



Australian Government

Department of Home Affairs

2020–21 Annual Report



2020–21

Annual Report

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THE HOME AFFAIRS PORTFOLIO

The Portfolio structure 30 June 2021

- **The Department of Home Affairs**
Secretary: Michael Pezzullo AO
- **The Australian Border Force**
Commissioner: Michael Outram APM
- **The Australian Transaction Reports and Analysis Centre**
Chief Executive Officer: Nicole Rose PSM
- **The Australian Security Intelligence Organisation**
Director General of Security: Mike Burgess
- **The Australian Federal Police**
Commissioner: Reece P. Kershaw APM
- **The Australian Criminal Intelligence Commission**
Includes the Australian Institute of Criminology
Chief Executive Officer: Michael Phelan APM
- **The Office of the Special Investigator**
Director-General: Chris Moraitis PSM

THE DEPARTMENT OF HOME AFFAIRS AND AUSTRALIAN BORDER FORCE

Our Purposes

National Security: Protect Australia from national security and criminal threats through effective national coordination, policy and strategy development, emergency management, and regional cooperation.

Prosperous and United: Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs.

Border and Customs Operations: Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.

Vision

A secure Australia that is prosperous, open and united.

Mission

Work together with the trust of our partners and community to keep Australia safe and secure, and support a cohesive and united Australia open for global engagement.

Role and functions

The Department of Home Affairs (the Department) is responsible for central coordination, and strategy and policy leadership, in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, law enforcement and counter-terrorism, emergency management, the protection of our sovereignty, citizenship and social cohesion.

The Australian Border Force (ABF) works domestically and internationally to secure Australia's air, maritime and land domains, and to identify, mitigate and respond to threats before they reach the physical Australian border. The ABF's frontline officers play a crucial role in managing the movement of all goods across our borders, balancing the needs of facilitating legitimate trade while protecting Australia from illicit goods such as drugs, weapons and counterfeit products.

The Department and the ABF work collaboratively to achieve sustainable joint outcomes across the border continuum, from immigration and the facilitation of legitimate trade and travel through to national and border security.

Authority

The Secretary of the Department, Michael Pezzullo AO, is the Accountable Authority for both the Department and the ABF under the *Public Governance, Performance and Accountability Act 2013*. The Commissioner of the ABF, Michael Outram APM, is a statutory appointee and leads the operational functions of the ABF. The approach, which is supported by legislative and administrative arrangements, encompasses the individual and joint responsibilities and accountabilities of the Secretary and the Commissioner of the ABF.

Operating environment

As a global organisation, the Department and the ABF bring together 13,775 staff based in Australia and across 40 cities around the world.

The Department's operating environment is characterised by increasing complexity and volume and as a result of the ongoing impacts of COVID-19, requires us to continuously adapt our business model. This heightened operating environment requires the Department and the ABF to pivot and respond to multi-faceted threats and risks, which has become the tempo of our normal course of business.

The Department continues to assess and forecast changes to our operating environment to ensure we remain vigilant and responsive to emerging and ongoing threats and position ourselves for future success.

Strategy

Throughout 2020–21, the Department and the ABF continued to align its activities to the *Department of Home Affairs' 2020–21 Corporate Plan, Future Ready 2025* and the *People Strategy 2025*. These key strategy documents alongside the *ABF's Realising our Full Potential*, have guided our work, our resourcing and our operational posture.

READER'S GUIDE

This is the annual report from the Secretary of the Department of Home Affairs (the Department) and the Commissioner of the Australian Border Force (ABF), and is presented to the Minister for Home Affairs for the financial year ending 30 June 2021. The annual report also includes the Secretary's fraud certification as the Department's Accountable Authority.

The report presents the Department's and the ABF's performance for 2020–21, and has been prepared in accordance with the Department of Finance's *Resource Management Guide No. 135—Annual report for non-corporate Commonwealth entities, issued in April 2021*.

Report structure

Part 1: Overview

Part 1 contains a review of the financial year by the Secretary of the Department and the Commissioner of the ABF. It demonstrates outcomes delivered throughout 2020–21 and highlights key developments, achievements and environmental pressures.

Part 2: Annual Performance Statement

Part 2 supports the *Enhanced Commonwealth Performance Framework* by summarising the Department's performance as set out in the *Department of Home Affairs' 2020–21 Corporate Plan* and *2020–21 Portfolio Budget Statements*. It also acquits performance against the *2020–21 Portfolio Additional Estimates Statements*.

Parts 3 and 4: Report on financial performance and financial statements

Parts 3 and 4 contain discussion and analysis of the Department's financial performance, including the audited financial statements and a report by the Auditor-General.

Part 5: Management and accountability

Part 5 encompasses the governance framework, fraud and risk management arrangements, human resources, procurement initiatives and purchasing practices. Part 5 also includes relevant information on external scrutiny, workforce planning, workplace health and safety, client services, advertising and market research, ecologically sustainable development and environmental performance, grants programs and consultancy and non-consultancy contracts.

Part 6: Appendices

Part 6 provides supplementary information, including material errors from the *Department of Home Affairs 2019–20 Annual Report*, tables relating to the report on financial performance, and information on legal services expenditure.

Part 7: Reference material

Part 7 contains the abbreviations, glossary of key terms, alphabetical index and the compliance index, which includes the list of requirements under the *Public Governance, Performance and Accountability Rule 2014*.

