIFRS have been taken up accordingly.

The operating result has been adjusted as a result of the de-recognition of revalued amounts of intangibles, for which under AGAAP amortisation of these values occurred in 2004-05. This has been partially offset by additional depreciation on 'makegood' assets.

The department has not restated comparatives for financial instruments. The adjustments between AEIFRS and the previous AGAAP have been taken up at 1 July 2005. No adjustments were necessary.

**The impact of the transition to AEIFRS from previous AGAAP (Administered)**

**Reconciliation of total assets administered on behalf of government as presented under previous AGAAP to that under AEIFRS**

No AEIFRS related restatements were required for the administered components of the financial statements.

**Note 3 - Events occurring after reporting date**

No events have occurred after reporting date that would have a significant effect on the 2005-06 financial statements.

| **Note 4 - Income** | **2005-06 $'000** | 2004-05 $'000 |
|---|---|---|
| ***Revenue*** | | |
| **Note 4A - Revenue from government** | | |
| Appropriations for outputs | **1,031,192** | 947,001 |
| **Total revenue from government** | **1,031,192** | 947,001 |
| **Note 4B - Goods and services** | | |
| Provision of goods - external entities | **2,432** | 2,577 |
| Rendering of services - related entities | **15,831** | 9,356 |
| Rendering of services - external entities | **28,173** | 26,549 |
| **Total goods and services** | **46,436** | 38,482 |
| **Note 4C - Other revenue** | | |
| Recovery of costs | **6,725** | 6,492 |
| Online fees revenue | **4,772** | 3,832 |
| Comcover | **1,907** | 809 |
| Other | **1,053** | 933 |
| **Total other revenue** | **14,457** | 12,066 |
| ***Gains*** | | |
| **Note 4D - Reversal of previous asset write-downs** | | |
| Write back of debtors | **1,052** | 697 |
| Write back of non-current assets | **2,778** | 200 |
| **Total reversal of previous asset write-downs** | **3,830** | 897 |
| **Note 4E - Net gains / (losses) from sale of assets** | | |
| Land and buildings: | | |
| Proceeds from sale of assets | **-** | 39 |
| Net book value of assets disposed | **(1)** | (26) |
| Selling expenses | **-** | - |
| ***Net gain / (loss) from sale of land and buildings*** | **(1)** | 13 |
| Infrastructure, plant and equipment: | | |
| Proceeds from sale of assets | **88** | 353 |
| Net book value of assets disposed | **(163)** | (1,157) |
| Selling expenses | **-** | - |
| ***Net gain / (loss) from sale of infrastructure, plant and equipment*** | **(75)** | (804) |
| Total proceeds from sale of assets | **88** | 392 |
| Total value of assets sold and selling expenses | **(164)** | (1,183) |
| **Total net gain / (loss) from sale of assets** | **(76)** | (791) |
| **Note 4F - Other gains** | | |
| Resources received free of charge | **1,108** | 970 |
| **Total other gains** | **1,108** | 970 |

The following resources received free of charge were not included in the aggregate amounts in relation to revenue shown in the Income Statement as they could not be reliably measured:

- *Australian Customs Service* - provision of services of immigration checks on crew and passengers entering Australia, and the provision of flight services within the Torres Strait region;
- *Office of Parliamentary Counsel* - legal services for legislative drafting; and
- *Local Government Bodies* - facilitation and conduct of Australian Citizenship ceremonies.

| **Note 5 - Operating expenses** | **2005-06 $'000** | 2004-05 $'000 |
|---|---|---|
| **Note 5A - Employees** | | |
| Wages and salaries | **317,788** | 273,538 |
| Superannuation | **58,319** | 52,889 |
| Leave and other entitlements | **57,091** | 58,574 |
| Separation and redundancies | **3,814** | 2,874 |
| Other employee expenses | **20,912** | 20,329 |
| **Total employees** | **457,924** | 408,204 |
| **Note 5B - Suppliers** | | |
| Provision of goods - external entities | **17,946** | 13,826 |
| Rendering of services - related entities | **36,682** | 36,086 |
| Rendering of services - external entities | **480,413** | 392,052 |
| Operating lease rentals | **72,465** | 66,809 |
| Workers' compensation premiums | **4,670** | 6,428 |
| **Total suppliers** | **612,176** | 515,201 |
| **Note 5C - Depreciation and amortisation** | | |
| *Depreciation* | | |
| Buildings | **1,475** | 2,127 |
| Leasehold improvements | **20,237** | 18,787 |
| Infrastructure, plant and equipment | **10,411** | 8,444 |
| ***Total depreciation*** | **32,123** | 29,358 |
| *Amortisation* | | |
| Assets held under finance lease | **6,347** | 4,065 |
| Intangibles - computer software | **11,068** | 9,804 |
| ***Total amortisation*** | **17,415** | 13,869 |
| **Total depreciation and amortisation** | **49,538** | 43,227 |
| **Note 5D - Finance costs** | | |
| Finance leases | **762** | 965 |
| Makegood | **308** | 155 |
| **Total finance costs** | **1,070** | 1,120 |
| **Note 5E - Write-down and impairment of assets** | | |
| **Financial assets** | | |
| Bad and doubtful debts expense | **13,759** | 10,335 |
| **Non-financial assets** | | |
| Land and buildings | **338** | 5,407 |
| Infrastructure, plant and equipment | **556** | 721 |
| Intangibles | **1,127** | - |
| **Total write-down and impairment of assets** | **15,780** | 16,463 |

| | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|
| **Note 6 - Financial assets** | | |
| **Note 6A - Cash** | | |
| Cash at bank and on hand | **12,199** | 16,306 |
| **Total cash** | **12,199** | 16,306 |
| **Note 6B - Receivables** | | |
| Goods and services | **18,791** | 19,531 |
| *Less:* Provision for doubtful debts | **(10,808)** | (8,635) |
| Loans | **-** | 1,397 |
| *Less:* Provision for doubtful debts | **-** | (1,397) |
| GST accrued receivable | **5,510** | 4,385 |
| GST from ATO | **6,266** | 10,406 |
| Appropriations | **95,100** | 150,563 |
| **Total receivables (net)** | **114,859** | 176,250 |
| All receivables are current assets. | | |
| Receivables (gross) are aged as follows: | | |
| Not overdue | **111,269** | 168,793 |
| Overdue by: | | |
| less than 30 days | **2,225** | 2,748 |
| 30 to 60 days | **1,084** | 3,132 |
| 61 to 90 days | **965** | 1,420 |
| more than 90 days | **10,124** | 10,189 |
| **Total receivables (gross)** | **125,667** | 186,282 |
| The provision for doubtful debts is aged as follows: | | |
| Not overdue | **1,615** | - |
| Overdue by: | | |
| less than 30 days | **1,367** | 1,474 |
| 30 to 60 days | **660** | 1,681 |
| 61 to 90 days | **675** | 762 |
| more than 90 days | **6,491** | 6,115 |
| **Total provision for doubtful debts** | **10,808** | 10,032 |
| **Note 7 - Non-financial assets** | | |
| **Note 7A - Land and buildings** | | |
| **Freehold land** | | |
| Freehold land at fair value | **42,546** | 51,495 |
| ***Total land*** | **42,546** | 51,495 |
| **Buildings on freehold land** | | |
| Buildings at fair value | **37,458** | 58,912 |
| Less: accumulated depreciation | **(3,423)** | (3,509) |
| ***Total buildings on freehold land*** | **34,035** | 55,403 |
| **Leasehold improvements** | | |
| Leasehold improvements at fair value | **142,963** | 152,474 |
| Less: accumulated depreciation | **(52,751)** | (45,560) |
| | **90,212** | 106,914 |
| Work in progress - at cost | **41,846** | 6,049 |
| ***Total leasehold improvements*** | **132,058** | 112,963 |
| **Total land and buildings** | **208,639** | 219,861 |

| | **2005-06** | 2004-05 |
|---|---|---|
| | **$'000** | $'000 |
| **Note 7B - Infrastructure, plant and equipment** | | |
| Infrastructure, plant and equipment at fair value | **104,628** | 89,098 |
| Less: accumulated depreciation | **(37,205)** | (26,708) |
| | **67,423** | 62,390 |
| Work in progress - at cost | **233** | 1,018 |
| **Total infrastructure, plant and equipment** | **67,656** | 63,408 |

All valuations are independent and are conducted in accordance with the revaluation policy stated at Note 1.18. Revaluations of all asset classes excluding intangibles were conducted during 2003-04.

A revaluation increment of $24,943,038 was made to the asset revaluation reserve in 2003-04 in relation to the revaluation of land, buildings, infrastructure, plant and equipment. This valuation was carried out by Mr Gregory Rowe and Mr Benjamin Player on behalf of PRP Valuers and Consultants as at 1 July 2003.

No valuations were conducted in 2004-05 or 2005-06.

| | | |
|---|---|---|
| **Note 7C - Intangibles** | | |
| Work in progress - at cost | **26,951** | 9,226 |
| Purchased software at cost | **9,242** | 7,379 |
| Less: accumulated amortisation | **(7,333)** | (6,661) |
| | **1,909** | 718 |
| Internally developed software at cost | **75,546** | 71,488 |
| Less: accumulated amortisation | **(42,224)** | (34,848) |
| | **33,322** | 36,640 |
| **Total intangibles** | **62,182** | 46,584 |

**Note 7D - Analysis of property, plant, equipment and intangibles**

| TABLE A - Reconciliation of the opening and closing balances of property, plant and equipment | | | | | | |
|---|---|---|---|---|---|---|
| **Item** | **Land** | **Buildings on Freehold Land** | **Buildings - Leasehold Improvements** | **Total land & buildings** | **Total infrastructure, plant & equipment** | **Total** |
| | **$'000** | **$'000** | **$'000** | **$'000** | **$'000** | **$'000** |
| **As at 1 July 2005** | | | | | | |
| Gross book value | 51,495 | 58,912 | 158,523 | 268,930 | 90,116 | **359,046** |
| Accumulated depreciation/amortisation | - | (3,509) | (45,560) | (49,069) | (26,708) | **(75,777)** |
| **Opening net book value** | 51,495 | 55,403 | 112,963 | 219,861 | 63,408 | **283,269** |
| Additions | | | | | | |
| by purchase | - | 17 | 45,946 | 45,963 | 23,611 | **69,574** |
| from acquisition of operations | - | - | - | - | - | **-** |
| Revaluations and impairments through equity | - | - | - | - | - | **-** |
| Depreciation/amortisation expense | - | (1,475) | (20,237) | (21,712) | (16,758) | **(38,470)** |
| Recoverable amount write-downs | (138) | (143) | (57) | (338) | (556) | **(894)** |
| Disposals | | | | | | |
| from disposal of operations (incl restructuring) | (8,811) | (18,719) | (7,100) | (34,630) | (4,939) | **(39,569)** |
| other disposals | - | - | - | - | (164) | **(164)** |
| Other movements | | | | | | |
| write back of assets previously expensed | - | - | - | - | 2,778 | **2,778** |
| other movements | - | (1,048) | 543 | (505) | 276 | **(229)** |
| **As at 30 June 2006** | | | | | | |
| Gross book value | 42,546 | 37,458 | 184,809 | 264,813 | 104,861 | **369,674** |
| Accumulated depreciation/amortisation | - | (3,423) | (52,751) | (56,174) | (37,205) | **(93,379)** |
| **Closing net book value** | 42,546 | 34,035 | 132,058 | 208,639 | 67,656 | **276,295** |

Net assets transferred in/out, in the table above, comprises:

- Acquisitions through acquisition of operations - all due to administrative arrangements - net assets nil (2004-05: $39,767,410)
- Disposals from disposal of operations - all due to administrative arrangements - net assets $39,568,874 (2004-05: nil)

**Note 7D - Analysis of property, plant, equipment and intangibles**

| TABLE B - Property, plant and equipment held under finance lease | | | | | | |
|---|---|---|---|---|---|---|
| **Item** | **Land** | **Buildings on Freehold Land** | **Buildings - Leasehold Improvements** | **Total land & buildings** | **Total infrastructure, plant & equipment** | **Total** |
| | **$'000** | **$'000** | **$'000** | **$'000** | **$'000** | **$'000** |
| **As at 30 June 2005** | | | | | | |
| Gross value | | | | | 24,202 | **24,202** |
| Accumulated depreciation/amortisation | | | | | (9,021) | **(9,021)** |
| **Closing net book value** | - | - | - | - | 15,181 | **15,181** |
| Additions | | | | | | |
| by purchase | - | - | - | - | 19,643 | **19,643** |
| Revaluations and impairments through equity | - | - | - | - | - | **-** |
| Depreciation/amortisation expense | - | - | - | - | (6,347) | **(6,347)** |
| Recoverable amount write-downs | - | - | - | - | - | **-** |
| Disposals | | | | | | |
| from disposal of operations (incl restructuring) | - | - | - | - | - | **-** |
| other disposals | - | - | - | - | (96) | **(96)** |
| Other movements | | | | | | |
| write back of assets previously expensed | - | - | - | - | - | **-** |
| **As at 30 June 2006** | | | | | | |
| Gross book value | - | - | - | - | 43,178 | **43,178** |
| Accumulated depreciation/amortisation | - | - | - | - | (14,797) | **(14,797)** |
| **Closing net book value** | - | - | - | - | 28,381 | **28,381** |

Table B is a subset of information contained in Table A.

| TABLE C - Property, plant and equipment under construction | | | | | | |
|---|---|---|---|---|---|---|
| **Item** | **Land** | **Buildings on Freehold Land** | **Buildings - Leasehold Improvements** | **Total land & buildings** | **Total infrastructure, plant & equipment** | **Total** |
| | **$'000** | **$'000** | **$'000** | **$'000** | **$'000** | **$'000** |
| | | | | | | |
| **Carrying amount as at 30 June 2006** | - | - | 41,846 | 41,846 | 232 | **42,078** |
| | | | | | | |
| **Carrying amount as at 30 June 2005** | - | - | 6,049 | 6,049 | 1,018 | **7,067** |

Table C is a subset of information contained in Table A.

**Note 7D - Analysis of property, plant, equipment and intangibles**

| TABLE D - Reconciliation of the opening and closing balances of intangibles | | | |
|---|---|---|---|
| **Item** | **Computer Software Internally developed** | **Computer Software purchased** | **Total Intangibles** |
| | **$'000** | **$'000** | **$'000** |
| **As at 1 July 2005** | | | |
| Gross book value | 80,714 | 7,379 | **88,093** |
| Accumulated depreciation/amortisation | (34,848) | (6,661) | **(41,509)** |
| **Opening net book value** | 45,866 | 718 | **46,584** |
| Additions | | | |
| by purchase | 27,731 | 2,200 | **29,931** |
| from acquisition of operations | - | - | **-** |
| Revaluations and impairments through equity | - | - | **-** |
| Depreciation/amortisation expense | (10,456) | (612) | **(11,068)** |
| Recoverable amount write-downs | (1,127) | - | **(1,127)** |
| Disposals | | | |
| from disposal of operations (incl restructuring) | (2,130) | - | **(2,130)** |
| other disposals | - | - | **-** |
| Other movements | | | |
| write back of assets previously expensed | - | - | **-** |
| other movements | 390 | (398) | **(8)** |
| **As at 30 June 2006** | | | |
| Gross book value | 102,498 | 9,241 | **111,739** |
| Accumulated depreciation/amortisation | (42,224) | (7,333) | **(49,557)** |
| **Closing net book value** | 60,274 | 1,908 | **62,182** |

Net assets transferred in/out, in the table above, comprises:

- Acquisitions through acquisition of operations - all due to administrative arrangements - net assets nil (2004-05: $933,038)
- Disposals from disposal of operations - all due to administrative arrangements - net assets $2,130,469 (2004-05: nil)

**Note 7D - Analysis of property, plant, equipment and intangibles**

| TABLE E - Intangibles under construction | | | |
|---|---|---|---|
| **Item** | **Computer Software Internally developed** | **Computer Software purchased** | **Total Intangibles** |
| | **$'000** | **$'000** | **$'000** |
| | | | |
| **Carrying amount as at 30 June 2006** | 26,692 | 259 | 26,951 |
| | | | |
| **Carrying amount as at 30 June 2005** | 8,778 | 924 | 9,702 |

Table E is a subset of information contained in Table D.

| | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|
| **Note 7E - Inventories** | | |
| Inventories held for distribution | **-** | 63 |
| **Total inventories** | **-** | 63 |

All departmental inventories are current assets.

| | | |
|---|---|---|
| **Note 7F - Other non-financial assets** | | |
| Prepayments | **14,651** | 11,517 |
| Property bonds | **930** | 1,912 |
| Comcare receivable | **206** | 169 |
| Education bonds | **119** | 178 |
| Leasehold rights | **545** | 1,313 |
| **Total other non-financial assets** | **16,451** | 15,089 |

All other non-financial assets are current assets.

**Note 8 - Interest bearing liabilities**

| | | |
|---|---|---|
| **Note 8A - Lease incentives** | | |
| Lease incentives | **9,181** | 9,781 |
| **Total lease incentives** | **9,181** | 9,781 |
| Lease incentives are represented by: | | |
| Current | **1,010** | 960 |
| Non-current | **8,171** | 8,821 |
| **Total lease incentives** | **9,181** | 9,781 |
| **Note 8B - Leases** | | |
| Finance lease liabilities | | |
| Payable: | | |
| Within one year | **16,550** | 4,943 |
| In one to five years | **13,606** | 9,520 |
| Minimum lease payments | **30,156** | 14,463 |
| *Deduct:* future finance charges | **(2,159)** | (1,123) |
| **Net lease liability** | **27,997** | 13,340 |
| Leases are represented by: | | |
| Current | **15,183** | 4,700 |
| Non-current | **12,814** | 8,640 |
| **Net lease liability** | **27,997** | 13,340 |

Finance leases exist in relation to certain IT and communications equipment assets and are non-cancellable. The department guarantees the residual values of all assets leased. There are no contingent rentals.

**Note 9 - Provisions**

| | | |
|---|---|---|
| **Note 9A - Employee provisions** | | |
| Salaries and wages | **2,874** | 1,609 |
| Leave | **112,445** | 112,375 |
| Superannuation | **446** | 234 |
| Separation and redundancies | **1,385** | 2,078 |
| Locally engaged staff resignation benefits | **2,566** | 2,450 |
| **Total employee provisions** | **119,716** | 118,746 |
| Employee provisions are represented by: | | |
| Current | **98,213** | 101,657 |
| Non-current | **21,503** | 17,089 |
| **Total employee provisions** | **119,716** | 118,746 |

The department had pension schemes for locally engaged staff at posts in London, Dublin and New Delhi in 2004-05. These schemes were not recognised in the financial statements. The Minister for Finance and Administration approved the reclassification of these funds as administered from 1 July 2005, and as such, these schemes are disclosed in the administered accounts of the Department of Foreign Affairs and Trade from that date.
Figures disclosed below as accrued and vested benefits were based on the latest actuarial reports. For 2004-05, these dates were: London 30 June 2005; Dublin 30 May 2005; and New Delhi 31 March 2005. Actuarial reviews were conducted on a triennial basis. The figures for net market values of plan assets were obtained from the most recent financial reports of the schemes. For 2004-05, these dates were: London 30 June 2005; Dublin 30 May 2005 and New Delhi 31 March 2005.

| | **2005-06** | 2004-05 |
|---|---|---|
| | **$'000** | $'000 |
| Accrued benefits | **-** | 6,722 |
| Net market value of plan assets | **-** | 5,784 |
| Net assets | **-** | (938) |
| Vested benefits | **-** | 5,999 |

| | | |
|---|---|---|
| **Note 9B - Other provisions** | | |
| Provision for operating leases | **4,033** | 1,917 |
| Provision for makegood | **8,603** | 7,795 |
| **Total other provisions** | **12,636** | 9,712 |

| | |
|---|---|
| **Carrying amount at the beginning of the period** | **9,712** |
| Additional provisions made | **3,397** |
| Unused provisions reversed | **(556)** |
| Remeasurement of provisions | **(225)** |
| Unwinding of discount | **308** |
| **Amount owing at the end of the period** | **12,636** |

The department currently has approximately one hundred agreements for the leasing of premises which have provisions requiring the department to restore the premises to their original condition at the conclusion of the lease. The department has made a provision to reflect the present value of this obligation.

| | | |
|---|---|---|
| **Note 10 - Suppliers** | | |
| Trade creditors | **88,766** | 78,500 |
| Operating lease rentals | **341** | 3 |
| **Total suppliers payable** | **89,107** | 78,503 |

All suppliers payable are current.

| | **2005-06** **$'000** | 2004-05 $'000 |
|---|---|---|
| **Note 11: Restructure** | | |
| **Note 11A - Departmental restructure** | | |
| 1. Programs Previously Administered by Aboriginal and Torres Strait Islander Services | | |
| As a result of a restructuring of administrative arrangements, the department assumed administrative responsibility on 1 July 2004 for the following programs which were previously administered by Aboriginal and Torres Strait Islander Services (ATSIS): | | |
| • Native Title and Land Rights | | |
| • Repatriation | | |
| • Indigenous Rights | | |
| • International Issues | | |
| • Torres Strait Islanders on the Mainland | | |
| • Public Information | | |
| • Community Participation Agreements | | |
| • Indigenous Women | | |
| • Planning and Partnership Development | | |
| In respect of the programs assumed, the net book value of departmental liabilities transferred to the Department for no consideration and recognised as at the date of transfer were: | | |
| Total liabilities recognised | - | (5,757) |
| ***Net liabilities assumed*** | - | (5,757) |
| 2. Closure of the Aboriginal and Torres Strait Islander Commission | | |
| The Aboriginal and Torres Strait Islander Commission (ATSIC) ceased its operations through the passage of the *ATSIC Amendment Act 2005*. With effect from 24 March 2005, the department assumed control of: | | |
| • ATSIC's residual assets and liabilities as defined in the Amendment Act | | |
| • The Condah Land Account (a Special Account) | | |
| • The Framlingham Forest Account (a Special Account) | | |
| • The Aboriginal Advancement Account (a Special Account) | | |
| • The Other Trust Monies Account (a Special Account) | | |
| • The Services for Other Government and Non-Agency Bodies Account (a Special Account) | | |
| The net book value of departmental assets and liabilities transferred to the department for no consideration and recognised as at the date of transfer were: | | |
| Total assets recognised | - | 65,309 |
| Total liabilities recognised | - | (2,277) |
| ***Net assets assumed*** | - | 63,032 |

| | **2005-06 $'000** | 2004-05 $'000 |
|---|---|---|

3. Closure of Aboriginal and Torres Strait Islander Services

From 1 July 2004 to 23 March 2005, ATSIS continued as an executive agency and provided support to ATSIC. The continuation of ATSIS enabled the ongoing use of ATSIC assets by the Commonwealth pending the passing of the *Aboriginal and Torres Strait Islander Commission Amendment Bill 2005* into legislation.

With the passing of the Act, ongoing support for ATSIC was no longer required and the assets of ATSIC were transferred to other Commonwealth agencies. All remaining staff of ATSIS were transferred to other Commonwealth agencies. As a result, there was no ongoing need to retain ATSIS as an executive agency. ATSIS was therefore abolished and the Financial Management and Accountability Act de-prescribed on 1 July 2005.
Residual assets and liabilities of ATSIS transferred to the department were:

| | | |
|---|---|---|
| Total assets recognised | **3,830** | - |
| Total liabilities recognised | **(1,520)** | - |
| ***Net assets assumed*** | **2,310** | - |
| **Total net assets assumed in restructures** | **2,310** | 57,275 |

4. Transfer of Indigenous Affairs function to FACSIA

As a result of a restructuring of administrative arrangements, the department relinquished administrative responsibility on 27 January 2006 for the Indigenous Affairs function to the Department of Families, Community Services and Indigenous Affairs (FACSIA). The department relinquished control of:

- Indigenous Affairs Litigation
- Indigenous Women
- Native Title and Land Rights
- Public Information
- Reconciliation Place - completion of stage three
- Repatriation
- Shared Responsibility Agreements Implementation Assistance

The net book value of departmental assets and liabilities transferred to FACSIA for no consideration and recognised as at the date of transfer were:

| | | |
|---|---|---|
| Total assets relinquished | **(73,835)** | - |
| Total liabilities relinquished | **12,127** | - |
| ***Net assets relinquished*** | **(61,708)** | - |
| **Total net assets relinquished in restructures** | **(61,708)** | - |

| | **2005-06** | 2004-05 |
|---|---|---|
| | **$'000** | $'000 |
| **Note 12 - Cash flow reconciliation** | | |
| **Reconciliation of cash per Income Statement to Statement of Cash Flows** | | |
| Cash at year end per Statement of Cash Flows | **12,199** | 16,306 |
| Statement of Balance Sheet items comprising above cash: Financial Asset - Cash | **12,199** | 16,306 |
| | | |
| **Reconciliation of net surplus / (deficit) to net cash from operating activities:** | | |
| Net Surplus / (deficit) | **(39,539)** | 14,476 |
| Depreciation / amortisation | **49,538** | 43,227 |
| (Gain) / loss on sale of non-current assets | **76** | 791 |
| Write-down of assets | **2,021** | 5,402 |
| Assets recognised for the first time | **(2,778)** | (200) |
| Increase / (decrease) in net assets - transfers of assets | **-** | (166) |
| Restructure | **(20,599)** | (9,451) |
| *Change in assets and liabilities* | | |
| (Increase) / decrease in receivables | **68,408** | (71,680) |
| (Increase) / decrease in accrued revenue | **57** | 12,533 |
| (Increase) / decrease in inventories | **63** | 6 |
| (Increase) / decrease in other non-financial assets | **(1,362)** | (4,089) |
| Increase / (decrease) in lease incentives | **(600)** | 1,444 |
| Increase / (decrease) in employee provisions | **970** | 18,266 |
| Increase / (decrease) in other provisions | **2,116** | 460 |
| Increase / (decrease) in payables | **10,486** | 3,749 |
| **Net cash from / (used by) operating activities** | **68,857** | 14,768 |

**Note 13 - Contingent liabilities and assets**

*Quantifiable contingencies*

The schedule of contingencies reports net contingent liabilities in respect of claims for damages/costs and offshore contingencies of $6,041,000 (2005: $5,411,043). The amount represents an estimate of the department's liability based on precedent cases. The department is defending the claims.

*Unquantifiable contingencies*

As at 30 June 2006, the department had a number of legal claims against it. The department has denied liability in the majority of cases and is defending the claims. It is not possible to estimate the amounts of any eventual payments that may be required in relation to these claims.

Approximately 240 cases involving immigration detention matters have been referred to the Commonwealth and Immigration Ombudsman. These matters are still under investigation by the Ombudsman and at this time the department cannot predict whether any claims will arise from these cases or the amounts of any eventual payments that may be required.

Two high profile matters have been referred to the department's insurer (Comcover). These relate to one matter where a claim has been made against the department by the individual concerned and in the other matter, the individual concerned has foreshadowed their intention to make a claim.

*Remote contingencies*

As at 30 June 2006, the department had a number of legal claims against it. It is considered unlikely that the department will have to bear these costs. The net potential liability is $860,000 (2005: $1,810,000).

As at 30 June 2006, the department had also provided indemnities to a number of organisations. For five contracts where liability is limited, the potential liability is $69,662,500 (2005: 5 contracts and $118,116,000). One contract provides for unlimited indemnities (2005: 1 contract). It is considered unlikely that the department will have to bear any of these costs.

| **Note 14 - Executive remuneration** | **2005-06** | 2004-05 |
|---|---|---|
| The number of executives who received or were due to receive total remuneration of $130,000 or more: | | |
| $130,000 to $144,999 * | **6** | 6 |
| $145,000 to $159,999 * | **8** | 6 |
| $160,000 to $174,999 | **16** | 13 |
| $175,000 to $189,999 | **23** | 16 |
| $190,000 to $204,999 | **15** | 11 |
| $205,000 to $219,999 | **9** | 6 |
| $220,000 to $234,999 * | **5** | 3 |
| $235,000 to $249,999 * | **5** | 3 |
| $250,000 to $264,999 | **2** | 1 |
| $265,000 to $279,999 | **3** | 2 |
| $280,000 to $294,999 | **1** | - |
| $295,000 to $309,999 | **1** | 1 |
| $325,000 to $339,999 | **1** | - |
| $355,000 to $369,999 | **-** | 1 |
| $370,000 to $384,999 | **-** | 1 |
| $400,000 to $414,999 | **-** | 1 |
| $475,000 to $489,999 * | **1** | - |
| The aggregate amount of total remuneration of executives shown above | **$18,810,120** | $13,952,943 |

* In accordance with applicable accounting principles these figures include the increase in value of leave entitlements as a result of promotions within the current reporting period.

| | | |
|---|---|---|
| The aggregate amount of separation and redundancy/termination payments during the year to executives shown above | **$243,113** | $312,257 |

| **Note 15 - Remuneration of auditors** | | |
|---|---|---|
| Financial statement audit services are provided free of charge to the department. The fair value of the audit services provided was: | **$665,000** | $665,000 |

No other services were provided by the Auditor-General.

| **Note 16 - Average staffing levels** | | |
|---|---|---|
| The average staffing levels for the department during the year were: | **6,473** | 5,806 |

**Note 17 - Financial instruments**

**Note 17A - Interest rate risk**

| Financial instrument | Notes | Floating interest rate | | Fixed interest rate: 1 year or less | | Fixed interest rate: 1 to 5 years | | Fixed interest rate: > 5 years | | Non-interest bearing | | Total | | Weighted average effective interest rate | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 |
| | | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **%** | % |
| **Financial assets** | | | | | | | | | | | | | | | |
| Cash | 6A | | | | | | | | | **12,199** | 16,306 | **12,199** | 16,306 | **n/a** | n/a |
| Appropriations receivable | 6B | | | | | | | | | **95,100** | 150,563 | **95,100** | 150,563 | **n/a** | n/a |
| Goods and services receivable | 6B | | | | | | | | | **18,791** | 19,531 | **18,791** | 19,531 | **n/a** | n/a |
| Loans receivable | 6B | | | | 1,397 | | | | | | | **-** | 1,397 | **n/a** | 6.6 |
| Accrued revenue | | | | | | | | | | **1,587** | 1,644 | **1,587** | 1,644 | **n/a** | n/a |
| **Total** | | | | | 1,397 | | | | | **127,677** | 188,044 | **127,677** | 189,441 | | |
| **Total assets** | | | | | | | | | | | | **483,573** | 539,205 | | |
| **Financial liabilities** | | | | | | | | | | | | | | | |
| Finance lease liabilities | 8B | | | **15,183** | 4,700 | **12,814** | 8,640 | | | | | **27,997** | 13,340 | **5.71** | 5.84 |
| Operating lease creditors | 10 | | | | | | | | | **341** | 3 | **341** | 3 | **n/a** | n/a |
| Trade creditors | 10 | | | | | | | | | **88,766** | 78,500 | **88,766** | 78,500 | **n/a** | n/a |
| **Total** | | | | **15,183** | 4,700 | **12,814** | 8,640 | | | **89,107** | 78,503 | **117,103** | 91,843 | | |
| **Total liabilities** | | | | | | | | | | | | **258,637** | 243,651 | | |
| **Unrecognised indemnities** | 13 | | | | | | | | | **69,663** | 118,116 | **69,663** | 118,116 | **n/a** | n/a |

**Note 17B - Net fair values of financial assets and liabilities**

| | Notes | 2005-06 | | 2004-05 | |
|---|---|---|---|---|---|
| | | **Total carrying amount** | **Aggregate net fair value** | Total carrying amount | Aggregate net fair value |
| **Departmental** | | **$'000** | **$'000** | $'000 | $'000 |
| **Financial assets** | | | | | |
| Cash at bank | 6A | **12,199** | **12,199** | 16,306 | 16,306 |
| Goods and services receivable (net) | 6B | **7,983** | **7,983** | 10,896 | 10,896 |
| Accrued revenue | 6B | **1,587** | **1,587** | 1,644 | 1,644 |
| Appropriations receivable | 6B | **95,100** | **95,100** | 150,563 | 150,563 |
| **Total financial assets** | | **116,869** | **116,869** | 179,409 | 179,409 |
| **Financial liabilities (recognised)** | | | | | |
| Finance lease liabilities | 8B | **27,997** | **27,997** | 13,340 | 13,340 |
| Operating lease rentals | 10 | **341** | **341** | 3 | 3 |
| Trade creditors | 10 | **88,766** | **88,766** | 78,500 | 78,500 |
| **Total financial liabilities (recognised)** | | **117,104** | **117,104** | 91,843 | 91,843 |
| **Financial liabilities (unrecognised)** | | | | | |
| Indemnities | 13 | **69,663** | - | 118,116 | **-** |

**Financial assets**

The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.

**Financial liabilities**

The net fair values of finance lease liabilities are based on discounted cash flows using current interest rates for liabilities with similar risk profiles.

The net fair values for trade creditors are short-term in nature, and are approximated by their carrying amounts.

**Indemnities**

At the time of completion of the financial statements, there was no reason to believe that the indemnities would be called upon, and recognition of the liability was therefore not required. The net fair value of the indemnities given is taken to be nil as the likelihood of any of them being called upon is regarded as remote.

**Note 17C - Credit risk exposures**

The department's maximum exposures to credit risk at reporting date in relation to each class of recognised financial asset is the carrying amount of those assets as indicated in the Balance Sheet.

The department has no significant exposures to any concentrations of credit risk.

This note also applies to the department's administered financial instruments and is therefore not reproduced at Note 26.

| **Note 18 - Income administered on behalf of government** | **2005-06** | 2004-05 |
|---|---|---|
| | **$'000** | $'000 |
| ***Non-taxation revenue*** | | |
| **Note 18A - Fees and charges** | | |
| Visa application charges | **468,788** | 408,571 |
| Citizenship charges | **13,653** | 12,200 |
| Other fees and charges | **5,616** | 4,743 |
| **Total fees and charges** | **488,057** | 425,514 |
| | | |
| **Note 18B - Goods and services** | | |
| **Sale of goods and services - external entities** | | |
| Adult Migrant English Program | **14,681** | 9,800 |
| OAA Accommodation Program | **182** | 273 |
| **Total sales of goods and services - external entities** | **14,863** | 10,073 |
| | | |
| **Note 18C - Interest** | | |
| Cash | **494** | 1,239 |
| Deposits | **54,897** | 23,531 |
| **Total Interest** | **55,391** | 24,770 |
| | | |
| ***Gains*** | | |
| **Note 18D - Net gain / (loss) from sale of assets** | | |
| Deposits and government securities | | |
| Proceeds from sale of assets | **338,414** | 271,889 |
| Net book value of assets disposed | **(336,694)** | (275,577) |
| **Net gain / (loss) from sale of assets** | **1,720** | (3,688) |
| | | |
| **Note 19 - Expenses administered on behalf of government** | | |
| **Note 19A - Grants** | | |
| Private sector - non-profit entities | **104,254** | 384,087 |
| **Total grants** | **104,254** | 384,087 |
| | | |
| **Note 19B - Subsidies** | | |
| Subsidies to NAATI, IOM, IGC and joint Commonwealth and State research programs | **7,244** | 12,693 |
| **Total subsidies** | **7,244** | 12,693 |
| | | |
| **Note 19C - Payments to special accounts** | | |
| Payments to special accounts | **-** | 46,580 |
| **Total payments to special accounts** | **-** | 46,580 |
| | | |
| **Note 19D - Personal benefits** | | |
| Direct | **234** | 3,167 |
| Indirect | **3,648** | 3,048 |
| State payment - refugee minors | **1,532** | 1,215 |
| **Total personal benefits** | **5,414** | 7,430 |
| | | |
| **Note 19E - Employees** | | |
| Wages and salaries | **350** | 379 |
| Superannuation | **59** | 38 |
| **Total employees** | **409** | 417 |

| | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|
| **Note 19F - Suppliers** | | |
| **Rendering of services - external entities** | | |
| Adult Migrant English Program | **139,868** | 118,255 |
| Legal costs for indigenous affairs and reconciliation | **296** | 3,320 |
| Migration agents payments | **4,359** | 3,011 |
| Refugee maintenance, accommodation and humanitarian payments | **8,710** | 11,931 |
| Offshore Management of Asylum Seekers | **27,865** | 35,446 |
| Other | **6,737** | 7,460 |
| **Total suppliers** | **187,835** | 179,423 |
| | | |
| **Note 19G - Write-down and impairment of assets** | | |
| **Financial assets** | | |
| Receivables | **30,980** | 44,133 |
| Waived debts | **1,581** | 333 |
| Losses | **3** | 4 |
| **Total write-down and impairment of assets** | **32,564** | 44,470 |
| | | |
| **Note 20 - Assets administered on behalf of government** | | |
| ***Financial assets*** | | |
| **Note 20A - Cash** | | |
| Administered bank account - DIMA | **6,302** | 4,140 |
| Special accounts | **-** | 47,745 |
| **Total cash** | **6,302** | 51,885 |
| | | |
| **Note 20B - Receivables** | | |
| Immigration fees and charges | **1,691** | 1,463 |
| *Less :* provision for doubtful debts | **(629)** | - |
| Goods and services | **121** | 375 |
| *Less :* provision for doubtful debts | **(41)** | (164) |
| Detainee debts | **7,751** | 5,838 |
| *Less:* provision for doubtful debts | **(7,364)** | (5,838) |
| GST accrued receivable | **5,300** | 7,632 |
| GST receivable from ATO | **2,337** | 4,597 |
| **Total receivables (net)** | **9,166** | 13,903 |
| Receivables (gross) are aged as follows: | | |
| Not overdue | **9,265** | 13,117 |
| Overdue by: | | |
| less than 30 days | **2,490** | 2,022 |
| 30 to 60 days | **837** | 655 |
| 61 to 90 days | **281** | 676 |
| more than 90 days | **4,327** | 3,435 |
| **Total receivables (gross)** | **17,200** | 19,905 |
| | | |
| The provision for doubtful debts is aged as follows: | | |
| Not overdue | **1,502** | 694 |
| Overdue by: | | |
| less than 30 days | **2,272** | 1,581 |
| 30 to 60 days | **644** | 512 |
| 61 to 90 days | **134** | 529 |
| more than 90 days | **3,482** | 2,686 |
| **Total provision for doubtful debts** | **8,034** | 6,002 |

| | 2005-06 $'000 | 2004-05 $'000 |
|---|---|---|
| **Note 20C - Accrued revenues** | | |
| Accrued interest | **-** | 20,630 |
| Other accrued revenue | **57,856** | 92,887 |
| Provision for unrecoverable accrued revenue | **(44,954)** | (74,479) |
| **Total accrued revenues** | **12,902** | 39,038 |
| | | |
| **Note 20D - Investments in commonwealth entities** | | |
| Commonwealth Authorities | | |
| - Anindilyakwa Land Council | **-** | 159 |
| - Central Land Council | **-** | 5,074 |
| - Indigenous Land Corporation | **-** | 72,696 |
| - Northern Land Council | **-** | 851 |
| - Tiwi Land Council | **-** | (47) |
| - Torres Strait Regional Authority | **-** | 15,903 |
| **Total investments in Commonwealth entities** | **-** | 94,636 |
| | | |
| **Note 20E - Investments in deposits and government securities** | | |
| Deposits | **-** | 1,168,033 |
| Government securities | **-** | 399,807 |
| **Total investments in deposits and government securities** | **-** | 1,567,840 |

As a result of the AAO of 27 January 2006, the above investments were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

| | | |
|---|---|---|
| **Note 21 - Liabilities administered on behalf of government** | | |
| **Note 21A - Suppliers** | | |
| Trade creditors | **26,945** | 15,922 |
| **Total suppliers** | **26,945** | 15,922 |
| | | |
| **Note 21B - Grants** | | |
| Grants to non-profit entities | **-** | 21,058 |
| **Total grants** | **-** | 21,058 |
| All liabilities are expected to be settled within 12 months of balance date. | | |
| | | |
| **Note 22 - Administered reconciliation table** | | |
| **Opening administered assets less administered liabilities as at 1 July** | **1,717,096** | 486,942 |
| Opening balance fair value adjustment | | |
| Add: administered revenues | **623,123** | 515,925 |
| Less: administered expenses | **(337,720)** | (682,826) |
| | | |
| **Administered transfers to / from Australian Government** | | |
| Appropriation transfers from OPA: | | |
| Annual appropriations administered expenses | **284,579** | 612,875 |
| Special appropriations (unlimited) | **36,027** | 53,071 |
| Transfers to OPA | **(537,792)** | (484,351) |
| Restructuring | **(2,023,135)** | 1,581,981 |
| Revaluation increment - investments in deposits and government securities | **-** | 19,801 |
| Movement in carrying amount of investments in commonwealth entities | **-** | (386,322) |
| Change in accounting policy | **227,882** | - |
| **Closing administered assets less administered liabilities** | **(9,940)** | 1,717,096 |

| | **2005-06 $'000** | 2004-05 $'000 |
|---|---|---|
| **Note 23 - Administered restructure** | | |
| 1. Closure of the Aboriginal and Torres Strait Islander Commission | | |
| The Aboriginal and Torres Strait Islander Commission ceased its operations through the passage of the *ATSIC Amendment Bill 2005*. With effect from 24 March 2005, the department assumed control of: | | |
| • The Aboriginal and Torres Strait Islander Land Fund (Special Account) | | |
| • The Aboriginal Benefits Account (Special Account) | | |
| The net book value of assets and liabilities transferred to the department for no consideration and recognised as at the date of transfer were: | | |
| Total assets recognised | **-** | 1,598,163 |
| Total liabilities recognised | **-** | (14,689) |
| ***Net assets assumed*** | **-** | 1,583,474 |
| The net book value of assets and liabilities transferred by the department for no consideration and recognised as at the date of transfer were: | | |
| Total assets relinquished | **-** | (1,493) |
| ***Net assets relinquished*** | **-** | (1,493) |
| ***Net contribution by Government as owner during the year*** | **-** | 1,581,981 |
| 2. Transfer of Indigenous Affairs function to FACSIA | | |
| As a result of a restructuring of administrative arrangements, the department relinquished administrative responsibility on 27 January 2006 for the Indigenous Affairs function to the Department of Families, Community Services and Indigenous Affairs (FACSIA). The department relinquished responsibility for: | | |
| • Indigenous Affairs Litigation | | |
| • Indigenous Women | | |
| • Native Title and Land Rights | | |
| • Public Information | | |
| • Reconciliation Place - completion of stage three | | |
| • Repatriation | | |
| • Shared Responsibility Agreements Implementation Assistance | | |
| • The Aboriginal and Torres Strait Islander Land Fund (Special Account) | | |
| • The Aboriginal Benefits Account (Special Account) | | |
| The net book value of administered assets and liabilities transferred to FACSIA for no consideration and recognised as at the date of transfer were: | | |
| Total assets relinquished | **(2,036,033)** | - |
| Total liabilities relinquished | **12,898** | - |
| ***Net assets relinquished*** | **(2,023,135)** | - |
| ***Net distribution by Government as owner during the year*** | **(2,023,135)** | - |

**Note 24 - Administered contingent liabilities and assets**

*Quantifiable administered contingencies*
Quantifiable administered contingencies that are not remote are disclosed in the Schedule of Administered Items as quantifiable administered contingencies.

*Unquantifiable administered contingencies*

As at 30 June the department had no unquantifiable administered contingencies. Prior year unquantifiable contingencies related to the separation of some Indigenous children from their families. The Administrative Arrangement Order of 27 January 2006 transferred Indigenous activities to the Families, Community Services and Indigenous Affairs Portfolio.

*Remote contingencies*
As at 30 June 2006 the department had no remote contingent losses or gains relating to Administered activities (2005:$20,665 gain).