LETTER OF TRANSMITTAL



Australian Government
Department of Home Affairs

The Hon Karen Andrews MP
Minister for Home Affairs
Parliament House
Canberra ACT 2600

The Hon Bridget McKenzie MP
Minister for Agriculture, Drought and Emergency Management
Parliament House
Canberra Act 2600

The Hon Alex Hawke MP
Acting Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs
Parliament House
Canberra Act 2600

The Hon Jason Wood MP
Assistant Minister for Customs, Community Safety and Multicultural Affairs
Parliament House
Canberra Act 2600

Dear Ministers,

I am pleased to present the *Department of Home Affairs' Annual Report 2020–21* for the reporting period ending 30 June 2020, as required by subsection 46(1) of the *Public Governance, Performance and Accountability Act 2013*.

The report has been prepared pursuant to the requirements for annual reports approved by the Joint Committee of Public Accounts and Audit, and as prescribed in the *Public Governance, Performance and Accountability Rule 2014* (the Rule).

I, the Secretary, as the accountable authority, certify that the Department has prepared fraud and corruption risk assessments and a fraud and corruption control plan that comply with the requirements of Section 10 of the Rule. The Department and the ABF have fraud prevention, detection, investigation, reporting and data collection procedures and processes in place that align with the requirements of the *Commonwealth Fraud Control Framework 2017*.

I have taken all reasonable measures to minimise the incidence of fraud within the Department and the ABF, and to investigate and recover the proceeds of fraud against the Department.

Your sincerely

A handwritten signature in black ink, appearing to read 'MP'.

Michael Pezzullo AO
Secretary, Department of Home Affairs
7 September 2021

LETTER OF ENDORSEMENT



**Australian
BORDER FORCE**

The Hon Karen Andrews MP
Minister for Home Affairs
Parliament House
Canberra ACT 2600

The Hon Bridget McKenzie MP
Minister for Agriculture, Drought and Emergency Management
Parliament House
Canberra Act 2600

The Hon Alex Hawke MP
Acting Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs
Parliament House
Canberra Act 2600

The Hon Jason Wood MP
Assistant Minister for Customs, Community Safety and Multicultural Affairs
Parliament House
Canberra Act 2600

Dear Ministers,

I am pleased to endorse the *Department of Home Affairs' Annual Report 2020–21* as an appropriate and accurate representation of the Australian Border Force's contribution to the performance of the Department of Home Affairs for the reporting period ending 30 June 2020.

As an independent statutory office holder with operational control of the Australian Border Force, I have supported the Secretary of the Department of Home Affairs in complying with the requirement of section 10 of the *Public Governance, Performance and Accountability Rule 2014* relating to fraud and corruption.

Within the Australian Border Force, we continue to implement fraud prevention, detection, investigation, reporting and data collection procedures and processes that align with the requirements of the *Commonwealth Fraud Control Framework 2017*.

I commend to you the *Department of Home Affairs' Annual Report 2020–21*.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Outram'.

Michael Outram, APM
Commissioner, Australian Border Force
16 September 2021

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ABOUT THE PORTFOLIO

The Home Affairs Portfolio (the Portfolio) brings together the Department of Home Affairs (the Department), the Australian Border Force (ABF), the Australian Criminal Intelligence Commission (ACIC) including the Australian Institute of Criminology (AIC), the Australian Federal Police (AFP), the Australian Security Intelligence Organisation (ASIO), the Australian Transaction Reports and Analysis Centre (AUSTRAC), and the Office of the Special Investigator (OSI).

The Portfolio efficiently integrates Australia's national security and intelligence community, including functions related to federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs, immigration, and border management related functions. By design, the Portfolio has enabled a more robust national security posture, enhanced operational capabilities and improved information and intelligence sharing.

Through coordinated strategic policy, planning and sustained joint effort, the Portfolio structure has enhanced our ability to mobilise our workforce, provide surge capacity across agencies, share platforms, and break down the common silos that can hinder our ability to rapidly respond. The Portfolio's structure enables coordinated and effective responses to increasingly complex national security challenges, including responses to all-hazards crises and critical disruptions. Utilising our unique capabilities, powers, and activities across all facets of the Portfolio, we are prepared and equally equipped to collectively advance our nation's interests and contribute to Australia's economic and social recovery as we emerge from the COVID-19 pandemic. The Portfolio is well positioned to achieve the vision of a secure Australia that is prosperous, open and united.

Ministerial responsibilities from 1 July 2020–30 June 2021

As at 30 June 2021:

- The Hon Karen Andrews MP was Minister for Home Affairs
- The Hon David Littleproud MP was Minister for Water Resources, Drought, Rural Finance, Natural Disaster and Emergency Management
- The Hon Alex Hawke MP was Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs
- The Hon Jason Wood MP was Assistant Minister for Customs, Community Safety and Multicultural Affairs.

Changes in ministerial responsibilities during the reporting period

- On 30 March 2021, the Hon Karen Andrews MP was sworn in as the Minister for Home Affairs, replacing the Hon Peter Dutton MP.
- On 22 December 2020, the Hon Alex Hawke MP was sworn in as the Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs, replacing the Acting Minister, the Hon Alan Tudge MP.

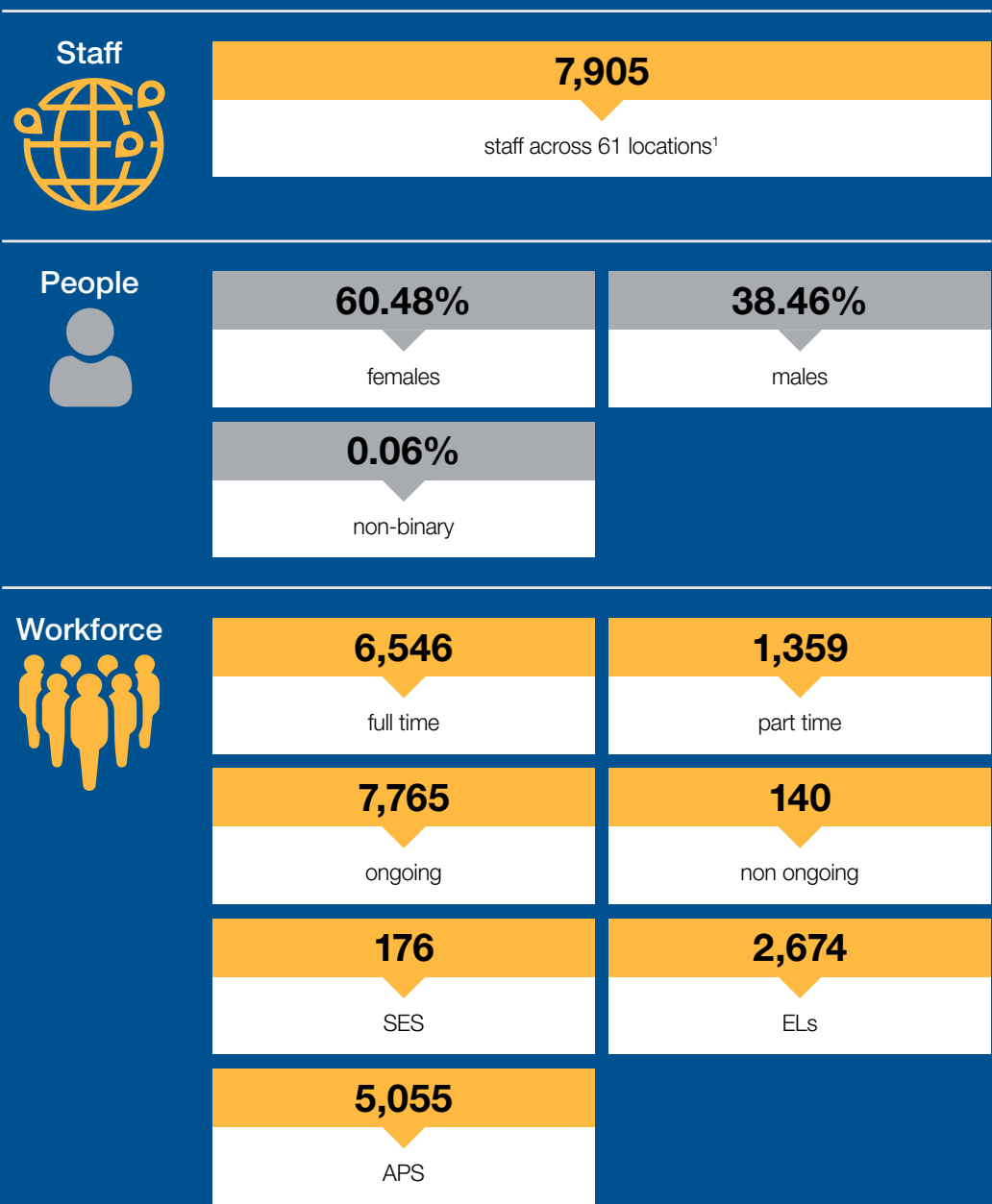
ABOUT THE DEPARTMENT

The Department is responsible for central coordination, and strategy and policy leadership in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, law enforcement and counter-terrorism, emergency management, the protection of our sovereignty, citizenship and social cohesion.

The Department enables rapid responses to threats of foreign interference, terrorism, organised crime and natural disasters through our Commonwealth Coordinators and the Director-General of Emergency Management Australia who coordinates emergency management response capabilities for the Commonwealth. The Department continues to contribute to Australia's prosperity and unity through the management and delivery of the migration, humanitarian and refugee programs. The Department also promotes social cohesion through multicultural programs, providing settlement services and through managing and conferring citizenship.

The Department at a glance

Figure 1: The Department at a glance



¹ The number of locations is larger than the number of cities reported on page vi, 29 and 269 as there are multiple office locations in some cities.

Organisational Structure

The Department's organisational structure at 30 June 2021 is shown in Table 1 below:

Table 1: Department organisational structure

Groups				
Chief Operating Officer	Strategy and Law Enforcement	Social Cohesion and Citizenship	Immigration and Settlement Services	National Resilience and Cyber Security
Provided integrated support services that allowed the Department and the ABF to function effectively, including specialised corporate, people and financial advice and assistance.	Provided comprehensive policy and planning development at strategic and operational levels.	Delivered citizenship and social cohesion policies and programs, including coordination of Australia's counter terrorism arrangements.	Delivered migration and visa policy and programs, and humanitarian and settlement programs to maximise the benefits of immigration through Australia's migrant and humanitarian intake.	Delivered key security and emergency management policies and programs in consultation with industry, and state and territory partners.

Groups

Legal	Emergency Management Australia	Technology and Major Capability	Integrated Strategic Planning	Global Business and Talent Attraction Taskforce
Provided specialist in-house legal services to the Minister, the executive and staff to support lawful implementation of the Department's objectives.	Led the Government's efforts in national disaster management across the emergency preparedness, response and recovery spectrum.	Provided the Department's information and communications technology, and build and integrate capability services.	Brought a dedicated focus to the Department's work on understanding future threats, emerging priorities, future capabilities, investment decisions, strategic and enterprise risks, and budget and resource allocations.	Drive a whole-of-government effort to attract high-value enterprises and exceptionally talented individuals to Australia.

Commonwealth Coordinators

National Counter Foreign Interference Coordinator	Counter-Terrorism Coordinator	Director General, Emergency Management Australia	Coordinator General Migrant Services
Led the national response to counter foreign interference to protect Australia's sovereignty, values and national interests by increasing the cost and reducing the benefit of foreign interference to foreign actors.	Led counter-terrorism policy and coordination across the Australian Government, including coordinating national capability through the Australian-New Zealand Counter-Terrorism Committee.	Led the Government's efforts in national disaster management across the emergency preparedness, response and recovery spectrum.	Oversaw the implementation of the Government's migrant services, policies and programs to support positive integration, employment and settlement outcomes for migrants and refugee and humanitarian entrants.