**Note 25 - Administered investments**
As a result of the AAO of 27 January 2006, the investments detailed below were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

- *Anindilyakwa Land Council*: to represent the Aboriginal peoples living in the area of the Land Council in the management of Aboriginal land in the area and in relation to legislation concerning that land; consult and protect the interests of traditional owners and take measures to assist in the protection of sacred sites in the area of the Land Council.
- *Central Land Council*: to represent the Aboriginal peoples living in the area of the Land Council in the management of Aboriginal land in the area and in relation to legislation concerning that land; consult and protect the interests of traditional owners and take measures to assist in the protection of sacred sites in the area of the Land Council.
- *Indigenous Land Corporation:* provide economic, environmental, social and cultural benefits for Aboriginal persons and Torres Strait Islanders by assisting in the acquisition and management of an Indigenous Land base.
- *Northern Land Council*: to represent the Aboriginal peoples living in the area of the Land Council in the management of Aboriginal land in the area and in relation to legislation concerning that land; consult and protect the interests of traditional owners and take measures to assist in the protection of sacred sites in the area of the Land Council.
- *Tiwi Land Council*: to represent the Aboriginal peoples living in the area of the Land Council in the management of Aboriginal land in the area and in relation to legislation concerning that land; consult and protect the interests of traditional owners and take measures to assist in the protection of sacred sites in the area of the Land Council.
- *Torres Strait Regional Authority*: stimulate the economic advancement of Aboriginal and Torres Strait Islander peoples by investing in sound commercial ventures and encouraging and supporting Indigenous participation.

**Note 26 - Administered financial instruments**

**Note 26A - Interest rate risk**

| Financial instrument | Notes | Floating interest rate | | Fixed interest rate: 1 year or less | | Fixed interest rate: 1 to 5 years | | Fixed interest rate: > 5 years | | Non-interest bearing | | Total | | Weighted average effective interest rate | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 |
| | | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **%** | % |
| **Financial assets** | | | | | | | | | | | | | | | |
| Cash at bank | 20A | | 28,443 | | 19,300 | | | | | **6,302** | 4,142 | **6,302** | 51,885 | **n/a** | 5.61 |
| Goods and services receivable | 20B | | | | | | | | | **121** | 375 | **121** | 375 | **n/a** | n/a |
| Fees receivable | 20B | | | | | | | | | **1,691** | 1,463 | **1,691** | 1,463 | **n/a** | n/a |
| Accrued revenue | 20C | | | | | | | | | **11,826** | 39,038 | **11,826** | 39,038 | **n/a** | n/a |
| Investments in deposits and government securities | 20E | | 86,689 | | 1,042,993 | | 296,852 | | 141,306 | | | | 1,567,840 | **n/a** | 5.63 |
| **Total** | | | 115,132 | | 1,062,293 | | 296,852 | | 141,306 | **19,940** | 45,018 | **19,940** | 1,660,601 | | |
| **Total assets** | | | | | | | | | | | | **29,021** | 1,767,741 | | |
| **Financial liabilities** | | | | | | | | | | | | | | | |
| Trade creditors | 21A | | | | | | | | | **26,945** | 15,922 | **26,945** | 15,922 | **n/a** | n/a |
| Grants payable | 21B | | | | | | | | | | 21,058 | | 21,058 | **n/a** | n/a |
| **Total** | | | | | | | | | | **26,945** | 36,980 | **26,945** | 36,980 | | |
| **Total liabilities** | | | | | | | | | | | | **38,961** | 50,645 | | |

**Note 26B - Net fair values of administered financial assets and liabilities**

| | Notes | 2005-06 | | 2004-05 | |
|---|---|---|---|---|---|
| | | **Total carrying amount** | **Aggregate net fair value** | Total carrying amount | Aggregate net fair value |
| | | **$'000** | **$'000** | $'000 | $'000 |
| **Financial assets** | | | | | |
| Cash at bank | 20A | **6,302** | **6,302** | 51,885 | 51,885 |
| Receivables | 20B | **1,142** | **1,142** | 1,674 | 1,674 |
| Accrued revenue | 20C | **11,826** | **11,826** | 39,038 | 39,038 |
| Investments in deposits and government securities | 20E | **-** | **-** | 1,567,840 | 1,567,840 |
| **Total** | | **19,270** | **19,270** | 1,660,437 | 1,660,437 |
| **Financial liabilities** | | | | | |
| Trade creditors | 21A | **26,945** | **26,945** | 15,922 | 15,922 |
| Grants payable | 21B | **-** | **-** | 21,058 | 21,058 |
| **Total** | | **26,945** | **26,945** | 36,980 | 36,980 |

**Financial assets**
The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.
**Financial liabilities**
The net fair values for trade creditors are short term in nature and are approximated by their carrying amounts.

**Note 27 - Appropriations and Special Accounts**

**Note 27A - Acquittal of authority to draw cash from the Consolidated Revenue Fund for ordinary annual services appropriations**

| Particulars | Administered expenses | | | | | Departmental outputs | Total |
|---|---|---|---|---|---|---|---|
| | Outcome 1 | Outcome 2 | Outcome 3 | Outcome 4 | Outcome 5 | | |
| ***2005-06 (Current period)*** | $ | $ | $ | $ | $ | $ | $ |
| Balance carried from previous period | 49,273,990 | 27,693,453 | 14,571,902 | - | - | 351,693,778 | **443,233,123** |
| Adjustments to opening balances - corrections to balance brought forward | - | (2,207,084) | (1,932,610) | - | - | - | **(4,139,694)** |
| Reductions of appropriations (prior years) | (46,871,477) | (21,740,626) | (11,128,832) | - | - | - | **(79,740,935)** |
| ***Adjusted balance carried from previous period*** | **2,402,513** | **3,745,743** | **1,510,460** | **-** | **-** | **351,693,778** | **359,352,494** |
| Appropriation Act (No.1) 2005-2006 | 75,242,000 | 178,700,000 | 99,890,000 | - | - | 1,005,190,000 | **1,359,022,000** |
| Appropriation Act (No.3) 2005-2006 | - | - | - | - | - | 41,169,000 | **41,169,000** |
| Comcover Receipts (Appropriation Act s 13) | - | - | - | - | - | 1,994,508 | **1,994,508** |
| Adjustment of appropriations on change of entity function (FMA Act s 32) | - | - | (50,868,136) | - | - | (38,687,707) | **(89,555,843)** |
| Refunds credited (net) (FMA Act s 30) | 336,160 | 3,127 | 7,255 | | | 3,736,635 | **4,083,177** |
| ***Sub-total 2005-06 Annual Appropriation*** | **75,578,160** | **178,703,127** | **49,029,119** | **-** | **-** | **1,013,402,436** | **1,316,712,842** |
| Appropriations to take account of recoverable GST (FMA Act s 30A) | 864,066 | 10,952,885 | 6,968,981 | - | - | 50,860,681 | **69,646,613** |
| Annotations to 'net appropriations' (FMA Act s 31) | - | - | - | - | - | 56,478,518 | **56,478,518** |
| **Total appropriation available for payments** | 78,844,739 | 193,401,755 | 57,508,560 | - | - | 1,472,435,413 | **1,802,190,467** |
| Cash payments made during the year (GST inclusive) | (47,944,729) | (178,028,959) | (57,508,560) | | | (1,194,059,657) | **(1,477,541,905)** |
| Appropriations credited to Special Accounts (excluding GST) | - | - | - | - | - | - | **-** |
| **Balance of authority to draw cash from the Consolidated Revenue Fund for ordinary annual services appropriations** | **30,900,010** | **15,372,796** | **-** | **-** | **-** | **278,375,756** | **324,648,562** |
| *Represented by:* | | | | | | | |
| Cash at bank and on hand | - | - | - | - | - | 12,198,734 | **12,198,734** |
| Departmental appropriation receivables | - | - | - | - | - | 57,907,280 | **57,907,280** |
| GST receivable from ATO (net) | - | - | - | - | - | 6,265,550 | **6,265,550** |
| GST Receivable from customers | - | - | - | - | - | 1,825,463 | **1,825,463** |
| Payables - GST Payable | - | - | - | - | - | (8,100,636) | **(8,100,636)** |
| Undrawn, unlapsed appropriations | 30,900,010 | 15,372,796 | - | - | - | 208,279,365 | **254,552,171** |
| **Total** | **30,900,010** | **15,372,796** | **-** | **-** | **-** | **278,375,756** | **324,648,562** |

| Particulars | Administered expenses | | | | | Departmental | Total |
|---|---|---|---|---|---|---|---|
| | Outcome 1 | Outcome 2 | Outcome 3 | Outcome 4 | Outcome 5 | outputs | |
| ***2004-05 (Comparative period)*** | **$** | **$** | **$** | **$** | **$** | **$** | **$** |
| Balance carried from previous period | 3,764,324 | (3,892,768) | 2,637,288 | - | - | 301,593,874 | **304,102,718** |
| Appropriation Act (No.1) 2004-2005 | 102,930,000 | 168,639,000 | 4,500,000 | - | 1,016,496,000 | 1,010,725,000 | **2,303,290,000** |
| Appropriation Act (No.3) 2004-2005 | 336,000 | 2,057,000 | 1,115,000 | - | 6,932,000 | 1,673,000 | **12,113,000** |
| Departmental adjustments by the Finance Minister (Appropriation Acts) | - | - | - | - | - | - | **-** |
| Refunds credited (net) (FMA Act s 30) | 42,828 | 837,575 | - | | - | 2,813,243 | **3,693,646** |
| Appropriations to take account of recoverable GST (FMA Act s 30A) | 5,779,916 | 14,189,718 | 419,612 | - | 27,417,905 | 43,812,553 | **91,619,704** |
| Annotations to 'net appropriations' (FMA Act s 31) | - | - | - | - | - | 62,580,662 | **62,580,662** |
| Amounts from Comcover receipts (FMA Act s 12) | - | - | - | - | - | 14,788,400 | **14,788,400** |
| Adjustment of appropriations on change of entity function (FMA Act s 32) | - | - | - | - | (655,269,414) | (73,843,599) | **(729,113,013)** |
| Appropriation lapsed | - | - | - | - | - | - | **-** |
| ***Total appropriation available for payments*** | **112,853,068** | **181,830,525** | **8,671,900** | - | **395,576,491** | **1,364,143,133** | **2,063,075,117** |
| Payments made during the year (GST inclusive) | (63,579,078) | (154,137,072) | (4,615,740) | - | (385,060,749) | (1,012,449,355) | **(1,619,841,994)** |
| Appropriations credited to Special Accounts | - | - | - | - | - | - | - |
| ***Balance carried to the next period*** | **49,273,990** | **27,693,453** | **4,056,160** | - | **10,515,742** | **351,693,778** | **443,233,123** |

FMA = *Financial Management and Accountability Act 1997*

Notes:
1. The Finance Minister may determine amounts of administered appropriations to be lapsed having regard to expenses incurred. In prior years, DIMA has estimated the amount of current year appropriations to be lapsed based on expenses incurred. From 2003-04, the Finance Minister's Orders require the reporting of amounts actually lapsed during the financial year. By the time of the completion of the 2005-06 financial statements, only the 2003-04 administered appropriations were formally lapsed.

**Note 27B - Acquittal of authority to draw cash from the Consolidated Revenue Fund (appropriations) for other than ordinary annual services appropriations**

| Particulars | Administered expenses | | | | | | | | | | Non-operating | | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Outcome 1 | | Outcome 2 | | Outcome 3 | | Outcome 4 | | Outcome 5 | | | | | | |
| | SPPs | NAE | SPPs | NAE | SPPs | NAE | SPPs | NAE | SPPs | NAE | Equity | Loans | Previous years' outputs | Admin assets and liabilities | |
| ***2005-06 (Current period)*** | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ |
| Balance carried from previous year | - | - | 1,678,420 | - | - | - | - | - | - | - | 39,988,260 | - | - | - | **41,666,680** |
| Reduction of appropriations (prior years) | - | - | (925,023) | - | - | - | - | - | - | - | - | - | - | - | **(925,023)** |
| ***Adjusted balance carried from previous period*** | - | - | **753,397** | - | - | - | - | - | - | - | **39,988,260** | - | - | - | **40,741,657** |
| Appropriation Act (No.2) 2005-2006 | - | - | 2,196,000 | - | - | - | - | - | - | - | 31,312,000 | - | - | - | **33,508,000** |
| Appropriation Act (No.4) 2005-2006 | - | - | - | - | - | - | - | - | - | - | 4,671,000 | - | - | - | **4,671,000** |
| Adjustment of appropriations on change of entity function (FMA Act s 32) | - | - | - | - | - | - | - | - | - | - | - | - | - | - | **-** |
| Refunds credited (net) (FMA Act s 30) | - | - | - | - | - | - | - | - | - | - | - | - | - | - | **-** |
| ***Sub-total 2004-05 Annual Appropriation*** | - | - | **2,196,000** | - | - | - | - | - | - | - | **35,983,000** | - | - | - | **38,179,000** |
| Appropriations to take account of recoverable GST (FMA Act s 30A) | - | - | 57,744 | - | - | - | - | - | - | - | 2,896,686 | - | - | - | **2,954,430** |
| Total appropriations available for payments | - | - | 3,007,141 | - | - | - | - | - | - | - | 78,867,946 | - | - | - | **81,875,087** |
| Cash payments made during the year (GST inclusive) | - | - | (1,551,013) | - | - | - | - | - | - | - | (31,863,543) | - | - | - | **(33,414,556)** |
| Appropriations credited to Special Accounts (GST exclusive) | - | - | - | - | - | - | - | - | - | - | | - | - | - | **-** |
| **Balance of authority to draw cash from the Consolidated Revenue Fund for other than ordinary annual services appropriations** | - | - | **1,456,128** | - | - | - | - | - | - | - | **47,004,403** | - | - | - | **48,460,531** |
| *Represented by:* | | | | | | | | | | | | | | | |
| Departmental appropriation receivable | - | - | - | - | - | - | - | - | - | - | 37,192,781 | - | - | - | **37,192,781** |
| Undrawn, unlapsed administered appropriations | - | - | 1,456,128 | - | - | - | - | - | - | - | 9,811,622 | - | - | - | **11,267,750** |
| ***Total*** | - | - | **1,456,128** | - | - | - | - | - | - | - | **47,004,403** | - | - | - | **48,460,531** |

| Particulars | Administered expenses | | | | | | | | | | Non-operating | | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Outcome 1 | | Outcome 2 | | Outcome 3 | | Outcome 4 | | Outcome 5 | | | | | | |
| | SPPs | NAE | SPPs | NAE | SPPs | NAE | SPPs | NAE | SPPs | NAE | Equity | Loans | Previous years' outputs | Admin assets and liabilities | |
| ***2004-05 (Comparative period)*** | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ | $ |
| Balance carried from previous period | - | - | 503,207 | - | - | - | - | - | - | - | 19,796,668 | - | - | - | **20,299,875** |
| Appropriation Act (No.2) 2004-2005 | - | - | 2,140,000 | - | - | - | - | - | - | - | 55,198,000 | - | - | 13,700,000 | **71,038,000** |
| Appropriation Act (No.4) 2004-2005 | - | - | - | - | - | - | - | - | - | - | 3,570,000 | - | - | - | **3,570,000** |
| Adjustment of appropriations on change of entity function (FMA Act s 32) | - | - | - | - | - | - | - | - | - | - | - | - | - | (12,814,000) | **(12,814,000)** |
| Refunds credited (net) (FMA Act s 30) | - | - | 123,784 | - | - | - | - | - | - | - | - | - | - | - | **123,784** |
| Appropriations to take account of recoverable GST (FMA Act s 30A) | - | - | - | - | - | - | - | - | - | - | 3,857,641 | - | - | - | **3,857,641** |
| Annotations to 'net appropriations' (FMA Act s 31) | - | - | - | - | - | - | - | - | - | - | - | - | - | - | **-** |
| Adjustment of appropriations on change of entity function (FMA Act s 32) | - | - | - | - | - | - | - | - | - | - | - | - | - | - | **-** |
| ***Total appropriation available for payments*** | - | - | **2,766,991** | - | - | - | - | - | - | - | **82,422,309** | - | - | **886,000** | **86,075,300** |
| Cash payments made during the year (GST inclusive) | - | - | (1,088,571) | - | - | - | | - | - | - | (42,434,049) | - | - | (886,000) | **(44,408,620)** |
| Appropriations credited to Special Accounts | - | - | - | - | - | - | - | - | - | - | - | - | - | - | **-** |
| ***Total*** | - | - | **1,678,420** | - | - | - | - | - | - | - | **39,988,260** | - | - | - | **41,666,680** |

FMA = *Financial Management and Accountability Act 1997*

Notes:
1. The Finance Minister may determine amounts of administered appropriations to be lapsed having regard to expenses incurred. In prior years, DIMA has estimated the amount of current year appropriations to be lapsed based on expenses incurred. From 2003-04, the Finance Minister's Orders require the reporting of amounts actually lapsed during the financial year. By the time of the completion of the 2005-06 financial statements, only the 2003-04 administered appropriations were formally lapsed.

**Note 27C - Acquittal of authority to draw cash from the Consolidated Revenue Fund - special appropriations (limited amount)**

| ***Financial Management and Accountability Act 1997*; s21 (Administered)** * | **Outcome 3** | |
|---|---|---|
| | **2005-06** | 2004-05 |
| | **$** | $ |
| *Purpose:* For the receipt and disbursement of the equivalent of mining royalty monies derived from mining operations on Aboriginal land in the Northern Territory<br>All transactions under this Act are recognised as administered items. | | |
| *Aboriginals Benefit Account* | | |
| Cash payments made to special account | **(31,916,992)** | (50,031,346) |
| *Estimated actual* | ***30,545,000*** | *54,350,000* |

| ***Aboriginal Land Rights (Northern Territory) Act 1976* – section 48D** * | **Outcome 3** | |
|---|---|---|
| | **2005-06** | 2004-05 |
| | **$** | $ |
| *Purpose:* An Act providing for the granting of Traditional Aboriginal Land in the Northern Territory for the benefits of Aboriginals, and for other purposes.<br>The Ranger Agreement, completed under *section 44* of the *Aboriginal Land Rights (Northern Territory) Act 1976* was made between the Commonwealth and the Northern Land Council in November 1978 to provide for various payments in respect of mining on the Ranger Project Area, which is on Aboriginal land. Under this agreement the Commonwealth agreed to pay $200,000 annually to the Northern Land Council as a form of rental. (All transactions under this Act are recognised as administered items.). In 2004-2005, the Ranger Appropriation was administered by DIMA on behalf of the Aboriginal and Torres Strait Islander Commission (ATSIC).<br>All transactions under this Act are recognised as administered items. | | |
| *Ranger Agreement* | | |
| Cash payments made during year | **-** | - |
| *Estimated actual* | **-** | *200,000* |

| ***Aboriginal And Torres Strait Islander Act 2005* - section 193-193C** * | **Outcome 3** | |
|---|---|---|
| | **2005-06** | 2004-05 |
| | **$** | $ |
| *Purpose:* Sections 193-193C of the ATSI Act appropriates and debits the Consolidated Revenue Fund (CRF) for the purpose making the credits prescribed by that section to the Aboriginal and Torres Strait Islander Land Fund, which is a Special Account within the CRF. This appropriation was previously administered by ATSIC under the former ATSIC Act 1989 – section 193.<br>All transactions under this Act are recognised as administered items. | | |
| *Aboriginal and Torres Strait Islander Land Fund* | | |
| Cash payments made during the year | **-** | 4,038,109 |
| *Estimated actual* | **-** | *65,124,000* |

* Following the AAO of 27 January 2006, the above accounts were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

**Note 27C - Acquittal of authority to draw cash from the Consolidated Revenue Fund - special appropriations (unlimited amount)**

| ***Migration Act 1958* - section 332B (Administered)** | **Outcome 1** | |
|---|---|---|
| | **2005-06** | 2004-05 |
| | **$** | $ |
| *Purpose:* To deal with registration applications and monitor the conduct of registered agents and lawyers in the provision of immigration assistance. | | |
| *Statutory Self-regulation of Migration Agents* | | |
| Cash payments made during the year | **(4,110,425)** | (3,010,899) |
| *Estimated actual* | ***4,500,000*** | *5,000,000* |

| | **2005-06** | 2004-05 |
|---|---|---|
| ***Financial Management and Accountability Act 1997* - section 28A (Administered)** | **$** | $ |
| *Purpose:* To provide an appropriation where an Act or other law requires or permits the repayment of an amount received by the Commonwealth and no specific appropriation for the repayment. | | |
| *Refund of Immigration fees and fines* | | |
| Cash payments made during the year | **(2,920,185)** | (2,629,549) |
| *Estimated actual* | **-** | - |

| ***Financial Management and Accountability Act 1997* - section 39** | **Outcome 3** | |
|---|---|---|
| | **2005-06** | 2004-05 |
| | **$** | $ |
| *Purpose:* Investing in authorised investments (administered). | | |
| Payments Made | **(1,303,083,564)** | (850,069,000) |
| *Estimated actual* | **-** | - |

**Note 27D - Special Accounts**
**Table A: Special Accounts**

| **Aboriginals Benefit Account - Special Account (Administered)*** | **2005-06** | 2004-05 |
|---|---|---|
| Legal authority: *Aboriginal Land Rights (Northern Territory) Act 1976* – section 63 | **$** | $ |
| *Purpose:* for the receipt and disbursement of the equivalent of mining royalty monies derived from mining operations on Aboriginal land in the Northern Territory. This account is interest bearing. | | |
| Balance carried forward | **116,102,871** | 113,821,315 |
| Appropriation for reporting period | **31,916,992** | 3,261,784 |
| GST Credits (FMA s 30A) | **30,457** | 8,725 |
| Interest receipts | **2,411,954** | 930,141 |
| Gain / (loss) on sale of investments | **-** | (36,650) |
| Total credits | **34,359,403** | 4,164,000 |
| Available for payments | **150,462,274** | 117,985,315 |
| Payments made to land councils | **(25,999,708)** | (1,169,200) |
| Payments made to suppliers | **(311,544)** | (139,617) |
| Grants | **(4,258,037)** | (573,627) |
| Total debits | **(30,569,289)** | (1,882,444) |
| Balance transferred on restructure | **(119,892,985)** | **-** |
| **Balance carried to next year** | **-** | 116,102,871 |
| *Represented by:* | | |
| Cash | **-** | 20,576,827 |
| Investments | **-** | 95,526,044 |
| **Total** | **-** | 116,102,871 |

| **Aboriginal and Torres Strait Islander Land Fund Account (Administered)*** | **2005-06** | 2004-05 |
|---|---|---|
| Legislation: *Aboriginal and Torres Strait Islander Act 2005* – section 193 | **$** | $ |
| *Purpose:* The Land Fund was built up to become a self-sustaining capital fund by 30 June 2004. It is to provide a secure and ongoing source of funds to the Indigenous Land Council to provide economic, environmental, social and cultural benefits for Aboriginal and Torres Strait Islanders by assisting in the acquisition and management of an Indigenous land base. This account is interest bearing. | | |
| Balance carried from previous year | **1,413,112,584** | 1,408,795,915 |
| Gain on sale of investments | **70,388,820** | - |
| Interest received | **23,417,176** | 12,208,870 |
| Other receipts - receipts of prepaid interest | **5,855,370** | - |
| Other receipts - receipts (gains) on maturity of investments | **1,538,120** | - |
| Total credits | **101,199,486** | 12,208,870 |
| Available for payment | **1,514,312,070** | 1,421,004,785 |
| Payments made to the Indigenous Land Council | **-** | (4,038,109) |
| Loss on sale of investments | **-** | (3,652,402) |
| Other payments made | **-** | (201,690) |
| Total debits | **-** | (7,892,201) |
| Balance transferred on restructure | **(1,514,312,070)** | **-** |
| **Balance carried to next year** | **-** | 1,413,112,584 |
| *Represented by:* | | |
| Cash | **-** | 27,167,987 |
| Investments | **-** | 1,385,944,597 |
| **Total** | **-** | 1,413,112,584 |

* Following the AAO of 27 January 2006, the above accounts were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

| **Australian Population, Multicultural and Immigration Research Program Account**<br>Legal authority: *Financial Management and Accountability Act 1997*, s20 | **2005-06**<br>**$** | 2004-05<br>$ |
|---|---|---|
| *Purpose:*<br>(a) for expenditure relating to the Joint Research Program on population and immigration in accordance with approval from the Minister for Immigration and Multicultural Affairs in consultation with State/Northern Territory Ministers; and<br>(b) for the disbursement to the Commonwealth and participating State/Northern Territory Governments of moneys, if any, standing to the credit of the trust account after the research program has been wound up. | | |
| Balance carried from previous period | **179,121** | 300,730 |
| Other receipts | **150,000** | 50,451 |
| Total credits | **150,000** | 50,451 |
| Available for payments | **329,121** | 351,181 |
| Payments made to suppliers | **(142,500)** | (172,060) |
| Total debits | **(142,500)** | (172,060) |
| **Balance carried to next year** | **186,621** | 179,121 |
| *Represented by:* | | |
| Cash - transferred to the Official Public Account | **186,621** | 179,121 |
| **Total** | **186,621** | 179,121 |

| **Other trust monies account - Department of Immigration and Multicultural Affairs**<br>Legal authority: *Financial Management and Accountability Act 1997*, s20 | **2005-06**<br>**$** | 2004-05<br>$ |
|---|---|---|
| *Purpose:* for expenditure of moneys temporarily held in trust or otherwise for the benefit of a person other than the Commonwealth. | | |
| Balance carried from previous period | **29,293,692** | 34,686,477 |
| Other receipts | | |
| Visitor visa bonds | **86,131,065** | 82,904,011 |
| Compliance bonds | **6,594,564** | 11,095,400 |
| COMCARE | **1,538,277** | 1,280,194 |
| Other | **4,368,180** | 641,418 |
| Total credits | **98,632,086** | 95,921,023 |
| Available for payments | **127,925,778** | 130,607,500 |
| Repayments debited from the Special Account (s 28) | | |
| Visitor visa bonds | **(78,224,567)** | (88,702,054) |
| Compliance bonds | **(7,809,614)** | (11,349,873) |
| COMCARE | **(1,473,337)** | (1,235,493) |
| COAG Indigenous Trials | **-** | (25,000) |
| Other | **(4,938,939)** | (1,388) |
| Total Debits | **(92,446,457)** | (101,313,808) |
| **Balance carried to next year** | **35,479,321** | 29,293,692 |
| *Represented by:* | | |
| Cash - transferred to the Official Public Account | **35,479,321** | 29,293,692 |
| **Total** | **35,479,321** | 29,293,692 |

Other Special Accounts

Following the AAO of 27 January 2006, the following special accounts were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

- Condah Land Account, under the *Aboriginal Land (Lake Condah and Framlingham Forest) Act 1987*;
- Framlingham Forest Account, under the *Aboriginal Land (Lake Condah and Framlingham Forest) Act 1987*; and
- Aboriginal Advancement Account, under the *Aboriginal Land (Lake Condah and Framlingham Forest) Act 1987*.

Between 1 July 2005 to 27 January 2006, these special accounts had a nil balance and recorded no transactions.

The department also has a Services for Other Governments and Non Agencies Bodies Account. This account was established under section 20 of the *Financial Management and Accountability Act 1997* (FMA Act). For the years ended 30 June 2005 and 2006, the account had a nil balance and there were no transactions debited or credited to it.

The purpose of the Services for Other Governments and Non Agencies Bodies Account is for expenditure in connection with services performed on behalf of other governments and bodies that are not agencies under the FMA Act.

**Table B: Special Accounts investment of public money**

| **Aboriginal and Torres Strait Islander Land Fund Account (Administered):** Investment of public money under section 39 of the FMA Act and sections 18 and 19 of the CAC Act | **2005-06** **$** | 2004-05 $ |
|---|---|---|
| Opening balance | **1,413,112,584** | 1,408,795,915 |
| Investments made | **1,235,435,697** | 1,471,974,512 |
| Interest earned | **23,417,176** | 12,208,870 |
| Investments realised | **(1,157,653,387)** | (1,475,828,604) |
| Other - payment to Indigenous Land Council | **-** | (4,038,109) |
| Balance transferred on restructure | **(1,514,312,070)** | **-** |
| **Closing balance** | **-** | 1,413,112,584 |

| **Aboriginals Benefit Account - Special Account (Administered):** Investment of public money under section 39 of the FMA Act and sections 18 and 19 of the CAC Act | **2005-06** **$** | 2004-05 $ |
|---|---|---|
| Opening balance | **116,102,871** | 113,821,315 |
| Investments made | **67,647,867** | 61,846,322 |
| Interest earned | **2,411,954** | 930,141 |
| Investments realised | **(66,269,707)** | (60,494,907) |
| Balance transferred on restructure | **(119,892,985)** | **-** |
| **Closing balance** | **-** | 116,102,871 |

| Note 28 - Compensation and debt relief in special circumstances | **2005-06 $** | 2004-05 $ |
|---|---|---|
| **28A - Departmental** | | |
| **Act of grace payments** | | |
| No act of grace payments were made during the reporting period (2005: Nil payments made). | **-** | - |
| **Waivers made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997*** | | |
| Five waivers of amounts owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997* (2005: Two waivers made). | **71,214** | 9,800 |
| **Payments made under the Defective Administration Scheme** | | |
| Twenty five payments were made under the 'Defective Administration Scheme' during the reporting period (2005: Thirteen payments made). | **16,885** | 33,137 |
| **Payments made under s73 of the *Public Service Act 1999*** | | |
| No payments were made under s73 of the *Public Service Act 1999* during the reporting period (2005: Nil payments made). | **-** | - |
| **28B - Administered** | | |
| **Act of grace payments** | | |
| Nine act of grace payments were made during the reporting period (2005: Three payments made). | **44,133** | 5,795 |
| **Waivers made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997*** | | |
| Uddin affected cases[1] | **926,927** | **-** |
| Other[2] | **654,540** | 213,792 |
| | **1,581,467** | 213,792 |

[1] Debt waivers approved for students affected by the decision of the Federal Magistrates Court in Uddin v MIMIA (FMCA 841 07 June 2005). Three hundred and fifty five debt waivers were approved. Three hundred and five of these were processed to 30 June 2006.

[2] For the financial year ended 30 June 2006, debts waived consisted of detention costs for fifteen applicants. For the year to 30 June 2005 waivers consisted of Bushfire Victims citizenship certificates $385 (consisting of 7 waivers at $55 each), detention costs for ten applicants ($212,407), and a Refugee Review Tribunal post-decision fee for another applicant ($1,000).

| | | |
|---|---|---|
| **Ex-gratia payments** | | |
| No ex-gratia payments were made during the reporting period (2005: No payments made). | **-** | - |
| **Payments made under the Defective Administration Scheme** | | |
| No Payments were made under the 'Defective Administration Scheme' during the reporting period (2005: No payments made). | **-** | - |

**Note 29 - Reporting of outcomes**

**Note 29A - Net cost of outcome delivery**

| | Outcome 1 | | Outcome 2 | | Outcome 3 | | Outcome 4 | | Outcome 5 | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 | **2005-06 $'000** | 2004-05 $'000 |
| **Expenses** | | | | | | | | | | | | |
| Administered | **83,860** | 110,287 | **173,889** | 152,175 | **79,971** | 4,320 | **-** | 57,065 | **-** | 358,979 | **337,720** | 682,826 |
| Departmental | **889,658** | 745,993 | **164,494** | 134,997 | **82,442** | 5,317 | | 4,335 | | 94,531 | **1,136,594** | 985,173 |
| ***Total expenses*** | **973,518** | 856,280 | **338,383** | 287,172 | **162,413** | 9,637 | **-** | 61,400 | **-** | 453,510 | **1,474,314** | 1,667,999 |
| *Costs recovered* | | | | | | | | | | | | |
| Administered | | | | | | | | | | | | |
| Non-taxation fees and charges | **471,753** | 413,123 | **16,304** | 12,200 | **-** | 191 | **-** | - | **-** | - | **488,057** | 425,514 |
| Sales of goods and services | **-** | 273 | **14,863** | 9,800 | **-** | - | **-** | - | **-** | - | **14,863** | 10,073 |
| Interest | **-** | - | **-** | - | **55,391** | - | **-** | 24,769 | **-** | 1 | **55,391** | 24,770 |
| Other non-taxation revenues | **41,466** | 54,127 | **-** | 1,289 | **23,346** | - | **-** | 43 | **-** | 109 | **64,812** | 55,568 |
| Departmental | | | | | | | | | | | | |
| Sales of goods and services | **19,623** | 19,565 | **10,941** | 9,522 | **41** | 1 | **-** | - | **-** | 39 | **30,605** | 29,127 |
| Other revenues from independent sources | **10,245** | 11,499 | **2,815** | 1,139 | **5,259** | 43 | **-** | - | **-** | 349 | **18,319** | 13,030 |
| ***Total costs recovered*** | **543,087** | 498,587 | **44,923** | 33,950 | **84,037** | 235 | **-** | 24,812 | **-** | 498 | **672,047** | 558,082 |
| *Other external revenues* | | | | | | | | | | | | |
| Administered | **-** | - | **-** | - | **-** | - | **-** | - | **-** | - | **-** | - |
| Departmental | | | | | | | | | | | | |
| Sales of goods and services from related entities | **269** | 393 | **3,607** | 1,865 | **11,955** | 379 | **-** | - | **-** | 6,718 | **15,831** | 9,355 |
| Other revenues from related entities | **937** | 611 | **60** | 346 | **111** | 9 | **-** | - | **-** | 170 | **1,108** | 1,136 |
| ***Total other external revenues*** | **1,206** | 1,004 | **3,667** | 2,211 | **12,066** | 388 | **-** | - | **-** | 6,888 | **16,939** | 10,491 |
| ***Net cost/(contribution) of outcome*** | **429,225** | 356,689 | **289,793** | 251,012 | **66,310** | 9,014 | **-** | 36,588 | **-** | 446,124 | **785,328** | 1,099,426 |

The Department uses a Driver Based Costing System to determine the attribution of its shared items. The basis of attribution in the above table is consistent with the basis used for the 2005-06 Budget. Outcomes 1,2,3,4 and 5 are described in Note 1.1. Net costs shown include intra-government costs that are eliminated in calculating the actual Budget outcome. Additional information on resourcing by outcome is contained in the Outcomes Resourcing Tables of this annual report.

**Note 29B - Major classes of departmental income and expenses by output groups and outputs ($'000)**

| | 2006 | | | | | | | | | 2005 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Departmental expenses | | | | | Funded by: | | | | Departmental expenses | | | | | Funded by: | | | |
| | Employees | Suppliers | Depreciation | Other | Total expenses | Revenue from Govt | Sales of goods & services | Other non tax revenue | Total Revenue | Employees | Suppliers | Depreciation | Other | Total expenses | Revenue from Govt | Sales of goods & services | Other non tax revenue | Total revenue |
| **Outcome 1** | | | | | | | | | | | | | | | | | | |
| *Output Group 1.1* | | | | | | | | | | | | | | | | | | |
| Output 1.1.1 | **34,248** | **20,361** | **1,736** | **151** | **56,496** | **48,923** | **1,096** | **430** | **50,449** | 28,959 | 20,568 | 1,766 | 376 | 51,669 | 42,861 | 1,528 | 283 | 44,672 |
| Output 1.1.2 | **42,851** | **34,526** | **3,608** | **148** | **81,133** | **73,677** | **649** | **325** | **74,651** | 33,342 | 23,916 | 2,210 | 504 | 59,972 | 66,128 | 706 | 396 | 67,230 |
| Output 1.1.3 | **1,169** | **1,844** | **77** | **2** | **3,092** | **1,757** | **15** | **6** | **1,778** | 955 | 812 | 68 | 9 | 1,844 | 1,588 | 16 | 9 | 1,613 |
| Output 1.1.4 | **39,828** | **48,562** | **4,482** | **215** | **93,087** | **91,236** | **2,134** | **5,110** | **98,480** | 46,342 | 45,615 | 5,428 | 1,381 | 98,766 | 81,776 | 1,522 | 2,779 | 86,077 |
| Output 1.1.5 | **33,177** | **27,127** | **2,596** | **230** | **63,130** | **53,483** | **735** | **260** | **54,478** | 26,883 | 19,571 | 1,766 | 417 | 48,637 | 59,409 | 736 | 338 | 60,483 |
| Output 1.1.6 | **31,920** | **17,954** | **1,591** | **149** | **51,614** | **46,954** | **1,169** | **273** | **48,396** | 26,634 | 18,972 | 1,595 | 262 | 47,463 | 44,148 | 1,034 | 544 | 45,726 |
| Output 1.1.7 | **6,470** | **5,424** | **551** | **34** | **12,479** | **10,508** | **126** | **43** | **10,677** | 5,840 | 4,373 | 438 | 89 | 10,740 | 9,497 | 221 | 68 | 9,786 |
| *Total Output Group 1.1* | **189,663** | **155,798** | **14,641** | **929** | **361,031** | **326,538** | **5,924** | **6,447** | **338,909** | 168,955 | 133,827 | 13,271 | 3,038 | 319,091 | 305,407 | 5,763 | 4,417 | 315,587 |
| *Output Group 1.2* | | | | | | | | | | | | | | | | | | |
| Output 1.2.1 | **14,265** | **14,068** | **1,101** | **53** | **29,487** | **30,440** | **68** | **94** | **30,602** | 12,143 | 11,552 | 1,008 | 305 | 25,008 | 32,699 | 109 | 197 | 33,005 |
| Output 1.2.2 | **21,141** | **17,862** | **1,441** | **160** | **40,604** | **32,716** | **106** | **122** | **32,944** | 20,440 | 13,127 | 893 | 206 | 34,666 | 30,854 | 131 | 223 | 31,208 |
| *Total Output Group 1.2* | **35,406** | **31,930** | **2,542** | **213** | **70,091** | **63,156** | **174** | **216** | **63,546** | 32,583 | 24,679 | 1,901 | 511 | 59,674 | 63,553 | 240 | 420 | 64,213 |
| *Output Group 1.3* | | | | | | | | | | | | | | | | | | |
| Output 1.3.1 | **33,485** | **35,001** | **3,154** | **274** | **71,914** | **86,657** | **156** | **522** | **87,335** | 24,541 | 21,259 | 2,064 | 285 | 48,149 | 60,719 | 166 | 3,417 | 64,302 |
| Output 1.3.2 | **27,944** | **24,999** | **1,744** | **115** | **54,802** | **55,105** | **279** | **334** | **55,718** | 19,540 | 17,675 | 1,675 | 336 | 39,226 | 40,876 | 455 | 1,350 | 42,681 |
| Output 1.3.3 | **25,489** | **18,500** | **1,702** | **195** | **45,886** | **42,024** | **138** | **188** | **42,350** | 19,198 | 14,204 | 1,133 | 152 | 34,687 | 29,702 | 160 | 220 | 30,082 |
| Output 1.3.4 | **18,087** | **19,134** | **1,473** | **184** | **38,878** | **36,665** | **80** | **150** | **36,895** | 18,236 | 16,476 | 980 | 171 | 35,863 | 34,172 | 111 | 188 | 34,471 |
| Output 1.3.5 | **25,261** | **120,486** | **12,773** | **413** | **158,933** | **127,982** | **86** | **692** | **128,760** | 16,266 | 95,044 | 11,441 | 3,122 | 125,873 | 102,583 | 245 | 678 | 103,506 |
| Output 1.3.6 | **7,040** | **38,346** | **358** | **12,957** | **58,701** | **40,086** | **12,998** | **2,483** | **55,567** | 5,930 | 40,155 | 301 | 9,883 | 56,269 | 31,342 | 12,746 | 1,251 | 45,339 |
| *Total Output Group 1.3* | **137,306** | **256,466** | **21,204** | **14,138** | **429,114** | **388,519** | **13,737** | **4,369** | **406,625** | 103,711 | 204,813 | 17,594 | 13,949 | 340,067 | 299,394 | 13,883 | 7,104 | 320,381 |
| *Output Group 1.4* | **112** | **231** | **3** | **-** | **346** | **307** | **4** | **-** | **311** | 170 | 201 | 13 | 3 | 387 | 294 | 7 | 8 | 309 |
| *Output Group 1.5* | | | | | | | | | | | | | | | | | | |
| Output 1.5.1 | **2,329** | **14,153** | **100** | **10** | **16,592** | **17,838** | **37** | **51** | **17,926** | 2,264 | 13,194 | 57 | 72 | 15,587 | 23,795 | 42 | 42 | 23,879 |
| Output 1.5.2 | **1,577** | **9,416** | **1,438** | **53** | **12,484** | **35,034** | **16** | **99** | **35,149** | 1,165 | 8,683 | 1,320 | 19 | 11,187 | 21,988 | 23 | 119 | 22,130 |
| *Total Output Group 1.5* | **3,906** | **23,569** | **1,538** | **63** | **29,076** | **52,872** | **53** | **150** | **53,075** | 3,429 | 21,877 | 1,377 | 91 | 26,774 | 45,783 | 65 | 161 | 46,009 |
| ***Total Outcome 1*** | **366,393** | **467,994** | **39,928** | **15,343** | **889,658** | **831,392** | **19,892** | **11,182** | **862,466** | 308,848 | 385,397 | 34,156 | 17,592 | 745,993 | 714,431 | 19,958 | 12,110 | 746,499 |
| **Outcome 2** | | | | | | | | | | | | | | | | | | |
| *Output Group 2.1* | | | | | | | | | | | | | | | | | | |
| Output 2.1.1 | **4,115** | **3,116** | **412** | **20** | **7,663** | **11,096** | **73** | **21** | **11,190** | 3,479 | 4,013 | 535 | 52 | 8,079 | 12,822 | 76 | 57 | 12,955 |
| Output 2.1.2 | **6,375** | **47,551** | **497** | **83** | **54,506** | **52,989** | **86** | **83** | **53,158** | 6,447 | 37,825 | 446 | 88 | 44,806 | 44,500 | 77 | 150 | 44,727 |
| Output 2.1.3 | **6,365** | **4,516** | **756** | **34** | **11,671** | **9,145** | **60** | **37** | **9,242** | 5,457 | 5,540 | 637 | 74 | 11,708 | 10,254 | 64 | 80 | 10,398 |
| Output 2.1.4 | **1,589** | **2,778** | **613** | **8** | **4,988** | **6,963** | **23** | **843** | **7,829** | 1,224 | 2,758 | 1,988 | 36 | 6,006 | 6,407 | 28 | 783 | 7,218 |
| Output 2.1.5 | **503** | **6,886** | **24** | **20** | **7,433** | **9,976** | **-** | **-** | **9,976** | 580 | 7,014 | 123 | 16 | 7,733 | 7,842 | - | - | 7,842 |
| *Total Output Group 2.1* | **18,947** | **64,847** | **2,302** | **165** | **86,261** | **90,169** | **242** | **984** | **91,395** | 17,187 | 57,150 | 3,729 | 266 | 78,332 | 81,825 | 245 | 1,070 | 83,140 |
| *Output Group 2.2* | | | | | | | | | | | | | | | | | | |
| Output 2.2.1 | **205** | **271** | **23** | **8** | **507** | **-** | **-** | **-** | **-** | - | - | - | - | - | 1,336 | - | - | 1,336 |
| Output 2.2.2 | **4,349** | **1,752** | **916** | **1,040** | **8,057** | **-** | **6,763** | **420** | **7,183** | 3,992 | 8,594 | 1,185 | 98 | 13,869 | 2,195 | 14,473 | 119 | 16,787 |
| Output 2.2.3 | **1,272** | **5,764** | **276** | **377** | **7,689** | **-** | **7,259** | **191** | **7,450** | 1,655 | (4,973) | 462 | 50 | (2,806) | (4,309) | (3,682) | 38 | (7,953) |
| *Total Output Group 2.2* | **5,826** | **7,787** | **1,215** | **1,425** | **16,253** | **-** | **14,022** | **611** | **14,633** | 5,647 | 3,621 | 1,647 | 148 | 11,063 | (778) | 10,791 | 157 | 10,170 |
| *Output Group 2.3* | | | | | | | | | | | | | | | | | | |
| Output 2.3.1 | **17,669** | **14,932** | **1,407** | **84** | **34,092** | **23,026** | **147** | **1,228** | **24,401** | 12,685 | 10,634 | 855 | 140 | 24,314 | 22,291 | 206 | 161 | 22,658 |
| Output 2.3.2 | **1,275** | **4,849** | **109** | **6** | **6,239** | **4,942** | **20** | **6** | **4,968** | 1,401 | 3,561 | 96 | 13 | 5,071 | 3,831 | 23 | 12 | 3,866 |
| *Total Output Group 2.3* | **18,944** | **19,781** | **1,516** | **90** | **40,331** | **27,968** | **167** | **1,234** | **29,369** | 14,086 | 14,195 | 951 | 153 | 29,385 | 26,122 | 229 | 173 | 26,524 |
| *Output Group 2.4* | **9,889** | **11,121** | **596** | **43** | **21,649** | **16,731** | **117** | **46** | **16,894** | 8,248 | 7,463 | 433 | 73 | 16,217 | 10,522 | 122 | 85 | 10,729 |
| ***Total Outcome 2*** | **53,606** | **103,536** | **5,629** | **1,723** | **164,494** | **134,868** | **14,548** | **2,875** | **152,291** | 45,168 | 82,429 | 6,760 | 640 | 134,997 | 117,691 | 11,387 | 1,485 | 130,563 |
| **Outcome 3** | | | | | | | | | | | | | | | | | | |
| *Output Group 3.1* | | | | | | | | | | | | | | | | | | |
| Output 3.1.1 | **25,647** | **26,210** | **2,759** | **(77)** | **54,539** | **45,245** | **8,364** | **4,093** | **57,702** | - | - | - | - | - | - | - | - | - |
| Output 3.1.2 | **1,692** | **1,237** | **148** | **(4)** | **3,073** | **2,396** | **436** | **152** | **2,984** | - | - | - | - | - | - | - | - | - |
| Output 3.1.3 | **2,619** | **3,342** | **334** | **(9)** | **6,286** | **4,493** | **976** | **337** | **5,806** | - | - | - | - | - | - | - | - | - |
| *Output Group 3.1* | **29,958** | **30,789** | **3,241** | **(90)** | **63,898** | **52,134** | **9,776** | **4,582** | **66,492** | - | - | - | - | - | - | - | - | - |
| *Output Group 3.2* | | | | | | | | | | | | | | | | | | |
| Output 3.2.1 | **3,001** | **2,626** | **301** | **(8)** | **5,920** | **4,123** | **889** | **308** | **5,320** | - | - | - | - | - | - | - | - | - |
| Output 3.2.2 | **1,384** | **1,304** | **148** | **(4)** | **2,832** | **2,045** | **439** | **152** | **2,636** | - | - | - | - | - | - | - | - | - |
| Output 3.2.3 | **3,582** | **5,927** | **291** | **(8)** | **9,792** | **6,630** | **892** | **328** | **7,850** | - | - | - | - | - | - | - | - | - |
| *Output Group 3.2* | **7,967** | **9,857** | **740** | **(20)** | **18,544** | **12,798** | **2,220** | **788** | **15,806** | - | - | - | - | - | - | - | - | - |
| **Outcome 3** | | | | | | | | | | | | | | | | | | |
| *Output Group 3.1* | - | - | - | - | - | - | - | - | - | 2,721 | 2,223 | 338 | 35 | 5,317 | 5,792 | 380 | 52 | 6,224 |
| ***Total Outcome 3*** | **37,925** | **40,646** | **3,981** | **(110)** | **82,442** | **64,932** | **11,996** | **5,370** | **82,298** | 2,721 | 2,223 | 338 | 35 | 5,317 | 5,792 | 380 | 52 | 6,224 |