The Executive Team

As at 30 June 2021



Michael Pezzullo AO

Secretary of the Department of Home Affairs

Michael Pezzullo AO was appointed Secretary of the Department of Home Affairs on 20 December 2017.

Throughout 2020–21, Michael was responsible for providing leadership and coordination of strategy, planning and policy for the Department, and was the principal official policy adviser to the Portfolio's Ministers on issues related to emergency management, countering espionage and foreign interference, immigration and citizenship, multicultural affairs, cyber security, critical infrastructure protection, customs and border protection, trade and travel facilitation, law enforcement, counter-terrorism, countering violent extremism and transport and civil maritime and aviation security.

Michael also had overall accountability to manage both risk and performance as the Accountable Authority for the Department of Home Affairs and the Australian Border Force. As Secretary of the Home Affairs Portfolio, in collaboration with the heads of Portfolio agencies, Michael ensured that the Portfolio delivered effective outcomes for the Australian Government, the community and our partners.



Marc Ablong PSM

Deputy Secretary National Resilience and Cyber Security

Marc was responsible for collaborating with the Australian industrial base, to develop a more robust and resilient Australian economy, better able to withstand shocks and adapt to emerging changes in the global, regional and domestic environments. In addition, Marc was responsible for delivering the Critical Infrastructure and Systems of National Significance reforms, the implementation of *Australia's 2020 Cyber Security Strategy*, digital and emergent technologies policy, managing the Department's international policy and intelligence functions, and overseeing the Department's Regional Processing and Resettlement Taskforce.



Cheryl-anne Moy

Chief Operating Officer

Cheryl-anne was responsible for delivering strategic and tactical corporate capabilities to the Department and the ABF. The integrated range of services and products, including specialised people and financial services, supported the Department and the ABF to function effectively.



Andrew Kefford PSM,

Deputy Secretary Immigration and Settlement Services

Andrew was responsible for the administration of Australia's permanent and temporary migration programs, the Refugee and Humanitarian Program and settlement programs. Andrew also delivered status resolution in detention and the community, and managed the Department's client facing and information services.



Cath Patterson

Deputy Secretary Strategy and Law Enforcement

Cath was responsible for overseeing the development of whole-of-Portfolio strategic guidance and capability planning and development, and enterprise data and risk policies, standards and processes. Cath was also responsible for law enforcement, intelligence and transnational crime policy matters, and transport security regulation.



Richard Feakes

Acting Deputy Secretary Social Cohesion and Citizenship

Richard was responsible for supporting social cohesion through citizenship and multicultural programs, including citizenship application processing, conferral and revocation of citizenship, multicultural community engagement, and counter violent extremism capability building programs. Richard was also responsible for coordinating Australia's counter-terrorism and counter foreign interference arrangements for the Prime Minister and the Minister for Home Affairs, working closely with state and territory agencies.



Joe Buffone PSM

Director General, Emergency Management Australia

Leading Emergency Management Australia, Joe was responsible for coordinating the Government's efforts in national disaster management across the emergency preparedness, response and recovery. Emergency Management Australia also supported the work of the recently established National Resilience and Recovery Agency and Climate and Resilience Service Australia.

Joe also supported the Government to meet the challenges of COVID-19 and its impact on the community.



Pip de Veau

Group Manager Legal

Pip was responsible for providing in-house specialist legal services and advice to the Minister, the executive and to departmental and ABF staff, and supporting lawful implementation of the Department's objectives.



Kaylene Zakharoff

Group Manager Integrated Strategic Planning

Kaylene was responsible for leading a small integrated strategic planning team. The team brings a dedicated focus to the Department's work on understanding future threats, emerging priorities, future capabilities, investment decisions, strategic and enterprise risks, and budget and resource allocations.



Michael Milford AM

Group Manager Technology and Major Capability

Michael was responsible for the end-to-end delivery, operation and support of the information technology environment, the major capability development program, and ABF operational capabilities.



Alison Larkins

Coordinator-General for Migrant Services

Alison was responsible for Department's response to the independent review into Australia's integration, employment and settlement outcomes for refugees and humanitarian entrants. Alison was responsible for overseeing the implementation of the Government's migrant services, policies and programs.



Peter Verwer AO

Prime Minister's Special Envoy for Global Business and Talent Attraction

Appointed Prime Minister's Special Envoy for Global Business and Talent Attraction in late August 2020, Peter led the Global Business and Talent Attraction Taskforce, which is driving a whole-of-government effort to attract high-value enterprises and exceptionally talented individuals to Australia.

Changes to the Executive Team

The following changes in the Department's leadership occurred during 2020–21:

- Cath Patterson commenced with the Department as Deputy Secretary, Strategy and Law Enforcement in July 2020.
- Peter Verwer AO joined the Department as the Special Envoy for Global Business and Talent Attraction in August 2020.
- Chris Teal joined the Department as a secondee in the role of Deputy Secretary Social Cohesion and Citizenship/Counter-Terrorism Coordinator/Counter Foreign Interference Coordinator, from November 2020 until April 2021.
- Kaylene Zakharoff acted in the role of Deputy Commissioner, Operational Strategy and Coordination from June to October 2020, and as Deputy Secretary, Emergency Management and Coordination from December 2020 to May 2021.
- Paul Grigson commenced a secondment with the Department of Prime Minister and Cabinet in January 2021, and temporary left the role of Deputy Secretary Emergency Management Coordination.
- Richard Feakes acted in the role of Deputy Secretary, Social Cohesion and Citizenship from May 2021.