| | 2006 | | | | | | | | | 2005 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Departmental expenses | | | | | Funded by: | | | | Departmental expenses | | | | | Funded by: | | | |
| | Employees | Suppliers | Depreciation | Other | Total expenses | Revenue from Govt | Sales of goods & services | Other non tax revenue | Total Revenue | Employees | Suppliers | Depreciation | Other | Total expenses | Revenue from Govt | Sales of goods & services | Other non tax revenue | Total revenue |
| **Outcome 4** | | | | | | | | | | | | | | | | | | |
| Output 4.1 | - | - | - | - | - | - | - | - | - | 1,794 | 2,393 | - | 148 | 4,335 | 9,490 | - | - | 9,490 |
| Output 4.2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 4.3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| ***Total Outcome 4*** | - | - | - | - | - | - | - | - | - | 1,794 | 2,393 | - | 148 | 4,335 | 9,490 | - | - | 9,490 |
| **Outcome 5** | | | | | | | | | | | | | | | | | | |
| *Output Group 5.1* | | | | | | | | | | | | | | | | | | |
| Output 5.1.1 | - | - | - | - | - | - | - | - | - | 66 | 94 | 4 | - | 164 | 357 | 18 | 1 | 376 |
| Output 5.1.2 | - | - | - | - | - | - | - | - | - | 106 | 184 | 7 | - | 297 | 357 | 35 | 2 | 394 |
| Output 5.1.3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.1.4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.1.5 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.1.6 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.1.7 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.1.8 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.1.9 | - | - | - | - | - | - | - | - | - | 5,440 | 3,130 | 357 | 31 | 8,958 | 10,604 | 367 | 42 | 11,013 |
| *Total Output Group 5.1* | - | - | - | - | - | - | - | - | - | 5,612 | 3,408 | 368 | 31 | 9,419 | 11,318 | 420 | 45 | 11,783 |
| *Output Group 5.2* | | | | | | | | | | | | | | | | | | |
| Output 5.2.1 | - | - | - | - | - | - | - | - | - | 884 | 1,328 | 64 | 3 | 2,279 | 2,205 | 281 | 18 | 2,504 |
| Output 5.2.2 | - | - | - | - | - | - | - | - | - | 282 | 373 | 17 | 1 | 673 | 550 | 71 | 5 | 626 |
| Output 5.2.3 | - | - | - | - | - | - | - | - | - | 2,147 | 1,319 | 56 | 3 | 3,525 | 3,161 | 212 | 14 | 3,387 |
| Output 5.2.4 | - | - | - | - | - | - | - | - | - | 1,286 | 1,100 | 35 | 2 | 2,423 | 2,552 | 141 | 9 | 2,702 |
| Output 5.2.5 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.2.6 | - | - | - | - | - | - | - | - | - | 955 | 920 | 24 | 2 | 1,901 | 1,994 | 72 | 8 | 2,074 |
| Output 5.2.7 | - | - | - | - | - | - | - | - | - | 639 | 956 | 22 | 1 | 1,618 | 1,543 | 71 | 5 | 1,619 |
| Output 5.2.8 | - | - | - | - | - | - | - | - | - | 63 | 87 | 4 | - | 154 | 113 | 18 | 1 | 132 |
| Output 5.2.9 | - | - | - | - | - | - | - | - | - | 61 | 85 | 4 | - | 150 | 113 | 17 | 1 | 131 |
| *Total Output Group 5.2* | - | - | - | - | - | - | - | - | - | 6,317 | 6,168 | 226 | 12 | 12,723 | 12,231 | 883 | 61 | 13,175 |
| *Output Group 5.3* | | | | | | | | | | | | | | | | | | |
| Output 5.3.1 | - | - | - | - | - | - | - | - | - | 6,956 | 5,535 | 146 | 6 | 12,643 | 14,502 | 722 | 59 | 15,283 |
| Output 5.3.2 | - | - | - | - | - | - | - | - | - | 6,523 | 5,558 | 208 | 19 | 12,308 | 14,503 | 807 | 65 | 15,375 |
| Output 5.3.3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.3.4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.3.5 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.3.6 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.3.7 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.3.8 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.3.9 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.3.10 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| *Total Output Group 5.3* | - | - | - | - | - | - | - | - | - | 13,479 | 11,093 | 354 | 25 | 24,951 | 29,005 | 1,529 | 124 | 30,658 |
| *Output Group 5.4* | | | | | | | | | | | | | | | | | | |
| Output 5.4.1 | - | - | - | - | - | - | - | - | - | 10,907 | 12,071 | 471 | 19 | 23,468 | 26,318 | 2,318 | 151 | 28,787 |
| Output 5.4.2 | - | - | - | - | - | - | - | - | - | 3,627 | 3,150 | 116 | 5 | 6,898 | 7,336 | 562 | 39 | 7,937 |
| Output 5.4.3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.4.4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Output 5.4.5 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| *Total Output Group 5.4* | - | - | - | - | - | - | - | - | - | 14,534 | 15,221 | 587 | 24 | 30,366 | 33,654 | 2,880 | 190 | 36,724 |
| *Output Group 5.5* | | | | | | | | | | | | | | | | | | |
| Output 5.5.1 | - | - | - | - | - | - | - | - | - | 311 | 502 | 26 | 1 | 840 | 352 | 106 | 7 | 465 |
| Output 5.5.2 | - | - | - | - | - | - | - | - | - | 220 | 331 | 17 | 1 | 569 | 346 | 70 | 5 | 421 |
| Output 5.5.3 | - | - | - | - | - | - | - | - | - | 8,531 | 5,038 | 338 | 28 | 13,936 | 11,391 | 724 | 68 | 12,183 |
| Output 5.5.4 | - | - | - | - | - | - | - | - | - | 600 | 946 | 57 | 4 | 1,607 | 1,197 | 145 | 11 | 1,353 |
| Output 5.5.5 | - | - | - | - | - | - | - | - | - | 69 | 52 | - | - | 121 | 103 | - | 8 | 111 |
| *Total Output Group 5.5* | - | - | - | - | - | - | - | - | - | 9,731 | 6,869 | 438 | 34 | 17,072 | 13,389 | 1,045 | 99 | 14,533 |
| ***Total Outcome 5*** | - | - | - | - | - | - | - | - | - | 49,673 | 42,759 | 1,973 | 126 | 94,531 | 99,597 | 6,757 | 519 | 106,873 |
| **TOTAL** | **457,924** | **612,176** | **49,538** | **16,956** | **1,136,594** | **1,031,192** | **46,436** | **19,427** | **1,097,055** | 408,204 | 515,201 | 43,227 | 18,541 | 985,173 | 947,001 | 38,482 | 14,166 | 999,649 |

There have been significant changes to the department's outcome and output structure since the 2004-05 financial statements. Outcomes 3, 4 and 5 from the 2004-05 financial year no longer exist. All Indigenous programs that were managed through the Office of Indigenous Policy Coordination were included under the new Outcome 3.

**Note 29C - Major classes of administered revenues and expenses by outcome**

| | Outcome 1 | | Outcome 2 | | Outcome 3 | | Outcome 4 | | Outcome 5 | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 | **2005-06** | 2004-05 |
| | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 | **$'000** | $'000 |
| **Administered revenues** | | | | | | | | | | | | |
| Fees and charges | **471,753** | 413,123 | **16,304** | 12,200 | **-** | 191 | **-** | - | **-** | - | **488,057** | 425,514 |
| Immigration fines | **4,486** | 4,918 | **-** | - | **-** | - | **-** | - | **-** | - | **4,486** | 4,918 |
| Goods and services | **-** | 273 | **14,863** | 9,800 | **-** | - | **-** | - | **-** | - | **14,863** | 10,073 |
| Recovery of detention costs | **34,204** | 46,436 | **-** | - | **-** | - | **-** | - | **-** | - | **34,204** | 46,436 |
| Interest | **-** | - | **-** | - | **55,391** | - | **-** | 24,769 | **-** | 1 | **55,391** | 24,770 |
| Net gains from sale of assets | **-** | - | **-** | - | **1,720** | - | **-** | - | **-** | - | **1,720** | - |
| Net gain from revaluation | **-** | - | **-** | - | **20,062** | - | **-** | - | **-** | - | **20,062** | - |
| Other | **2,776** | 2,773 | **-** | 1,289 | **1,564** | - | **-** | 43 | **-** | 109 | **4,340** | 4,214 |
| ***Total administered revenues*** | **513,219** | 467,523 | **31,167** | 23,289 | **78,737** | 191 | **-** | 24,812 | **-** | 110 | **623,123** | 515,925 |
| **Administered expenses** | | | | | | | | | | | | |
| Grants | **25** | 6 | **31,804** | 29,165 | **72,425** | 1,000 | **-** | 2,192 | **-** | 351,724 | **104,254** | 384,087 |
| Subsidies | **6,747** | 12,209 | **497** | 484 | **-** | - | **-** | - | **-** | - | **7,244** | 12,693 |
| Payments to special accounts | **-** | - | **-** | - | **-** | - | **-** | 46,580 | **-** | - | **-** | 46,580 |
| Personal benefits | **3,694** | 3,160 | **1,720** | 4,270 | **-** | - | **-** | - | **-** | - | **5,414** | 7,430 |
| Employees | **-** | - | **-** | - | **409** | - | **-** | 169 | **-** | 248 | **409** | 417 |
| Suppliers | **40,854** | 50,442 | **139,868** | 118,256 | **7,114** | 3,320 | **-** | 398 | **-** | 7,007 | **187,836** | 179,423 |
| Net write-down of assets | **32,540** | 44,470 | **-** | - | **23** | - | **-** | - | **-** | - | **32,563** | 44,470 |
| Net losses from sale of assets | **-** | - | **-** | - | **-** | - | **-** | 3,688 | **-** | - | **-** | 3,688 |
| Transfer to Indigenous Land Corporation | **-** | - | **-** | - | **-** | - | **-** | 4,038 | **-** | - | **-** | 4,038 |
| ***Total administered expenses*** | **83,860** | 110,287 | **173,889** | 152,175 | **79,971** | 4,320 | **-** | 57,065 | **-** | 358,979 | **337,720** | 682,826 |

Outcomes 1,2,3,4 and 5 are described in Note 1.1.
Net costs shown include intra-government costs that are eliminated in calculating the actual budget outcome.

# PART 5 Other mandatory information

Our core values include teamwork, based on valuing diversity and actively seeking contributions, as well as service excellence, respect, openness and commitment.

**Appendix 1** – Membership of non-statutory bodies

**Appendix 2** – Citizenship statistics

**Appendix 3** – Performance pay

**Appendix 4** – Senior Executive Service

**Appendix 5** – Staffing levels by location

**Appendix 6** – Staffing levels by classification

**Appendix 7** – Salary level by classification

**Appendix 8** – Occupational health and safety

**Appendix 9** – Freedom of information (FOI)

**Appendix 10** – Advertising and market research

**Appendix 11** – Ecologically sustainable development and environmental performance

**Appendix 12** – Consultancies

**Appendix 13** – Compliance with legal services directions

**Appendix 14** – Discretionary grants

**Appendix 15** – Correction of material errors in previous annual reports

Acronyms used in the report

Compliance index

Index

# Appendix 1 – Membership of non-statutory bodies

## COUNCIL FOR MULTICULTURAL AUSTRALIA

Mr Benjamin Chow (Chair)
Dr Mustapha Alameddin
Ms Barbra Blomberg
Mr Julian Heath
Cr Catherine Ng
Dr Helen Nugent AO
Ms Stavroula Raptis
Associate Professor Boni Robertson
Dr Colin Rubenstein AM
Ms Sarina Russo
Ms Jillian Segal AM
Mr Don Smarrelli
Mr Yasser Soliman
Professor Tom Stannage AM
Superintendent Michael Van Heythuysen (retired), OAM
Mr Wilson Wu (resigned in July 2005)

## MUSLIM COMMUNITY REFERENCE GROUP MEMBERS

Dr Ameer Ali (Chair)
Sheikh Taj Aldin Alhilali
Dr Mohammed Taha Alsalami
Ms Iktimal Hage-Ali
Mrs Aziza Abdel-Halim AM
Mr Amin Hady
Sheikh Fehmi Naji El-Imam
Mr Yasser Soliman
Mr Malcolm Thomas
Mr Abdul Jalal
Mr Mustapha Kara-Ali
Ms Nadia Gani
Mr Harry Hage
Mr Kemal Ismen

## MUSLIM COMMUNITY REFERENCE GROUP SUB-GROUP MEMBERS

Mr Ghulam Abbas
Dr Waqar Ahmad
Ms Joumanah El-Matrah
Ms Salam El-Merebi
Mr Umar Batchelor
Mr Hajji Abdul Rahman Deen
Dr Nazre Sobhan
Ms Sherene Hassan
Ms Senada Softic-Telalovic
Ms Jamila Hussain
Mr Ali Roude
Mr Ahmad Mokachar
Mr Mohamed Hassan
Dr Ahmed Hammoud
Ms Nancy Aisha Novakovich
Sheikh Shafiq Rahman Abdullah Khan
Mr Hassan Bazzi
Ms Yasmin Khan
Imam Sabri Samson
Kaled El-Hassan

## REFUGEE RESETTLEMENT ADVISORY COUNCIL

Major-General Warren Glenny AO RFD ED (retired) (Chair)
Mr Paris Aristotle AM
Ms Margaret Piper
Dr Mohammed Taha Alsalami
Ms Carmel Guerra
Ms Irene Ross
Mr Mohamed Abdi
Mr Kevin Liston
Ms Jeannie Mok

### IMMIGRATION DETENTION ADVISORY GROUP

The Hon. John Hodges (Chair)
Dr Mohammed Taha Alsalami
Mr Paris Aristotle AM
Air Marshal Ray Funnell AC (retired)
Major General Warren Glenny AO RFD ED (retired)
The Hon. Gerry Hand
Associate Professor Harry Minas
The Hon. Margaret Reid AO
Sister Loreto Conroy
Mr Tsebin Tchen

### DETENTION HEALTH ADVISORY GROUP

Associate Professor Harry Minas (Chair)
Mr Jorge Aroche
Dr Maxine Whittaker
Dr Anna Whelan
Dr Tim Lightfoot
Professor Ian Hickie
Ms Sandra Eagar
Dr Louise Newman
Ms Amanda Gordon
Dr Leanne Rowe
Dr Choong-Siew Yong
Dr Paul Kotala
Ms Mary Durkin (Observer status)

# Appendix 2 – Citizenship statistics

The following information is provided in accordance with section 42(d) of the *Australian Citizenship Act 1948*. The tables show the number of people who became Australian citizens, details of their former nationality/citizenship, and the country in which they were ordinarily resident before entering Australia.

## COUNTRY OF NATIONALITY OR CITIZENSHIP OF PEOPLE WHO BECAME AUSTRALIAN CITIZENS IN 2005-06

| Previous citizenship | People |
|---|---|
| Afghanistan | 1181 |
| Albania | 242 |
| Algeria | 35 |
| Angola | 4 |
| Argentina | 250 |
| Armenia | 23 |
| Austria | 105 |
| Azerbaijan | 12 |
| Bahamas | 2 |
| Bahrain | 1 |
| Bangladesh | 774 |
| Barbados | 4 |
| Belarus | 33 |
| Belgium | 50 |
| Belize | 2 |
| Bermuda | 3 |
| Bhutan | 2 |
| Bolivia | 18 |
| Bosnia-Herzegovina | 505 |
| Botswana | 2 |
| Brazil | 232 |
| Brunei Darussalam | 12 |
| Bulgaria | 109 |
| Burundi | 20 |
| Cambodia, the Kingdom of | 513 |
| Cameroon | 8 |
| Canada | 959 |
| Chile | 552 |
| China, People's Republic of | 7317 |
| Colombia | 291 |
| Congo | 55 |
| Congo, Democratic Republic of | 11 |
| Cook Islands | 3 |
| Costa Rica | 9 |
| Cote d'Ivoire | 1 |
| Croatia | 402 |
| Cuba | 8 |
| Cyprus | 36 |
| Czech Republic | 71 |
| Czechoslovakia, former | 7 |
| Denmark | 75 |
| Djibouti | 1 |
| Dominica | 1 |
| Dominican Republic | 10 |
| Ecuador | 50 |
| Egypt, Arab Republic of | 371 |
| El Salvador | 37 |
| Eritrea | 170 |
| Estonia | 13 |
| Ethiopia | 580 |
| Fiji | 1697 |
| Finland | 154 |
| France | 525 |
| French Polynesia | 3 |
| Georgia | 8 |
| Germany | 620 |
| Ghana | 93 |
| Greece | 223 |
| Guatemala | 7 |
| Guinea | 6 |
| Guyana | 4 |
| Hong Kong, Special Administrative Region of the People's Republic of China | 1693 |
| Honduras | 3 |
| Hungary | 105 |

| Previous citizenship | People |
|---|---|
| Iceland | 6 |
| India | 7439 |
| Indonesia | 1397 |
| Iran | 725 |
| Iraq | 2173 |
| Irish Republic | 1233 |
| Israel | 377 |
| Italy | 884 |
| Jamaica | 13 |
| Japan | 146 |
| Jordan | 209 |
| Kazakhstan | 24 |
| Kenya | 244 |
| Kiribati | 3 |
| Korea, Democratic People's Republic of | 9 |
| Korea, Republic of | 1758 |
| Kuwait | 12 |
| Kyrgyzstan | 55 |
| Lao Peoples Democratic Republic | 51 |
| Latvia | 20 |
| Lebanon | 1269 |
| Liberia | 158 |
| Libya | 3 |
| Lithuania | 28 |
| Luxembourg | 2 |
| Macau, Special Administrative Region | 28 |
| Macedonia, Former Yugoslav Republic of | 362 |
| Madagascar | 2 |
| Malawi | 4 |
| Malaysia | 2000 |
| Maldives | 10 |
| Malta | 631 |
| Marshall Islands | 2 |

| Previous citizenship | People |
|---|---|
| Mauritania | 2 |
| Mauritius | 257 |
| Mayotte | 1 |
| Mexico | 61 |
| Micronesia, Federal States of | 3 |
| Moldova | 41 |
| Mongolia | 9 |
| Morocco | 32 |
| Mozambique | 9 |
| Myanmar (Burma) | 298 |
| Namibia | 42 |
| Nauru | 1 |
| Nepal | 308 |
| Netherlands | 619 |
| Netherlands Antilles | 1 |
| New Caledonia | 2 |
| New Zealand | 7636 |
| Nicaragua | 2 |
| Nigeria | 130 |
| Norway | 12 |
| Oman | 1 |
| Pakistan | 1078 |
| Palau | 2 |
| Panama | 6 |
| Papua New Guinea | 156 |
| Paraguay | 8 |
| Peru | 181 |
| Philippines | 3725 |
| Pitcairn Island | 1 |
| Poland | 358 |
| Portugal | 195 |
| Qatar | 2 |
| Romania | 245 |
| Russian Federation | 624 |
| Rwanda | 22 |
| Samoa | 92 |

| Previous citizenship | People |
|---|---|
| Saudi Arabia | 1 |
| Senegal | 1 |
| Serbia and Montenegro | 53 |
| Seychelles | 34 |
| Sierra Leone | 141 |
| Singapore | 948 |
| Slovakia | 102 |
| Slovenia | 27 |
| Solomon Islands | 42 |
| Somalia | 263 |
| South Africa, Republic of | 5036 |
| Spain | 114 |
| Sri Lanka | 1958 |
| St Vincent & the Grenadines | 2 |
| Sudan | 2793 |
| Swaziland | 1 |
| Sweden | 350 |
| Switzerland | 257 |
| Syria | 192 |
| Tadjikistan | 3 |
| Taiwan | 1121 |
| Tanzania | 21 |
| Thailand | 1028 |
| Timor-Leste, Democratic Republic of | 227 |
| Tokelau | 4 |
| Tonga | 226 |
| Trinidad and Tobago | 19 |
| Tunisia | 15 |
| Turkey | 759 |
| Tuvalu | 4 |
| U.S.S.R., former | 11 |
| Uganda | 23 |
| Ukraine | 296 |
| United Arab Emirates | 5 |
| United Kingdom | 22 143 |
| United States of America | 1828 |
| Uruguay | 71 |
| Uzbekistan | 38 |
| Vanuatu | 13 |
| Venezuela | 65 |
| Vietnam | 2114 |
| Yemen | 7 |
| Yugoslavia Federal Republic | 602 |
| Zambia | 20 |
| Zimbabwe | 902 |
| Not stated/other | 1718 |
| **Total** | **103 350** |