SECRETARY'S REVIEW

Our performance

In 2020–21, the Department of Home Affairs (the Department) delivered on its commitment to supporting an Australia that is Prosperous, Secure and United. The Department and the Australian Border Force (ABF) confronted and successfully overcame a variety of new challenges to the critical services we deliver and how we respond to the threats that Australia faces. COVID-19 continued to impact the work that we do and how we do it. However, in 2020–21, we were better prepared, more resilient and ever adaptable to ensure even the greatest threats and challenges did not weaken our performance. As shown in the Annual Performance Statement at Part 2 of this Annual Report, the Department and ABF performed to a high standard in 2020–21, having met 57 metrics and partially met a further 12 out of a total of 72 metrics.

Economic recovery and renewed prosperity

The Department drew on its many drivers of prosperity to support Australia's economic recovery from COVID-19 in 2020–21. Despite having imposed unprecedented international travel restrictions on the majority of travellers, the Department effectively balanced genuine grounds for exemption against risks to the biosecurity of our borders and health of the Australian community. The Department supported the successful implementation and management of policy and process changes to how we manage the inward and outbound movement of travellers.

This included processing more than 565,000 travel exemption requests for inbound or outbound travel in 2020–21, including individuals with specialist medical skills to support the national health response and skilled migrants to fill critical labour shortages. The Department also ensured a range of other visa policy settings were adapted to support critical industries and economic recovery, including greater flexibility for holders of student and temporary skilled visas and Working Holiday Makers.

The Department also progressed a range of initiatives to improve the security of digital and trusted identities. As more businesses and individuals seek to capitalise upon Australia's burgeoning digital economy, the need for trusted identity and secure data is growing across industry and Government. In 2020–21, the Department worked to

support this need by progressing work to strengthen identity arrangements and in turn allow for more secure online business transactions and engagements with global partners. We also worked across Government on biometrics capabilities that will further improve Australia's national identity services and boost confidence in Australians' digital participation.

The Department has supported enhanced access to English language tuition to ensure Australia's migrants can actively participate in their community and the economy. Through reform to the Adult Migrant English Program in April 2021, eligible migrants can now access unlimited hours of Government-funded English language tuition and achieve a higher level of proficiency. These reforms will also strengthen Australia's social cohesion, by ensuring migrants have the language skills required to reach their full potential.

As Australia's trade streams continue to grow, we are driving the modernisation of Australia's trade and customs arrangements to reduce complexity and administrative burden for traders. In partnership with the ABF, we have progressed a range of measures to make it easier for businesses to engage in international trade, with flow on benefits across the economy.

At the direction of the Australian Government, the Department has examined the way forward for a graduated and biosecure re-opening of Australia's international border. All options are guided by expert public health advice, and rely on the Department's close collaboration across Commonwealth agencies and with state and territory partners, airlines, ports and international partners. The removal of current restrictions requires in-built mechanisms for rapid re-closures, effective health screening and visa checks, the establishment and maintenance of 'green' and 'red' zones, and strong linkages to existing quarantine and contact tracing arrangements.

The Department's support for the proposed Digital Passenger Declaration, as part of a broader Australian Government digital permit processing capability, will be fundamental to how we travel abroad when borders re-open at scale. This capability will digitise Incoming Passenger Cards and the current Australian Traveller Declaration to provide biometrically-anchored and digital-verified travel, health and vaccine status information.

A more secure Australia

In addition to the many unique and varied challenges posted by COVID-19, the Department has continued to confront many existing and evolving threats.

The security of Australia's critical infrastructure and systems of national significance was a central focus for the Department in 2020–21. These systems and infrastructure support the everyday services upon which all Australians rely, and are subject to the growing threat of cyber-attacks, including ransomware. Malicious state and non-state actors have

demonstrated their capabilities overseas to significantly disrupt critical infrastructure. Throughout 2020–21, the Department continued to engage industry and governments to ensure appropriately robust mechanisms are in place.

Serious and organised criminal activity remained a significant threat to Australia's security, cohesion and economic prosperity in 2020–21. Increasingly sophisticated and transnational criminal actors sought to undermine and exploit Australia's economic recovery in response to COVID-19, while circumventing revenue collection at the border and profiting from a growing 'black economy' of illicit trade. In collaboration across the Portfolio, the Department led a range of legislative reforms to deter and punish serious criminal offenders, reducing the profit potential of criminal pursuits and combating the criminal exploitation of anonymising technologies, including the dark web. The Department has also addressed vulnerabilities in Australia's transport security, including introducing stricter controls for individuals working in ports and increased compliance activities aimed at security and criminal risk in Australia's cargo supply chain environment.

Cyber and technology threats are a significant and growing challenge for Australians, our industries and governments. Accordingly, countering the impact of cybercrime remains a top priority for the Department. We continued implementation of Australia's *2020 Cyber Security Strategy* throughout 2020–21, with over half of the Strategy's key initiatives progressed or delivered in full, and published a voluntary *Internet of Things (IoT) Code of Practice* to improve the security of IoT devices in Australia.

To this end, the Department continued to engage across industry and governments, promoted the public's awareness of cyber security threats, expanded Government's ability to support small and medium businesses, and continued development of more robust cyber protections for critical infrastructure. The Department also advanced a range of activities to protect children and other vulnerable Australians online from the threat of exploitation and abuse, and provide a more secure cyber environment in which Australian businesses can operate.

Effective emergency management is critical to Australia's prosperity, security and social cohesion, and emergencies of national scale and impact are becoming more severe, increasingly frequent and often with cascading effects. In 2020–21, the Department supported the Australian Government's efforts to enhance our national emergency management continuum. This included preparations for an enhanced Emergency Management Australia and progress toward establishing a National Situation Room for improved national coordination, information sharing and oversight. The National Situational Room will include existing capability such as the National Coordination Mechanism and leverage the expertise gained from a successful national response to the non-health elements of COVID-19.