## COUNTRY OF PREVIOUS RESIDENCE OF PEOPLE WHO BECAME AUSTRALIAN CITIZENS IN 2005-06

| Previous residence | People |
|---|---|
| Afghanistan | 514 |
| Albania | 227 |
| Algeria | 29 |
| Antigua and Barbuda | 1 |
| Argentina | 256 |
| Armenia | 25 |
| Australia | 659 |
| Austria | 135 |
| Azerbaijan | 10 |
| Bahamas | 4 |
| Bahrain | 37 |
| Bangladesh | 729 |
| Barbados | 6 |
| Belarus | 32 |
| Belgium | 61 |
| Belize | 3 |
| Bermuda | 11 |
| Bhutan | 1 |
| Bolivia | 16 |
| Bosnia-Herzegovina | 446 |
| Botswana | 51 |
| Brazil | 229 |
| Brunei Darussalam | 73 |
| Bulgaria | 108 |
| Cambodia, Kingdom of | 512 |
| Cameroon | 6 |
| Canada | 960 |
| Cayman Islands | 4 |
| Chile | 547 |
| China, People's Republic of | 7172 |
| Colombia | 289 |
| Congo | 17 |
| Congo, Democratic Republic of | 8 |
| Cook Islands | 14 |
| Costa Rica | 10 |
| Cote d'Ivoire | 1 |
| Croatia | 529 |
| Cuba | 8 |
| Cyprus | 70 |
| Czech Republic | 65 |
| Czechoslovakia, former | 13 |
| Denmark | 71 |
| Djibouti | 4 |
| Dominican Republic | 10 |
| East Africa (so stated) | 3 |
| Ecuador | 46 |
| Egypt, Arab Republic of | 1195 |
| El Salvador | 35 |
| Eritrea | 81 |
| Estonia | 14 |
| Ethiopia | 386 |
| Faeroe Islands | 1 |
| Fiji | 1665 |
| Finland | 135 |
| France | 423 |
| French Polynesia | 6 |
| Gabon | 5 |
| Georgia | 8 |
| Germany | 688 |
| Ghana | 85 |
| Greece | 361 |
| Grenada | 1 |
| Guatemala | 7 |
| Guinea | 176 |
| Guyana | 4 |
| Hong Kong, Special Administrative Region of the People's Republic of China | 1938 |
| Honduras | 1 |
| Hungary | 102 |
| Iceland | 6 |

| Previous residence | People |
|---|---|
| India | 6775 |
| Indonesia | 1206 |
| Iran | 872 |
| Iraq | 1357 |
| Irish Republic | 1047 |
| Israel | 421 |
| Italy | 832 |
| Jamaica | 10 |
| Japan | 236 |
| Jordan | 525 |
| Kazakhstan | 24 |
| Kenya | 997 |
| Kiribati | 2 |
| Korea, Democratic People's Republic of | 11 |
| Korea, Republic of | 1706 |
| Kuwait | 60 |
| Kyrgyzstan | 57 |
| Lao Peoples Democratic Republic | 54 |
| Latvia | 21 |
| Lebanon | 1340 |
| Lesotho | 7 |
| Liberia | 58 |
| Libya | 2 |
| Lithuania | 30 |
| Luxembourg | 1 |
| Macau, Special Administrative Region | 50 |
| Macedonia, former Yugoslav Republic of | 339 |
| Madagascar | 3 |
| Malawi | 19 |
| Malaysia | 1868 |
| Maldives | 11 |
| Malta | 622 |
| Marshall Islands | 2 |
| Mauritania | 1 |

| Previous residence | People |
|---|---|
| Mauritius | 261 |
| Mexico | 60 |
| Micronesia, Federal States of | 4 |
| Moldova | 39 |
| Mongolia | 8 |
| Morocco | 21 |
| Mozambique | 20 |
| Myanmar (Burma) | 261 |
| Namibia | 48 |
| Nauru | 7 |
| Nepal | 292 |
| Netherlands | 596 |
| Netherlands Antilles | 1 |
| New Caledonia | 33 |
| New Zealand | 7825 |
| Nicaragua | 2 |
| Niger | 2 |
| Nigeria | 111 |
| Niue | 2 |
| Norfolk Island | 6 |
| Northern Mariana Islands | 1 |
| Norway | 27 |
| Oman | 50 |
| Pakistan | 1587 |
| Palau | 3 |
| Palestinian Authority | 31 |
| Panama | 4 |
| Papua New Guinea | 284 |
| Paraguay | 10 |
| Peru | 176 |
| Philippines | 3701 |
| Poland | 339 |
| Portugal | 147 |
| Puerto Rico | 1 |
| Qatar | 32 |
| Reunion | 3 |
| Romania | 241 |

| Previous residence | People |
|---|---|
| Russian Federation | 581 |
| Rwanda | 2 |
| Samoa | 83 |
| San Marino | 1 |
| Saudi Arabia | 77 |
| Senegal | 4 |
| Serbia and Montenegro | 591 |
| Seychelles | 34 |
| Sierra Leone | 80 |
| Singapore | 1447 |
| Slovakia | 98 |
| Slovenia | 24 |
| Solomon Islands | 50 |
| Somalia | 116 |
| South Africa, Republic of | 5354 |
| South America (so stated) | 2 |
| Spain | 124 |
| Sri Lanka | 1766 |
| St Helena | 1 |
| St Vincent & the Grenadines | 2 |
| Sudan | 1618 |
| Suriname | 1 |
| Swaziland | 8 |
| Sweden | 335 |
| Switzerland | 285 |
| Syria | 304 |
| Tadjikistan | 3 |
| Taiwan | 1142 |
| Tanzania | 49 |
| Thailand | 1102 |
| Timor-Leste, Democratic Republic of | 426 |
| Tokelau | 4 |
| Tonga | 209 |
| Trinidad and Tobago | 17 |
| Tunisia | 13 |
| Turkey | 1088 |

| Previous residence | People |
|---|---|
| Tuvalu | 3 |
| U.S.S.R. | 15 |
| Uganda | 165 |
| Ukraine | 303 |
| United Arab Emirates | 384 |
| United Kingdom | 21 119 |
| United States of America | 1986 |
| Unknown | 26 |
| Uruguay | 68 |
| Uzbekistan | 35 |
| Vanuatu | 16 |
| Venezuela | 64 |
| Vietnam | 2047 |
| West Bank | 1 |
| Western Sahara | 1 |
| Yemen | 64 |
| Yugoslavia, Federal Republic of | 663 |
| Zambia | 55 |
| Zimbabwe | 1144 |
| **Total** | **103 350** |

Source: Reporting Assurance Section - ICSE Citizenship data at 23/07/06

# Appendix 3 – Performance pay

Employees by classification who received performance pay

| Classification level | Number receiving performance pay |
|---|---|
| APS5/6 | 4 |
| Executive Level 1 | 17 |
| Executive Level 2 | 64 |
| SES B1 | 50 |
| SES B2/B3 | 23 |
| Total | 158 |

Aggregated amount of performance payments by classification level

| Classification Llevel | Aggregated amount of performance pay |
|---|---|
| APS5/6 | $19 924 |
| Executive Level 1 | $109 038 |
| Executive Level 2 | $453 641 |
| SES B1 | $480 388 |
| SES B2/SES B3 | $330 171 |
| Total | $1 393 162 |

Average bonus payment and range of payments by classification level

| Classification level | Average bonus payment | Range of payments |
|---|---|---|
| APS5/6 | $4 981 | $1 250 - $8 264 |
| Executive Level 1 | $6 414 | $2 539 - $11 105 |
| Executive Level 2 | $7 088 | $1 125 - $14 157 |
| SES B1 | $9 608 | $3 808 - $17 850 |
| SES B2/SES B3 | $14 355 | $6 000 - $27 465 |

# Appendix 4 – Senior Executive Service

**Number of Senior Executive Service officers**

| As at 30 June 2005* | | | | As at 30 June 2006 | | | |
|---|---|---|---|---|---|---|---|
| Actual Classification | Female | Male | Total | Actual Classification | Female | Male | Total |
| SES B1 | 30 | 37 | 67 | SES B1 | 28 | 54 | 82 |
| SES B2 | 7 | 12 | 19 | SES B2 | 4 | 10 | 14 |
| SES B3 | 1 | 3 | 4 | SES B3 | 1 | 2 | 3 |
| Total | 38 | 52 | 90 | Total | 33 | 66 | 99 |

*Includes the Office of Indigenous Policy Coordination.

Includes people acting on the above dates.

# Appendix 5 – Staffing levels by location

Staffing Levels by Location (Headcount)

| Location | As at 30 June 2005 | As at 30 June 2006* |
|---|---|---|
| National Office | 2614 | 2649 |
| New South Wales | 1175 | 1348 |
| Victoria | 697 | 792 |
| Queensland | 311 | 401 |
| South Australia | 282 | 360 |
| Western Australia | 320 | 354 |
| Tasmania | 68 | 114 |
| Northern Territory | 44 | 50 |
| ACT and Regional Offices | 82 | 100 |
| Overseas** (A-based staff) | 161 | 177 |
| **Australia Total** | **5754** | **6345** |
| | | |
| Overseas*** (locally engaged employees) | 679 | 792 |
| **Total** | **6433** | **7137** |

* The average staffing level for 2005-06 was 6473 compared to 5806 in 2004-05

** This figure includes staff in the transit pool awaiting placement

*** Overseas staff administered by the Department of Foreign Affairs and Trade on our behalf

## Appendix 6 – Staffing levels by classification (as at 30 June 2006)

| | Ongoing | | | | | | Non-Ongoing* | | | | | | Overall Result |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Full Time | | | Part Time | | | Full Time | | | Part Time | | | |
| Classification | Male | Female | Result | Male | Female | Result | Male | Female | Result | Male | Female | Result | |
| APS1 | 5 | 5 | 10 | | | | 1 | | 1 | 12 | 9 | 21 | 32 |
| APS2 | 8 | 26 | 34 | | 2 | 2 | 2 | 2 | 4 | 9 | 2 | 11 | 51 |
| APS3 | 231 | 458 | 689 | 4 | 61 | 65 | 93 | 222 | 315 | 1 | 9 | 10 | 1079 |
| APS4 | 385 | 679 | 1064 | 7 | 104 | 111 | 22 | 55 | 77 | 1 | 4 | 5 | 1257 |
| APS5 | 378 | 553 | 931 | 9 | 88 | 97 | 8 | 25 | 33 | 1 | 3 | 4 | 1065 |
| APS6 | 467 | 579 | 1046 | 11 | 112 | 123 | 10 | 11 | 21 | 5 | 5 | 10 | 1200 |
| CADST | 1 | 2 | 3 | | | | | | | | | | 3 |
| EXEC1 | 426 | 460 | 886 | 5 | 87 | 92 | 17 | 4 | 21 | 5 | 5 | 10 | 1009 |
| EXEC2 | 167 | 156 | 323 | 1 | 7 | 8 | 3 | | 3 | 1 | 1 | 2 | 336 |
| Graduate | 24 | 44 | 68 | | | | | | | | | | 68 |
| Legal | 7 | 12 | 19 | | 1 | 1 | | 4 | 4 | | 1 | 1 | 25 |
| MO2 | 3 | | 3 | 2 | 2 | 4 | | | | | | | 7 |
| MO3 | | | | 1 | | 1 | 1 | 1 | 2 | | | | 3 |
| MO4 | | 1 | 1 | | | | | | | | | | 1 |
| PAO2 | 9 | 4 | 13 | | | | 1 | 2 | 3 | | | | 16 |
| PAO3 | 4 | 6 | 10 | | | | | | | | | | 10 |
| PRLEG | 6 | 11 | 17 | | | | | | | | | | 17 |
| SEC | 1 | | 1 | | | | | | | | | | 1 |
| SES B1 | 54 | 26 | 80 | | 2 | 2 | | | | | | | 82 |
| SES B2 | 10 | 4 | 14 | | | | | | | | | | 14 |
| SES B3 | 2 | 1 | 3 | | | | | | | | | | 3 |
| SNLEG | 17 | 35 | 52 | | 5 | 5 | | 2 | 2 | | | | 59 |
| SPAOA | 2 | 1 | 3 | | | | | | | | | | 3 |
| ACAD | | 1 | 1 | | | | | | | | | | 1 |
| PAO1 | | 1 | 1 | | | | | | | | | | 1 |
| Not assigned | 2 | | 2 | | | | | | | | | | 2 |
| **Total** | **2208** | **3066** | **5274** | **40** | **471** | **511** | **158** | **328** | **486** | **35** | **39** | **74** | **6345** |

*Non-ongoing number also include Irregular/Intermittent Staff Numbers.

Note: Includes people acting on the above date

# Appendix 7 – Salary level by classification

## Training classifications

| APS classification | Salary points prior to certification | Salary at date of certification (after 4.5 per cent pay rise) | Salary at 24 March 2005 (4 per cent) | Salary at 23 March 2006 (3.5 per cent) |
|---|---|---|---|---|
| Aboriginal Cadets' pay rates during full time study. 60% of full time APS1 junior rates | $10 439 | $10 909 | $11 345 | $11 742 |
| | $12 179 | $12 727 | $13 236 | $13 699 |
| | $14 093 | $14 727 | $15 316 | $15 852 |
| | $15 832 | $16 544 | $17 206 | $17 808 |
| | $17 398 | $18 181 | $18 908 | $19 570 |
| APS 1 and Aboriginal Cadets during practical training | $17 398 [1] | $18 181 | $18 908 | $19 570 |
| | $20 298 [2] | $21 211 | $22 059 | $22 831 |
| | $23 488 [3] | $24 545 | $25 527 | $26 420 |
| | $26 388 [4] | $27 575 | $28 678 | $29 682 |
| | $28 997 | $30 302 | $31 514 | $32 617 |
| | $30 163 | $31 520 | $32 781 | $33 928 |
| | $31 162 | $32 564 | $33 867 | $35 052 |
| | $32 161 | $33 608 | $34 952 | $36 175 |
| Graduate APS | $32 817 | $34 294 | $35 666 | $36 914 |
| | $33 720 | $35 237 | $36 646 | $37 929 |
| | $34 605 | $36 162 | $37 608 | $38 924 |
| | $35 505 | $37 103 | $38 587 | $39 938 |
| | $36 504 | $38 147 | $39 673 | $41 062 |

[1] Under 18 years old (60per cent)

[2] 18 years (70 per cent)

[3] 19 years (81 per cent)

[4] 20 years (91 per cent)

# Appendix 7 – Salary level by classification *continued*

### APS level and executive level employees

| APS classification | Salary points prior to certification | Salary at date of certification (after 4.5 per cent pay rise) | Salary at 24 March 2005 (4 per cent) | Salary at 23 March 2006 (3.5 per cent) |
|---|---|---|---|---|
| APS Level 1 | $17 398 [5] | $18 181 | $18 908 | $19 570 |
| | $20 298 [6] | $21 211 | $22 059 | $22 831 |
| | $23 488 [7] | $24 545 | $25 527 | $26 420 |
| | $26 388 [8] | $27 575 | $28 678 | $29 682 |
| | $28 997 [9] | $30 302 | $31 514 | $32 617 |
| | $30 163 | $31 520 | $32 781 | $33 928 |
| | $31 162 | $32 564 | $33 867 | $35 052 |
| | $32 161 | $33 608 | $34 952 | $36 175 |
| APS Level 2 | $32 817 | $34 294 | $35 666 | $36 914 |
| | $33 720 | $35 237 | $36 646 | $37 929 |
| | $34 605 | $36 162 | $37 608 | $38 924 |
| | $35 505 | $37 103 | $38 587 | $39 938 |
| | $36 504 | $38 147 | $39 673 | $41 062 |
| APS Level 3 | $37 378 | $39 060 | $40 622 | $42 044 |
| | $38 350 | $40 076 | $41 679 | $43 138 |
| | $39 500 | $41 278 | $42 929 | $44 432 |
| | $40 624 | $42 452 | $44 150 | $45 695 |
| APS Level 4 | $41 659 | $43 534 | $45 275 | $46 860 |
| | $42 984 | $44 918 | $46 715 | $48 350 |
| | $44 103 | $46 088 | $47 932 | $49 610 |
| | $45 347 | $47 388 | $49 284 | $51 010 |
| APS Level 5 | $46 467 | $48 558 | $50 500 | $52 268 |
| | $47 923 | $50 080 | $52 083 | $53 906 |
| | $49 384 | $51 606 | $53 670 | $55 548 |
| APS Level 6 | $50 187 | $52 445 | $54 543 | $56 452 |
| | $51 436 | $53 751 | $55 901 | $57 858 |
| | $52 845 | $55 223 | $57 432 | $59 442 |
| | $55 500 | $57 998 | $60 318 | $62 429 |
| | $57 819 | $60 421 | $62 838 | $65 037 |

[5] Under 18 years old (60 per cent)

[6] 18 years (70 per cent)

[7] 19 years (81 per cent)

[8] 20 years (91 per cent)

[9] Bottom salary point of adult salary rate

# Appendix 7 – Salary level by classification *continued*

### APS level and executive level employees *continued*

| APS classification | Salary points prior to certification | Salary at date of certification (after 4.5 per cent pay rise) | Salary at 24 March 2005 (4 per cent) | Salary at 23 March 2006 (3.5 per cent) |
|---|---|---|---|---|
| EXEC Level 1 | $64 274 | $67 166 | $69 853 | $72 298 |
| | $65 985 | $68 954 | $71 712 | $74 222 |
| | $67 608 | $70 650 | $73 476 | $76 048 |
| | $70 082 | $73 236 | $76 165 | $78 831 |
| EXEC Level 2 | $74 108 | $77 443 | $80 541 | $83 360 |
| | $78 186 | $81 704 | $84 972 | $87 946 |
| | $81 108 | $84 758 | $88 148 | $91 233 |
| | $84 031 | $87 812 | $91 324 | $94 520 |
| | $86 843 | $90 751 | $94 381 | $97 684 |

**Classification levels, local titles including broadbands, and salary rates**

### Legal Officers

| APS classification | Local title | Salary points prior to certification | Salary at date of certification (after 4.5 per cent pay rise) | Salary at 24 March 2005 (4 per cent) | Salary at 23 March 2006 (3.5 per cent) |
|---|---|---|---|---|---|
| APS Level 4 | Legal Officer | $44 103 | $46 088 | $47 932 | $49 610 |
| APS Level 5 | | $47 923 | $50 080 | $52 083 | $53 906 |
| APS Level 6 | | $50 187 | $52 445 | $54 543 | $56 452 |
| | | $52 845 | $55 223 | $57 432 | $59 442 |
| | | $55 500 | $57 998 | $60 318 | $62 429 |
| | | $57 819 | $60 421 | $62 838 | $65 037 |
| EXEC Level 1 | Senior Legal Officer | $64 274 | $67 166 | $69 853 | $72 298 |
| | | $70 082 | $73 236 | $76 165 | $78 831 |
| | | $76 041 | $79 463 | $82 642 | $85 534 |
| | | $78 516 | $82 049 | $85 331 | $88 318 |
| EXEC Level 2 | Principal Legal Officer | $86 390 | $90 278 | $93 889 | $97 175 |
| | | $89 202 | $93 216 | $96 945 | $100 338 |

# Appendix 7 – Salary level by classification *continued*

### Public affairs officers

| APS classification | Local itle | Salary points prior to certification | Salary at date of certification (after 4.5 per cent pay rise) | Salary at 24 March 2005 (4 per cent) | Salary at 23 March 2006 (3.5 per cent) |
|---|---|---|---|---|---|
| APS Level 4 | Public Affairs Officer 1 | $42 984 | $44 918 | $46 715 | $48 350 |
| | | $45 234 | $47 270 | $49 161 | $50 882 |
| APS Level 5 | | $47 923 | $50 080 | $52 083 | $53 906 |
| | | $49 384 | $51 606 | $53 670 | $55 548 |
| APS Level 6 | Public Affairs Officer 2 | $52 845 | $55 223 | $57 432 | $59 442 |
| | | $54 172 | $56 610 | $58 874 | $60 935 |
| | | $55 500 | $57 998 | $60 318 | $62 429 |
| | | $57 197 | $59 771 | $62 162 | $64 338 |
| | | $59 517 | $62 195 | $64 683 | $66 947 |
| EXEC Level 1 | Public Affairs Officer 3 | $70 082 | $73 236 | $76 165 | $78 831 |
| | | $74 517 | $77 870 | $80 985 | $83 819 |
| | | $76 041 | $79 463 | $82 642 | $85 534 |
| | | $78 516 | $82 049 | $85 331 | $88 318 |
| EXEC Level 2 | Senior Public Affairs Officer B | $81 553 | $85 223 | $88 632 | $91 734 |
| | | $84 365 | $88 161 | $91 687 | $94 896 |
| | Senior Public Affairs Officer A | $86 052 | $89 924 | $93 521 | $96 794 |
| | | $88 864 | $92 863 | $ 96 578 | $99 958 |

# Appendix 7 – Salary level by classification *continued*

## Medical officers

| APS classification | Salary points prior to certification | Salary at date of certification (after 4.5 per cent pay rise) | Salary at 24 March 2005 (4 per cent) | Salary at 23 March 2006 (3.5 per cent) |
|---|---|---|---|---|
| Medical Officer Class 2 | $82 893 | $86 623 | $90 088 | $93 241 |
| | $86 165 | $90 042 | $93 644 | $96 922 |
| Medical Officer Class 3 | $92 656 | $96 826 | $100 699 | $104 223 |
| | $95 726 | $100 034 | $104 035 | $107 676 |
| Medical Officer Class 4 | $101 053 | $105 600 | $109 824 | $113 667 |
| | $104 994 | $109 719 | $114 108 | $118 102 |
| | $106 975 | $111 789 | $116 261 | $120 330 |
| | $109 787 | $114 727 | $119 316 | $123 492 |

# Appendix 8 – Occupational health and safety

### Occupational health and safety policy and agreement

We are committed to providing a safe and healthy work environment for staff, contractors, and visitors. This commitment is reflected in the 2003 Occupational Health and Safety Policy and Agreement. This policy document was developed in consultation with staff and their representatives as required under s.16 of the *Occupational Health and Safety (Commonwealth Employment) Act 1991* ('the OH&S Act'). The Occupational Health and Safety (OH&S) policy and agreement is scheduled for review in 2006.