Strengthened social cohesion and unity

Australia's economic prosperity and national security are both precursors and products of our strong social cohesion. The Department delivers on its responsibility to enhance social cohesion through a range of activities, from the delivery of Australia's Citizenship Program, the promotion of common civic values and community engagement aimed at fostering integration. These community engagements, which increased significantly throughout 2020–21, were critical to ensuring accurate information on Government programs and services is available to communities and that community sentiment is relayed to relevant program and policy areas to inform the Department's approaches.

The Department's significant efforts to strengthen Australia's capacity to counter terrorism, violent extremism and foreign interference also contribute to the unity of our communities and our resilience to those who seek to sow divisions. We continued to work with digital industry platforms in 2020–21 to identify and refer illicit content for removal, including terrorist or violent extremist content.

The Department continued to improve delivery of the Citizenship Program throughout 2020–21. Despite significant impacts on the delivery of citizenship ceremonies as a result of social distancing requirements, the temporary suspension of many in-person client services and an increased volume of citizenship by conferral applications, the Department effectively reduced its on-hand caseload in 2020–21. The updated Australian Citizenship test, in effect since November 2020, introduced new questions on Australian values, Government and the rule of law. These changes improve our newest citizens' understanding and commitment to the freedom, respect and equality that underpins our way of life.

Our people

Our people have always been our most important asset. This was evidenced by the commitment and resilience of our workforce throughout 2020–21. For many staff, the pace and volume of work remained heightened as a result of the ongoing COVID-19 pandemic. While we have always recognised the scale and strength of our workforce, the significant impacts of our ever-evolving operating environment have enabled the Department to fully utilise the capability of our staff in support of Government. To this end, the tremendous and continued efforts of our staff in 2020–21 were critical to the Department's success across all work areas.

Following the launch of our *Future Ready 2025* strategy on 1 July 2020, the Department has focused on augmenting our workforce capability and improving our preparedness for the future. This includes nurturing a high performing workforce to meet and exceed the expectations of Government and the community, while empowering our people with the

necessary technology and capability to improve service delivery, processes and systems. The uptake of innovative technologies and integration of enhanced data capabilities in 2020–21 have enabled our decision-makers, while supporting our people to solve complex problems and enhance client experiences.

In recognition of the strength and utility of our partnerships across the Commonwealth and with industry sectors, we continued to foster a culture that values collaboration, engaging early and effective governance. By embedding genuine collaboration in our business practices through the Department's Collaboration Program, we have drawn on the wealth of skills in our workforce and delivered more efficient outcomes. The Collaboration Centre continues to equip our staff with the tools and technology to successfully deliver collaboration outcomes, regardless of location.

The Department remained committed in 2020–21 to celebrating the diversity of our people and representing the diversity of the Australian community.

Since the launch of the *LGBTIQ+ Action Plan 2019–2022*, the Department and the ABF have made significant progress in implementing key LGBTIQ+ inclusion initiatives. We continue to embed equality, equity, diversity and inclusion in all aspects of our work. Key milestones include the Department's participation in the Australian Workplace Equality Index and employee survey to inform and strengthen LGBTIQ+ inclusion activities, and development of a Department-wide Gender Affirmation in the Workplace factsheet to embed clear, ongoing communication of support for transgender staff. In 2020–21, in recognition of these and other inclusion efforts, the Department was awarded Bronze Employer status at the Australian LGBTQ Awards.

The Department and the ABF continue to work in collaboration to progress our commitment in the *Reconciliation Action Plan 2019–22*. We are proudly on track to achieve all 81 initiatives in the Plan. As an organisation, we continue to collaborate with the National Indigenous Australians Agency on Closing the Gap initiatives to improve the lives of Aboriginal and Torres Strait Islander peoples.

The Department is a Supply Nation member and actively promotes upcoming tenders, requests for quote and expressions of interest to indigenous businesses through our procurement policies, procedures, guidelines and templates. Our membership provides access to training and support in growing our supplier diversity to build a prosperous and sustainable Indigenous business sector.

The Department launched *Integrity Strategy 2025* in August 2020. The strategy builds upon our existing commitment to uphold the highest professional standards of integrity and embed an integrity culture in which we all 'choose the right path'. The strategy recognises that the majority of our staff already act and work with integrity, and will focus on prevention, education and early intervention.

The Department welcomed 22 graduates in February 2021 through the Graduate Development Program. Two Indigenous and Torres Strait Islander persons were engaged under Services Australia's Indigenous Apprenticeship Program, and an additional two were engaged under the Department of Education, Skills and Employment's Indigenous Australian Government Development Program. These initiatives help to develop a professional and agile workforce, improve the Department's diversity of skills and expertise, and build workforce capability.

Looking forward

The Department will continue to face an increasingly complex and evolving operating environment. Accordingly, we must continue to ensure we are equipped and capable of delivering on our existing functions and meeting emerging priorities into the future. We will do so by leveraging innovative, adaptable and scalable capabilities, while further realising opportunities for collaboration and integration across the Portfolio).

We will continue to explore and implement shared and common services across the Portfolio. Leveraging the Department's role as the central policy and coordination agency, we will seek to realise further efficiencies and opportunities to amalgamate core corporate services, in line with Government expectations for the Australian Public Service.

The Department will also seek to strengthen its strategic partnerships with key Commonwealth, industry and international partners. These collaborative partnerships will remain critical to the success of our work, and ensure the Department is able to support its community and industry stakeholders as future challenges arise.