### OH&S committees

In line with legislative requirements to consult with staff and their representatives on OH&S issues, we convene health and safety committees in all national, state, and territory offices. Key OH&S issues are referred to the National OH&S Committee, which met three times during 2005-06.

### Health and safety representatives

In consultation with the Community and Public Sector Union, we conducted elections for vacant Health and Safety Representatives and deputies on an ongoing basis as vacancies occurred.

### Health, safety and wellbeing

To promote health, safety, and wellbeing, we provided employees and contractors with:

- OH&S and rehabilitation training (induction and fundamentals of supervision programmes)
- lunchtime health promotion seminars ('Quit Smoking', 'Managing Teenagers', and 'Supporting Your Peers Through Difficult Times')
- eyesight testing for screen based activities
- employee Assistance Program and counselling services
- ergonomic workstation assessments and ergonomic office furniture
- influenza vaccinations
- hepatitis B vaccinations
- first aid kits and training
- fire warden training
- fitness programs, gymnasium equipment, and yoga and aerobic classes (National Office)
- rehabilitation services with the aim of reducing the human and financial costs of work related and non-work related injury and illness.

### Section 29 notices (provisional improvement notices)

There were no provisional improvement notices issued under s.29 of the OH&S Act.

### Section 45 directions (workplace not be disturbed)

There were no directions issued under s.45 of the OH&S Act.

### Section 46 notices (prohibition notices)

There were three prohibition notices issued under s.46 of the OH&S Act addressing the identification, investigation, and removal of asbestos containing material at the Villawood Immigration Detention Centre. More information is provided under 'Incident investigation' in this Appendix.

### Section 47 notices (improvement notices)

There was one improvement notice issued under s.47 of the OH&S Act addressing the identification, investigation, and removal of asbestos containing material at the Villawood Immigration Detention Centre. More information is provided under 'Incident investigation' in this Appendix.

### Section 68 occurrences (notification and reporting of accidents and dangerous occurrences)

A s.68 notification relates to notifiable fatalities and dangerous occurrences.

A notifiable fatality is the work related death of any employee, contractor, or member of the public. One member of the public passed away after a fall within a department building in Western Australia during July 2005. Two employees and three members of the public were lost in the *Malu Sara* boating incident of October 2005. More information is provided under 'Incident investigation' in this Appendix.

We are also required to report any dangerous occurrence, that is, incidents with the potential to cause serious personal injury (injury requiring emergency medical treatment) or death. We reported 304 dangerous occurrences to Comcare during 2005-06. The notable increase in reporting is due to a greater emphasis on reporting of incidents at immigration detention centres.

Three year summary of occurrences

| | 2003–04 | 2004–05 | 2005–06 |
|---|---|---|---|
| Notifiable fatality | 0 | 2 | 6 |
| Dangerous occurrences | 62 | 88 | 304 |

### Incapacity

An incapacity is an incident resulting in the inability to engage in work and/or an inability to work at the same level as undertaken immediately before the injury. There are three categories of incapacity:

- lost time injuries represent the number of incidents resulting in one or more working days incapacity within each financial year
- prescribed incapacity represents the number of incidents resulting in 30 or more successive working days incapacity, of any staff member, within each financial year
- weeks lost represent the total number of weeks lost to incapacities in the financial year.

We experienced an increase in lost time injuries during 2005-06. However, early intervention and rehabilitation strategies were successful in constraining increases in '30 day incapacities' and thereby limiting the increase in total number of weeks lost.

Three year summary of incapacity

| | 2003–04 | 2004–05 | 2005–06 |
|---|---|---|---|
| Lost time injuries | 58 | 66 | 109 |
| Prescribed incapacity | 29 | 22 | 28 |
| Weeks lost | 1101 | 1408 | 1577 |

### Incident reporting system

In an effort to improve reporting and recording of incidents in the department, we will introduce an electronic incident reporting and records tool in July 2006. Improved capturing of incident data will help us with analyse incident trends, identifying prevention strategies, and improve our OH&S performance during 2006-07.

### Mechanism of injury

In consultation with Comcare, we identify actions, events, and exposure that cause serious injury and disease. The mechanism of injury descriptors are based upon the national *Type of Occurrence Classification System* and help us identify injury trends and set injury prevention performance targets.

Three year summary of mechanism of injury

| Accepted claims | 2003–04 | 2004–05 | 2005–06 |
|---|---|---|---|
| Falls, trips & slips | 28 | 27 | 36 |
| Hitting objects | 3 | 6 | 7 |
| Being hit by moving objects | 6 | 8 | 6 |
| Sound & pressure | 0 | 0 | 1 |
| Body stressing | 34 | 37 | 63 |
| Heat, radiation & electricity | 2 | 0 | 1 |
| Biological factors | 0 | 2 | 0 |
| Mental stress | 3 | 5 | 5 |
| Other & unspecified | 12 | 15 | 26 |
| Totals | 88 | 100 | 145 |

### Workers' compensation premiums

The main factors influencing our workers compensation premium rate are claim costs and frequency. During 2005-06 our premium decreased in terms of total dollar premium and percentage of payroll. The decrease is the result of early intervention and rehabilitation strategies we have implemented over the last three years, and is notable given that all agencies premium rates during the corresponding period have increased.

Three year summary of comcare premiums

| | 2003–04 | 2004–05 | 2005–06 |
|---|---|---|---|
| *Premium | $4 579 931 | $5 641,147 | $4 728,063 |
| DIMA per cent of payroll | 1.67 | 1.46 | 1.39 |
| All Agencies per cent of payroll | 1.43 | 1.67 | 1.77 |

*The premium amount covers the department, the Migration Review Tribunal, the Refugee Review Tribunal, and the Translating and Interpreter Services independent contractor components.

### Incident investigations

Four Investigations of incidents were conducted during 2005-06:

1. During July 2005 a member of the public fell within the foyer of a departmental leased building in Western Australia. The person later passed away. A coronial inquest will be conducted during 2006-07.
2. During October 2005 the vessel *'Malu Sara'* was tragically lost in the Torres Strait while returning from a workshop held on the island of Saibai. Aboard were two of our colleagues and three other passengers. The Australian Transport Safety Bureau completed a comprehensive report, and we are cooperating fully with the Bureau to address the issues raised in the report.
3. During November 2005 asbestos containing material was discovered at the Benjamin Offices (Level 4 Blue Building) in Belconnen, ACT. The site was closed down for an interim period whilst appropriate testing by Robson Laboratories was undertaken in consultation with Comcare. Test samples were found to be asbestos free and the building was reoccupied in December 2005.
4. During March 2006 asbestos containing material was discovered in an external area of the Villawood Immigration Detention Centre in Sydney. The area was cordoned off and appropriate testing was conducted by Environmental Safety Professionals. People in immigration detention at Villawood were temporarily re-located for a short period while investigation work was undertaken. The site was later re-occupied in consultation with Comcare.

In an effort to improve reporting and recording of incidents within the department, we will introduce an electronic incident reporting and records tool in July 2006. Increased interaction between state and territory offices will also contribute to more robust reporting in this area with more accurate data provided to measure and improve OH&S performance.

### Injury Prevention & Management Plan 2006 – 2009

In line with government and community expectations, we have adopted a three year planning cycle for strategically managing the prevention of physical and psychological injuries in the workplace. *The Injury Prevention and Management Plan 2006–09* adopts OH&S performance targets issued by the Safety Rehabilitation and Compensation Commission and is supported by all Australian Governments, the Australian Council of Trade Unions, and employer associations.

# Appendix 9 – Freedom of information (FOI)

We have provided the information in this Appendix to comply with section 8 of the *Freedom of Information Act 1982*.

Information about us, including our structure, appears earlier in this annual report. Decision-making powers are vested in the Minister and/or the Secretary under various Acts. The Minister or the Secretary may delegate most of their powers to departmental staff.

Generally, we prefer to provide access to documents in the form of copies. Private viewing of personal files may be done by appointment at state and regional offices.

Initial telephone inquiries in relation to freedom of information (FOI) matters can be made through the Client Service Line on 13 18 81.

FOI requests with contact addresses in Victoria should be sent to:

Parliamentary and Public Access Section
DIMA Victoria
GPO Box 241E
MELBOURNE VIC 3001

FOI requests with contact addresses in all other States and Territories of Australia should be sent to:

FOI Section
DIMA PO Box 25
BELCONNEN ACT 2616

FOI Documents Maintained

| Type | Description |
|---|---|
| Documents of decision-making bodies * | Relating to the business of these bodies and including agenda, minutes, and other records. |
| Cabinet documents * | Records of Cabinet matters including Cabinet submissions and Cabinet minutes. |
| Representations to the Minister for Immigration and Multicultural Affairs and the Parliamentary Secretary * | The Minister and the Parliamentary Secretary receive a large number of written representations each year concerning all aspects of migration, population, settlement, citizenship policies, and portfolio administration. |
| Documents on internal departmental administration * | These documents include personnel records, organisation and staffing records, financial and expenditure records, and internal operating documentation such as internal working documents and correspondence. |
| Programme documents * | We hold documents relating to grants provided to various organisations under the programmes we administer and programmes administered under enactments including the *Migration Act 1958* and the *Australian Citizenship Act 1948*. |
| Personal information documents * | We hold personal information about applicants for migration and Australian citizenship as well as information about movements into and out of Australia. This is located on individual files and our databases. |
| Documents available for access or purchase subject to a fee or other charge | Our annual report is available on the Internet. Our legislation and policy instructions are available for purchase via an online subscription service, LEGEND*com*, on our website. The *Freedom of Information Handbook* is available for purchase from our Freedom of Information units. |

FOI Documents Maintained *continued*

| | |
|---|---|
| Documents available free of charge upon request ** | We hold and make available on request (free of charge) a range of documents including fact sheets, some research documents, general information leaflets (some in a number of languages), and a leaflet about FOI that is published by the Attorney-General's Department. |

* Some records are either not available or only available to the public under the FOI Act, where access may be subject to a charge.

** These are available on our website (www.immi.gov.au) and/ or at the public inquiry counters of our Australian and overseas offices.

# Appendix 10 – Advertising and market research

Expenditure on advertising and market research contracts during 2005-06

| Advertising agencies | |
|---|---|
| Singleton, Ogilvy & Mather<br>Development of advertising creative for Australian Citizenship promotion campaign | $1 300 000 |
| **Sub-total** | **$1 300 000** |

| Market research | |
|---|---|
| Butler Group<br>Subscription | $32 203 |
| Value Creation Group Pty Ltd<br>Departmental workshops | $89 485 |
| Usability One<br>Usability and accessibility research | $17 050 |
| Elliott & Shanahan<br>Concept testing for Australian citizenship advertising | $87 725 |
| The Research Forum<br>Research to evaluate the effectiveness of Australian citizenship advertising | $34 974 |
| **Sub-total** | **$261 437** |

| Direct mail organisations | |
|---|---|
| **Sub-total** | **0** |

| Media advertising | |
|---|---|
| HMA Blaze<br>Non-campaign advertising | $1 174 334 |
| Universal McCann<br>Campaign advertising | $2 012 486 |
| **Sub-total** | **$3 186 820** |

| | |
|---|---|
| **Total** | **$4 748 257** |

# Appendix 11 – Ecologically sustainable development and environmental performance

We are committed to identifying, implementing, and promoting best practice in environmental management, and to operating in an ecologically sustainable manner. We are also committed to providing an environmentally sound workplace that conforms to occupational health and safety requirements.

We aim to minimise the environmental impact of our operations and we have implemented an Environmental Management System that sets out the planning, operational, and management processes to achieve this in areas such as:

- energy consumption
- office consumables
- landfill waste
- transportation.

Following are examples of initiatives undertaken during 2005-06:

- We have purchased a new style waste recycling bin for new office accommodation that will help our staff recycle waste and result in a reduction of waste going to landfill.
- We have encouraged our SES staff and pool vehicle users to choose smaller four cylinder vehicles where operational requirements allow.
- We initiated a review of the Environmental Management System as a new ISO standard, ISO14001:2004 was introduced. The new standard takes into consideration the provisions of ISO 9001:2000 which focus on quality.

The implementation of environmental initiatives is progressing through the assistance of EnviroWatch, a staff volunteer network that receives senior management support. This group of environmental 'champions' was previously known as the Waste Watch Network.

The table below outlines our energy performance:

Three year summary of energy performance

| Financial year | Building tenant light and power | |
|---|---|---|
| | MJ/pp/pa (Target of 10 000 expected to be met by 2002-03) | MJ/m_ /pa (No Target Set) |
| 2001-02 | 9849 | 467 |
| 2002-03 | 8359 | 429 |
| 2003-04 | 5759 | 287 |
| 2004-05 * | 8043 | 367 |
| 2005-06 | 6601 | 419 |

MJ/pp/pa = Megajoules per person per annum

MJ/m_ /pa = Megajoules per square metre per annum

* The 2004-05 figures included the addition of the Office of Indigenous Policy Coordination to our portfolio during this period. The office was moved to the Department of Families, Community Services and Indigenous Affairs in 2005-06.

### Migration and the environment:

Increasing numbers of migrants are settling in areas outside of Sydney, Newcastle, Wollongong, Brisbane, the Gold Coast, and Perth as a result of state-specific and regional migration initiatives. These initiatives have helped state and territory governments to avoid increasing environmental pressures in chosen areas while allowing state and territory governments to address skill shortages and population needs in regional and low population growth areas.

The number of visas granted under these initiatives greatly increased in 2005-06.

# Appendix 12 – Consultancies

## CONSULTANCY SERVICES CONTRACTS OF $10 000 OR MORE DURING 2005-06

Following is an explanation of the meaning of the terms 'Selection process' and 'Justification' which are used in the table below.

**Selection process:** The explanation of the selection process terms used in the table is drawn from the Commonwealth Procurement Guidelines (CPGs) dated January 2005.

- **Open tender:** A procurement procedure in which a request for tender is published, inviting all businesses that satisfy the conditions for participation to submit tenders, including services sourced through panels.
- **Select tender:** A procurement procedure in which the procuring agency selects potential suppliers to submit tenders in accordance with the CPGs.
- **Direct sourcing:** A procurement process in which an agency may contract a single potential supplier or suppliers of its choice. Where a procurement is valued above the thresholds set out in the CPGs, direct sourcing is available only under certain defined circumstances. Conditions for direct sourcing apply under the mandatory procurement procedures.

**Justification:** Following is an explanation of the key we have used in the table to show the justification for our decision to use a consultancy.

**A** Involves specialist professional knowledge and/or expertise that may not be maintained in-house.

**B** Involves development of an intellectual output – for example research, evaluation, advice, and recommendations - to assist with agency decision making.

**C** Involves a one-off task, a set of tasks or irregular tasks (making employment of permanent staff impractical or undesirable).

| Consultant name | Description | Contract price | Selection process | Justification |
|---|---|---|---|---|
| 2nd Road Pty Ltd | Provision of expert model and method for strategic planning process | $65 235 | Direct sourcing | A |
| Access Economics Pty Ltd | Update and enhancement of migrant fiscal impact model | $54 000 | Direct sourcing | B |
| Access Testing Centre | Usability and accessibility research | $29 040 | Open tender | B |
| Access Testing Centre | Usability and accessibility research | $30 800 | Direct sourcing | A |
| Access Testing Centre | Usability and accessibility research | $26 400 | Direct sourcing | A |
| Acumen Alliance Pty Ltd | Financial advisory services | $22 000 | Open tender | B |
| Alliance Consulting Group Pty Ltd | Business adviser for procurement process | $33 000 | Open tender | A |
| Alliance Consulting Group Pty Ltd | Business adviser for procurement process | $26 150 | Open tender | A |
| APIS Consulting Group Pty Ltd | Financial advice for the passenger card processing expression of interest | $14 304 | Open tender | A |
| APIS Consulting Group Pty Ltd | Review of information requirements and systems | $950 000 | Open tender | B |

## Appendix 12 – Consultancies *continued*

| Consultant name | Description | Contract price | Selection process | Justification |
|---|---|---|---|---|
| APIS Consulting Group Pty Ltd | Multi-Disciplinary Teams approach project | $117 150 | Open tender | A |
| APIS Consulting Group Pty Ltd | Support to Systems for People communications and change taskforce | $160 000 | Open tender | A |
| APIS Consulting Group Pty Ltd | Project management and procurement assistance for new detention services tender | $1 235 520 | Open tender | B |
| Australian Catholic University | Research services | $41 250 | Direct sourcing | A |
| Australian National University, Australian Centre for Population Research | Demographic scoping paper on future demand for, and supply of, labour, and immigration | $16 500 | Direct sourcing | B |
| Bearing Point Australia Pty Ltd | Data management strategy | $197 560 | Open tender | A |
| Booz Allen Hamilton | Model Office project review of DIMA's current service and business delivery operations | $26 301 | Select tender | A |
| Booz Allen Hamilton | Advice on Model Office Stage 1 | $209 000 | Select tender | B |
| Booz Allen Hamilton | Advice on Model Office Stage 2 | $395 000 | Select tender | B |
| Codarra Advanced Systems Pty Ltd | Develop a project manager's guide | $1 171 600 | Open tender | A |
| Cogent Business Solution | Evaluation of the Enhanced CEKAL System (ECS) project tender | $57 058 | Open tender | B |
| Cogent Business Solutions | Business advice for procurement process | $100 000 | Open tender | A |
| Cogent Business Solutions | Business advice for procurement process | $17 100 | Open tender | A |
| Cogent Business Solutions | Procurement and contract management services | $119 982 | Open tender | A |
| Cogent Business Solutions Pty Ltd | Business advice for procurement process | $27 552 | Open tender | C |
| Cogent Business Solutions Pty Ltd | Negotiation support | $18 692 | Open tender | A |
| Cogent Business Solutions Pty Ltd | Financial management advice | $50 000 | Open tender | A |
| Cogent Business Solutions Pty Ltd | Financial advice for IHSS Tender | $55 000 | Open tender | A |
| Cogent Business Solutions Pty Ltd | Financial advice for IHSS contract management | $42 200 | Open tender | B |

# Appendix 12 – Consultancies *continued*

| Consultant name | Description | Contract price | Selection process | Justification |
|---|---|---|---|---|
| CSC Australia Pty Ltd | Redevelopment of the APEC Business Travel Card system | $187 000 | Open tender | A |
| CSC Australia Pty Ltd | External Services Provider process improvement plan | $20 889 | Open tender | A |
| CSC Australia Pty Ltd | IT disaster recovery project - programme management & project control services | $200 640 | Open tender | A |
| CSC Australia Pty Ltd | AppBuilder and ICSE technical support | $524 801 | Open tender | A |
| CSC Australia Pty Ltd | Email classification project | $130 130 | Open tender | A |
| CSC Australia Pty Ltd | SGS extension physical technology model | $120 271 | Open tender | A |
| CSC Australia Pty Ltd | ICSE synchronisation | $765 600 | Open tender | A |
| CSC Australia Pty Ltd | Undertake activities in support of biometrics project | $35 000 | Open Tender | A |
| CSC Australia Pty Ltd | Information management programme | $303 930 | Open tender | A |
| CSC Australia Pty Ltd | Scoping study for an automated accounts payable invoice entry solution | $17 111 | Direct sourcing | A |
| CSC Australia Pty Ltd | Health check of the IT Platform, IT governance, and project management | $1 221 700 | Open Tender | A |
| CSC Australia Pty Ltd | Advice on integration, identity, business process, and rule management | $387 362 | Open tender | A |
| CSC Australia Pty Ltd | Testing services for global revenue management | $104 060 | Open tender | A |
| CSC Australia Pty Ltd | SAP authorisation development | $71 500 | Open tender | A |
| CSC Australia Pty Ltd | Mobile office solution | $31 900 | Open tender | A |
| CSC Australia Pty Ltd | ICSE business analyst | $108 790 | Open tender | A |
| CSC Australia Pty Ltd | Feasibility study for an identity risk profile framework | $297 000 | Direct sourcing | A |
| CSC Australia Pty Ltd | GSE CSC technology specialists re-engagement | $1 103 520 | Open tender | A |
| CSC Australia Pty Ltd | TRIM upgrade project | $374 880 | Open tender | A |