The Department will implement relevant recommendations of the Comprehensive Review of the Legal Framework of the National Intelligence Community. This will include development of a new legal framework for electronic surveillance, in consultation with the public and industry stakeholders to ensure the relevant powers are effective and proportionate. In partnership with Portfolio partners, these efforts will ensure our law enforcement agencies are equipped to combat serious online crimes enabled by the use of dark web and anonymising technologies.

In alignment with the changes to the Australian Government disaster management continuum, the Department will remain responsible for emergency planning, preparedness and national response coordination. We will continue to work in collaboration with the newly established National Recovery and Resilience Agency, the Australian Climate Service and other Commonwealth, state and territory partners to ensure Australia effectively manages an evolving risk environment. The Department will also continue to implement relevant recommendations of the Royal Commission into National Natural Disaster Arrangements.

ABOUT THE AUSTRALIAN BORDER FORCE

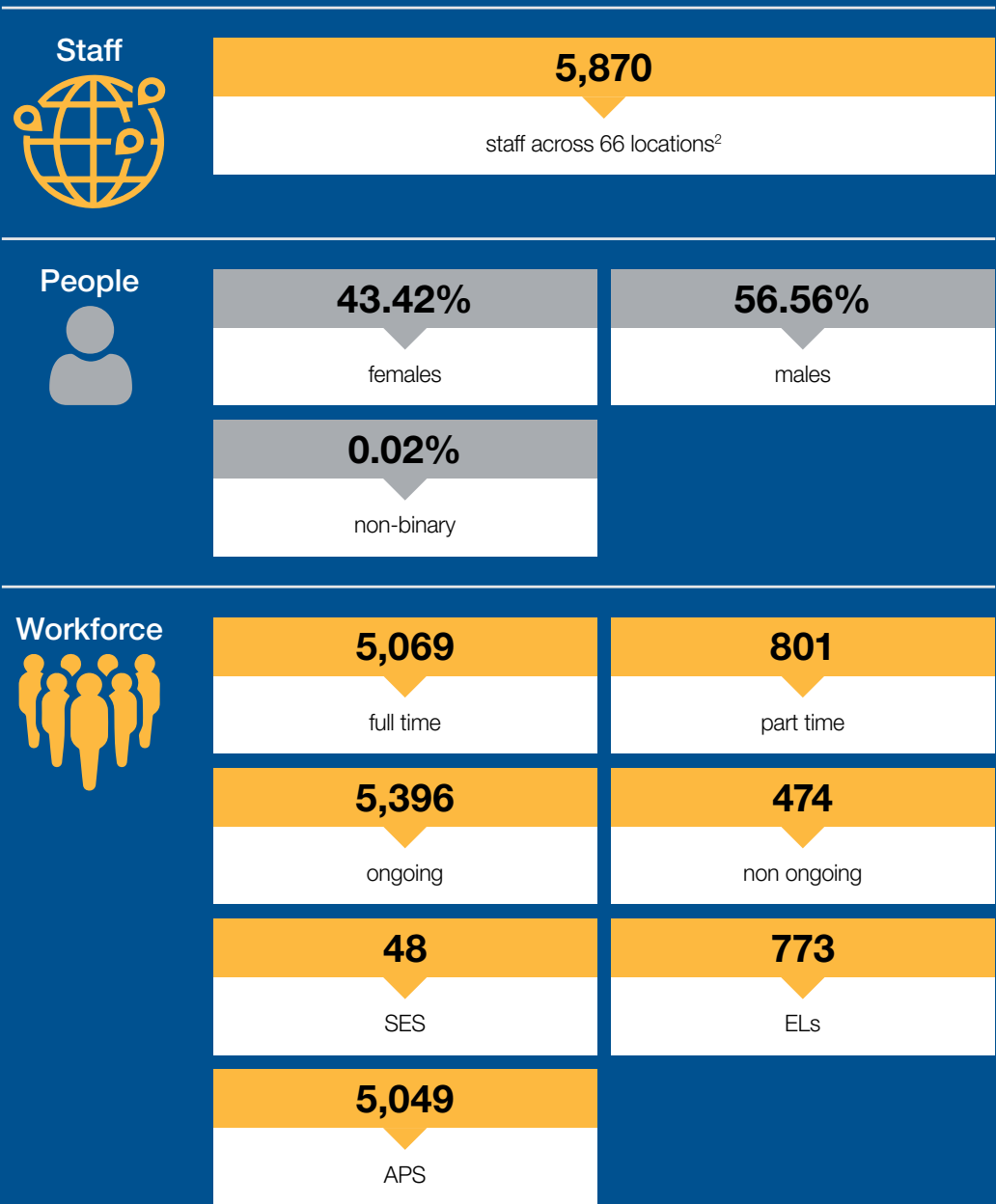
The Department and the ABF work collaboratively to achieve sustainable joint outcomes across the border continuum. This responsibility includes giving effect to departmental policies across frontline border law enforcement, civil maritime security, detention and customs activities to protect Australia's borders and advance national prosperity. The ABF is positioned within the Department for budgetary, employment and administrative purposes, but retains operational independence.

The ABF works domestically and internationally to secure Australia's air, maritime and land domains, and identify, mitigate and respond to threats before they reach Australia's physical border through an intelligence informed approach. Through a strategy and intelligence-informed approach, the ABF focuses its capability into operational and tactical responsibilities. This positions the ABF as a global leader in border enforcement to protect Australia's borders and ensure our customs and border processes can meet today's challenges and future requirements. The ABF's frontline officers play a crucial role in facilitating legitimate trade while protecting Australia from illicit goods such as drugs, weapons and counterfeit products.