## Appendix 12 – Consultancies *continued*

| Consultant name | Description | Contract price | Selection process | Justification |
|---|---|---|---|---|
| CSC Australia Pty Ltd | Enterprise security programme - Stage 1 | $91 635 | Open tender | A |
| CSC Australia Pty Ltd | Regional Movement Alert List – APEC project to enhance international data sharing | $255 255 | Open tender | A |
| Cultural Diversity Services Pty Ltd | The effectiveness of cross-cultural training in the Australian context | $165 000 | Open tender | B |
| Dale Roger Louis Boucher | Investigation services | $330 600 | Direct sourcing | A |
| Deloitte Touche Tohmatsu | Advice on procurement of investment manager | $64 048 | Direct sourcing | C |
| Direct Contracts Pty Ltd | Project management services | $12 672 | Direct sourcing | A |
| Econtech Pty Ltd | Impact of migration on productivity and economic growth | $36 100 | Direct sourcing | B |
| Elliott & Shanahan | Concept testing for the Australian citizenship promotional campaign 2006 | $87 725 | Select tender | B |
| Ernst & Young | Advice and expert assistance in the tax function and to ensure legislative compliance | $303 877 | Direct sourcing | A |
| Ernst & Young | Living in Harmony evaluation | $17 869 | Open tender | B |
| Ernst & Young | Council for Multicultural Australia evaluation | $38 945 | Open tender | B |
| GHD (ACT) | Building protection for 6 Chan St Belconnen | $56 000 | Select tender | B |
| Gibson Quai - Consulting AAS Pty Ltd | Provision of best price benchmark for telecommunication services | $55 000 | Select tender | A |
| Hiser | Usability and accessibility research | $17 050 | Open tender | C |
| Human Synergistics Australia Pty Ltd | Conduct focus groups on employee opinion survey | $52 300 | Select tender | C |
| Hydrasight Pty Ltd | Onsite evaluation of micrographic equipment | $38 744 | Open tender | A |
| Ian Johnsen | Case Management - individual & team supervision | $19 146 | Select tender | B |
| IBM Australia Ltd | Systems For People | $16 500 000 | Select tender | A |
| Interiors Australia Pty Ltd | Project management for building fit out | $212 740 | Select tender | A |

# Appendix 12 – Consultancies *continued*

| Consultant name | Description | Contract price | Selection process | Justification |
|---|---|---|---|---|
| Jakeman Business Solutions Pty Ltd | Border management literature review | $22 050 | Direct sourcing | B |
| Jakeman Business Solutions Pty Ltd | Passenger card processing and related services | $72 837 | Open tender | A |
| KAZ Technology Services | Services for INTERCEPT risk rating application | $31 680 | Direct sourcing | B |
| KPMG | Assessment for business system replacement project | $59 400 | Open tender | A |
| Macquarie University and La Trobe University | Develop special preparatory programme curriculum focused on youth | $1 530 771 | Direct sourcing | B |
| Maine Street Marketing Pty Ltd | Develop and implement a communications and consultation plan | $71 500 | Direct sourcing | C |
| Maine Street Marketing Pty Ltd | Media and development services for the Living in Harmony public information strategy incorporating Harmony Day 2006 | $72 690 | Select tender | A |
| Margaret Papst and Associates Pty Ltd | Provision of professional development services | $23 250 | Select tender | A |
| Margaret Piper and Associates | Proposer support study examination | $39 600 | Direct sourcing | A |
| Michael Roche | Advisory services on the compliance and detention functions | $198 000 | Direct sourcing | A |
| Monash University | Develop basic interpreting skills training | $33 640 | Direct sourcing | B |
| New England Centre for Applied Research in Social Science | Study into the social costs and benefits of migration into Australia | $198 000 | Open tender | B |
| NewSouth Global Pty Ltd | Advice on the Border Operations Centre and its attendant IT | $16 042 | Direct sourcing | A |
| Northern Melbourne Institute of TAFE (NMIT) | Intensive preparation programme for new and emerging languages | $30 380 | Direct sourcing | B |
| Petmar Consultancies Pty Ltd | Investigation services | $33 396 | Direct sourcing | A |
| Protiviti Risk Consulting | SAP security and controls remediation project | $75 000 | Direct sourcing | B |
| Protiviti Risk Consulting | Provision of training of staff and configuration of SAP Assure | $55 000 | Direct sourcing | C |
| PSI Consulting Pty Ltd | Business advice for the passenger card processing expression of interest | $14 230 | Open tender | A |

## Appendix 12 – Consultancies *continued*

| Consultant name | Description | Contract price | Selection process | Justification |
|---|---|---|---|---|
| PSI Consulting Pty Ltd | Business advisor for procurement process | $60 000 | Open tender | A |
| PSI Consulting Pty Ltd | Probity/business advice on the supplementary internal audit and risk services tender | $22 000 | Open tender | B |
| Resolution Consulting Services Pty Ltd | Provision of IT financial advice | $80 100 | Open tender | A |
| Resolution Consulting Services Pty Ltd | Provision of IT financial advice | $108 000 | Open tender | A |
| Resolution Consulting Services Pty Ltd | Provision of IT financial advice | $49 650 | Open tender | A |
| Results Consulting Australia | Provision of a consultant for training | $29 154 | Select tender | A |
| Richardson O'Rourke Consulting Pty Ltd | Project management services | $60 000 | Open tender | A |
| Sage Legal Services | Legal advice for the Integrated Humanitarian Settlement Strategy | $14 300 | Direct sourcing | A |
| Sage Legal Services | Legal advice for the IHSS tender and contract negotiations | $10 000 | Direct sourcing | A |
| SAP Australia Pty Ltd | SAP business consultant | $30 508 | Direct sourcing | A |
| SHL Australia Pty Ltd | 360 degree feedback for managers | $28 800 | Select tender | B |
| Singleton, Ogilvy & Mather | Development and implementation of an advertising strategy for an Australian citizenship communication campaign | $1 300 000 | Select tender | A |
| Stamford Interactive Pty Ltd | Establishment of a user-centred design to ICSE projects | $30 875 | Direct sourcing | A |
| Stamford Interactive Pty Ltd | Establishment of a user-centred design to ICSE projects | $25 000 | Direct sourcing | A |
| Step Two Designs Pty Ltd | Usability and accessibility research | $30 695 | Open tender | A |
| Step Two Designs Pty Ltd | Usability and accessibility research | $65 450 | Select tender | B |
| Step Two Designs Pty Ltd | Review of the Client Enquiry Support (CES) resource tool | $59 500 | Select tender | B |
| Terradata | Data mining and statistical analysis | $72 375 | Select tender | A |
| The Nous Group | Advice on our human resource framework | $47 640 | Direct sourcing | B |

# Appendix 12 – Consultancies *continued*

| Consultant name | Description | Contract price | Selection process | Justification |
|---|---|---|---|---|
| The Production Hub | Production of a television documentary on the resettlement of refugees | $79 160 | Direct sourcing | A |
| The University of British Colombia (Canada) | Evaluation of skilled migration in Canada with comparison to Australia | $31 874 | Direct sourcing | B |
| Technology Partners Industry | Business advisor for procurement process | $150 000 | Direct sourcing | A |
| UCL Consultants Limited | Evaluation of skilled migration in the United Kingdom with comparison to Australia | $26 500 | Direct sourcing | B |
| Urbis Keys Young | National multilingual client satisfaction survey | $597 201 | Open tender | A |
| UXC Limited | Review of the AMEP Reporting Management System (ARMS) | $85 800 | Direct sourcing | B |
| Value Creation Group Pty Ltd | Development of a business plan | $45 772 | Direct sourcing | C |
| Value Creation Group Pty Ltd | Development of a business plan | $55 000 | Select tender | C |
| Value Creation Group Pty Ltd | Advice on client focussed workshops for senior managers | $89 485 | Direct sourcing | C |
| Walter Turnbull Pty Ltd | Probity advice | $33 750 | Open tender | A |
| Walter Turnbull Pty Ltd | Procurement for Immigration Advice and Application Assistance Scheme service providers | $13 500 | Open tender | A |
| Wilde & Woollard | Quantity surveyor advice | $14 205 | Direct sourcing | B |
| Workplace Research Associates | Advice on our span of manager control | $87 372 | Direct sourcing | B |
| Yellow Edge Pty Ltd | Advice on a framework for the College of Immigration Border Security and Compliance | $49 500 | Select tender | B |
| Yellow Edge Pty Ltd | Provision of a competency-based training needs analysis for compliance officers | $43 560 | Select tender | B |

# Appendix 13 – Compliance with legal services directions

This is a statement of legal services expenditure by us for 2005-06, published in compliance with paragraph 11.1 (ba) of the *Legal Services Directions 2005*.

| Description | $ (GST Exclusive) |
|---|---|
| Agency's total legal services expenditure | 47 180 720 |
| Agency's total external legal services expenditure | 34 651 573 |
| External expenditure on solicitors[1] | 24 053 957 |
| External expenditure on counsel[1] | 4 673 440 |
| Number of matters in which male counsel briefed[2] | 420 |
| Value of briefs to male counsel[2] | 838 370 |
| Number of matters in which female counsel briefed[2] | 193 |
| Value of briefs to female counsel[2] | 323 143 |
| Expenditure on counsel 1 July – 28 February (Data not available for breakdown) | 3 511 927 |
| Other disbursements on external legal services | 1 186 273 |
| Other external legal services | 4 491 667 |
| External expenditure on solicitors | 246 236 |
| Agency's total internal legal services expenditure | 12 529 147 |
| Salaries | 11 290 990 |
| Overheads (for example, office-stores, stationery, training, and travel) | 1 238 157 |

Notes:

1 These figures relate to litigation matters only. We are unable to breakdown the costs for other external legal services expenditure. However,we will be able to provide a breakdown for the whole of the external legal services expenditure in future financial years.

2 These statistics relate to litigation matters only and only those matters that were resolved in the period 1 March 2006 to 30 June 2006. However, we will be able to provide this data for future financial years.

# Appendix 14 – Discretionary grants

Discretionary grants are payments where the Portfolio Minister or paying agency has discretion in determining whether or not an applicant receives funding and may or may not impose conditions in return for the grant.

We administered the following discretionary grants programmes during 2005-06:

- Multicultural Affairs
- Living in Harmony funding for community projects
- Grants to the Federation of Ethnic Communities' Councils of Australia
- National Action Plan to Build on Social Cohesion, Harmony and Security funding for community projects
- Cross-portfolio Indigenous flexible funding arrangements
- Community Settlement Services Scheme
- Migrant Resource Centre/Migrant Service Agency grants
- International Cooperation.

A list of all grant recipients is available on request.

# Appendix 15 - Correction of material errors in previous annual report

There was one major error detected after publication of the 2004-05 Annual Report.

**On page 66, figure 28 had the 2005 stock data for Indonesia students incorrectly stated as 1046. The correct figure should be 10 466.**

# Acronyms

| | |
|---|---|
| 4CC | Four Countries Conference |
| AAO | Administrative Arrangement Order |
| AAP | Annual Audit Plan |
| AAT | Administrative Appeals Tribunal |
| A-Based | Australian-based |
| ABP | Automated Border Processing |
| ABS | Australian Bureau of Statistics |
| ABTC | APEC Business Travel Card |
| ACAD | Aboriginal Cadet |
| ACM | Australasian Correctional Management Pty Ltd |
| ACS | Australian Customs Service |
| ACTU | Australian Council of Trade Unions |
| ADS | Approved Destination Scheme |
| ADV | Australian Declaratory Visas |
| AEC | Australian Electoral Commission |
| AFMA | Australian Fisheries Management Authority |
| AFP | Australian Federal Police |
| AL | Assessment Level |
| ALO | Airline Liaison Officer |
| AMEP | Adult Migrant English Program |
| ANAO | Australian National Audit Office |
| APC | Asia-Pacific Consultations on Refugees, Displaced Persons, and Migrants |
| APEC | Asia-Pacific Economic Cooperation |
| API | Advance Passenger Information |
| APIMRP | Australian Population, Immigration, and Multicultural Research Programme |
| APP | Advance Passenger Processing |
| APS | Australian Public Service |
| ARC | Australian Red Cross |
| ARMS | AMEP Reporting Management System |
| ASA | Asylum Seeker Assistance |
| ASCO | Australian Standard Classification of Occupations |
| ASEAN | Association of South East Asian Nations |
| ATIS | Automated Telephone Interpreting Service |
| ATNS | Agreements, Treaties, Negotiations, and Settlements |
| ATO | Australian Taxation Office |
| ATSB | Australian Transport Safety Bureau |
| ATSIC | Aboriginal and Torres Strait Islander Commission |
| AusAID | Australian Agency for International Development |
| AUSCO | Australian Cultural Orientation |
| AWA | Australian Workplace Agreement |
| BIO | Border Intelligence Officer |
| BPLAA | *Border Protection Legislation Amendment (Deterrence of Foreign Fishing) Act 2005* |
| BSD | Border Security Division |
| BVE | bridging E Visa |
| BVF | bridging F Visa |
| CADST | Cadets |
| CeBIT | Centre for Office and Information Technology |
| CEI | Chief Executive Instruction |
| CERS | Certificates of Evidence of Resident Status |
| CES | Client Enquiry Support |
| CIS | Country Information Service |
| CLG | Corporate Leadership Group |
| CMA | Council for Multicultural Australia |
| CMSC | Change Management Steering Committee |
| CNTA | China National Tourism Association |

| | |
|---|---|
| COAG | Council of Australian Governments |
| CPAS | Contracts and Procurement Advice Section |
| CP&CCD | Compliance Policy and Case Coordination Division |
| CPG | Commonwealth Procurement Guidelines |
| CSC | Computer Science Corporation Australia Pty Ltd |
| CSSS | Community Settlement Services Scheme |
| CSU | Cluster Support Unit |
| CSWE | Certificates in Spoken and Written English |
| CTC | Competitive Tendering and Contracting |
| DAEC | Departmental Audit and Evaluation Committee |
| DAFF | Department of Agriculture, Fisheries, and Forestry |
| DEAN | Document Examination Alert Notices |
| DeHAG | Detention Health Advisory Group |
| DEST | Department of Education, Science and Training |
| DEWR | Department of Employment and Workplace Relations |
| DFAT | Department of Foreign Affairs and Trade |
| DIMA | Department of Immigration and Multicultural Affairs |
| DIMIA | Department of Immigration, Multicultural and Indigenous Affairs |
| DPMC | DIMA Performance Management Committee |
| DRC | Detention Review Committee |
| DRMs | Detention Review Managers |
| DSC | Detention Services Contract |
| DSP | Detention Services Provider |
| EC | European Commission |
| ECP | Enhanced Cooperation Programme |
| ECS | Enhanced CEKAL System |
| EDRC | Executive Detention Review Committee |
| EL | executive level |
| ELICOS | English Language Intensive Course for Overseas Students |
| EMC | Executive Management Committee |
| ENS | Employer Nomination Scheme |
| EOC | Entry Operation Centre |
| ESOS Act | *Education Services for Overseas Students (ESOS) Act 2000* |
| ESP | External services provider |
| ETA | Electronic Travel Authority |
| EU | European Union |
| e-Visa | electronic visa |
| EVO | Entitlement Verification Online |
| EXEC | Executive |
| FaCSIA | Department of Families,Community Services, and Indigenous Affairs |
| FECCA | Federation of Ethnic Communities' Councils of Australia |
| FINA | Fédération Internationale de Natation Amateur |
| FISC | Fraud, Integrity, and Security Committee |
| FMA Act | *Fisheries Management Act 1991* |
| FMC | Federal Magistrates Court |
| FOI | freedom of information |
| FOI Act | *Freedom of Information Act 1982* |
| GCIM | Global Commission on International Migration |
| GFU | Global Feedback Unit |
| GPU | Global Processing Unit |
| GSE | Global Systems Environment |

| | |
|---|---|
| GSL | GSL (Australia) Pty Ltd |
| HR | human resources |
| HREOC | Human Rights and Equal Opportunity Commission |
| IAAAS | Immigration Advice and Application Assistance Scheme |
| IAP | Internal Audit Programme |
| IBM | International Business Machines Corp. |
| ICAO | International Civil Aviation Organisation |
| ICSE | Integrated Client Services Environment |
| ICT | Information and Communication Technology |
| IDAG | Immigration Detention Advisory Group |
| IDC | immigration detention centre |
| IDPs | internally displaced persons |
| IDS | Immigration Detention Standards |
| IECN | International Event Coordinator Network |
| IELTS | International English Language Testing System |
| IGC | Inter-Governmental Consultations |
| IGOC Act | *Immigration (Guardianship of Children) Act 1946* |
| IHSS | Integrated Humanitarian Settlement Strategy |
| IMtel | Immigration Intelligence (IT System) |
| IOM | International Organization for Migration |
| ISO | International Standards Organisation |
| ISS | Immigration Status Service |
| IT | information technology |
| ITACs | Immigration Transit Accommodation Centres |
| JCPAA | Joint Committee of Public Accounts and Audit |
| LA | Labour Agreement |
| LEE | locally engaged employee |
| LSIA3 | Longitudinal Survey of Immigrants to Australia |
| LSIC | Longitudinal Survey of Immigrants to Canada |
| MAL | Movement Alert List |
| MAPKE | Migration Advice Professional Knowledge Entrance |
| MAPP1 | Mandatory Advance Passenger Processing – Stage 1 |
| MARA | Migration Agents Registration Authority |
| MATF | Migration Agents Taskforce |
| MCIMA | Ministerial Council on Immigration and Multicultural Affairs |
| MCRG | Muslim Community Reference Group |
| MIA | Migration Institute of Australia |
| MJEX | multi-jurisdictional exercise |
| MMO | Movement Monitoring Officer |
| MO | Medical Officer |
| MODL | Migration Occupations in Demand List |
| MOU | memorandum of understanding |
| MPMS | Migration Programme Management System |
| MRC | Migrant Resource Centre |
| MRT | Migration Review Tribunal |
| MSA | Migrant Service Agency |
| MSI | Migration Series Instruction |
| NAATI | National Accreditation Authority for Translators and Interpreters |

| | |
|---|---|
| NAP | National Action Plan to Build on Social Cohesion, Harmony and Security |
| NGO | non-government organisation |
| NIDC | Northern Immigration Detention Centre |
| NIO | National Intelligence Officer |
| NIVA | National Identity Verification and Advice |
| NSCF | National Staff Consultative Forum |
| OH&S Act | *Occupational Health and Safety (Commonwealth Employment) Act 1991* |
| OH&S | occupational health and safety |
| OIPC | Office of Indigenous Policy Coordination |
| OPA | Official Public Account |
| OPC | Offshore Processing Centre |
| PAES | Portfolio Additional Estimates Statements |
| PALA | Performance and Learning Agreement |
| PAO | Public Affairs Officer |
| PBS | Portfolio Budget Statements |
| PID | Personal Identity Digit |
| PIDC | Pacific Immigration Directors Conference |
| PMC | People Management Committee |
| PNG | Papua New Guinea |
| POPC | Perth Offshore Parents Centre |
| PPV | permanent protection visa |
| PRC | People's Republic of China |
| PRLEG | Principal Legal Officer |
| PSO | Programme Services Office |
| PSST | People-Smuggling Strike Team |
| PTW | permission to work |
| PV | protection visa |
| RCOA | Refugee Council of Australia |
| RFT | request for tender |
| RHC | Residential Housing Centre |
| RHP | Residential Housing Project |
| RMAL | Regional Movement Alert List System |
| ROS | Resolution of Status |
| ROU | Record of Understanding |
| RPBV | Removal Pending Bridging Visa |
| RRT | Refugee Review Tribunal |
| RRV | resident return visa |
| RSMS | Regional Sponsored Migration Scheme |
| RTO | Registered Training Organisation |
| SAR | Special Administrative Region |
| SBS | Special Broadcasting Service |
| SEARCCT | South East Asian Regional Centre for Counter Terrorism |
| SES | Senior Executive Service |
| SES B | Senior Executive Service, Band |
| SGP | Settlement Grants Programme |
| SHP | Special Humanitarian Program |
| SIR | Skilled - Independent Regional |
| SLA | service level agreement |
| SNLEG | Senior Legal Officer |
| SPAO | Senior Public Affairs Officer |
| SPP | Special Preparatory Programme |
| SRF | Settlement Reporting Facility |
| TB | tuberculosis |
| THV | temporary humanitarian visa |
| TIS | Translating and Interpreting Service |
| TPV | temporary protection visa |
| TRIPS | Travel and Immigration Processing System |
| TVAG | Tourism and Visa Advisory Group |

| | |
|---|---|
| UHM | unaccompanied humanitarian minor |
| UN | United Nations |
| UNDG | United Nations Development Group |
| UNDP | United Nations Development Program |
| UNESCO | United Nations Education, Scientific & Cultural Organisation |
| UNICEF | United Nations Children's (originally International Children's Emergency) Fund |
| UNHCR | The Office of United Nations High Commissioner for Refugees |
| UNHDL | United Nations High Level Dialogue on International Migration and Development |
| USA | United States of America |
| VET | Vocational and Educational Training |
| VPC | visitors processing centre |
| VSC | Values and Standards Committee |
| WCSU | War Crimes Screening Unit |
| WHM | Working Holiday Makers |
| WTO | World Trade Organisation |
| WTO GATS | World Trade Organisation General Agreement on Trade in Services |

# Compliance index

The annual report is prepared in accordance with the Requirements for Annual Reports 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 reporting items.


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