As Australia's customs service, the ABF supports national prosperity by enabling legitimate trade and travel while protecting Australia's border. It works to enhance economic growth through streamlined trade and traveller processes, while targeting trade enforcement activities to protect Government revenue and ensuring compliance with Australia's customs laws. In addition, the ABF also leads the child safeguarding framework and has oversight of and is responsible for the delivery of the *Modern Slavery Act 2018*.

The ABF at a glance

Figure 2: The ABF at a glance



² The number of locations is larger than the number of cities reported on page vi, 29 and 269 as there are multiple office locations in some cities.

Organisational structure

While the ABF’s mission remains unchanged, the organisation structure continues to evolve in order to provide greater agility to adapt to emerging risks to the border and provide greater opportunity to contribute significantly to Australia’s economic progression.

The ABF’s organisational structure at 30 June 2021 is shown in Table 2 below.

Table 2: Australian Border Force organisational structure

Groups			
National Operations	Operational Strategy and Coordination	Industry and Border Systems	Customs Group
National Operations Group is responsible for all operational activity around the border, including the management of travellers, goods, cargo, civil maritime security operations and onshore immigration detention operations.	The Operational Strategy and Coordination Group provides strategic and operational planning, workforce management, and civil maritime, technical and surveillance capability support to achieve ABF outcomes.	The Industry and Border Systems Group leads the ABF’s engagement with industry and the modernisation of the border through technological advancement, operational change and system reform.	The Customs Group manages policy and regulatory frameworks to facilitate the movement of travellers and goods across our borders, supporting Australia’s economy and security. The Group works with other agencies and industry to drive a progressive agenda, enhancing a seamless trade and traveller experience.

The Executive Team

As at 30 June 2021:



Michael Outram APM

Commissioner of the Australian Border Force

Michael was the Commissioner of the ABF and the Comptroller-General of Customs, both statutory appointments reporting to the Minister for Home Affairs on the operational performance of the ABF. Supported by the Department, he led the ABF in protecting Australia's border and enabling legitimate travel and trade. He also oversaw Australia's customs service and immigration enforcement functions.



Justine Saunders APM

Deputy Commissioner of the Operations Group, Australian Border Force

Justine was responsible for providing high-level strategic direction across all operational activities around the border, including the management of travellers, goods and cargo, as well as enforcement of maritime operations. Justine led civil maritime security and responses to border-related threats, and provided specialist investigation and enforcement capabilities.



Dwayne Freeman

Deputy Commissioner Operational and Strategy Group, Australian Border Force

Dwayne was responsible for providing strategic and operational planning, workforce management, and civil maritime, technical and surveillance capability support to achieve ABF outcomes.



Malcolm Skene

Group Manager, Industry and Border Systems, Australian Border Force

Malcolm was responsible for leading the ABF's engagement with industry and the modernisation of the border through technological advancement, operational change and system reform.



Vanessa Holben

Deputy Comptroller-General, Group Manager Customs,
Australian Border Force

Vanessa was the Deputy Comptroller-General of Customs in the ABF and leads the Customs Group responsible for ensuring Australia's customs and border policy settings allow for the unimpeded movement of legitimate goods across the border and preventing the movement of prohibited goods. Customs Group also led Australia's whole-of-government response to modern slavery and human trafficking, including in respect of supply chains and criminal justice.

Changes to the Executive Team

The following changes in the ABF leadership occurred during 2020–21:

- Kylie Rendina acted in the role of Deputy Commissioner, Operational Strategy and Coordination from November 2020 to January 2021.
- Dwayne Freeman was appointed to the role of Deputy Commissioner, Operational Strategy and Coordination on 11 January 2021.
- Malcolm Skene was appointed to the role of Group Manager, Industry and Border Systems on 8 February 2021.
- Dr Brad Armstrong Group Manager Customs left the Australian Border Force on 18 February 2021.
- Vanessa Holben was appointed to the role of Group Manager Customs / Deputy Comptroller-General on 22 March 2021.
- Kaylene Zakharoff left the role of Deputy Commissioner of Support Group to fill the position of Deputy Secretary, Emergency Management Australia on 1 November 2020. Kaylene was subsequently appointed to the role of Group Manager, Integrated Strategic Planning on 1 June 2021.
- Claire Rees, left the position of acting Group Manager Immigration and Detention Group, and was appointed as MBC Deputy Commander.

COMMISSIONER'S REVIEW

As the Australian Border Force (ABF) nears its sixth anniversary, it has matured and developed as an organisation, increasingly leveraging the synergies between customs and border protection. We have collaborated extensively with the other agencies in the Home Affairs Portfolio (Portfolio), with Government more broadly, with industry partners and with foreign counterparts – enhancing our capabilities and contributing to safeguarding Australia's national security. This is evident in the response to COVID-19, where we played a leading role in the whole-of-government response to mitigate the risk posed to the health and safety of the Australian community. Our travel restrictions and border controls have been widely recognised as key factors in slowing the spread of COVID-19 in Australia. We will continue to play a crucial role in protecting Australia from COVID-19 and in contributing to Australia's post-COVID-19 economic recovery, through the facilitation of trade and the gradual re-opening of Australia's borders.

Our officers continue to work amidst a complex domestic and international environment to secure Australia's air, maritime and land domains, and to identify, mitigate and respond to threats before they reach the physical Australian border. The ABF is a global influencer within the international customs and border enforcement community, and is a critical partner within the Home Affairs Portfolio.

I want to celebrate our success over the past twelve months and acknowledge the dedication and resilience our officers display, in what has continued to be a dynamic and challenging environment as we navigate the ongoing COVID-19 pandemic.

Sustaining Border Protection Outcomes

Effective border management has been, and continues to be, one of Australia's strongest defences against the spread of COVID-19 into our community from high-risk countries. During 2020–21, ABF officers remained on the frontline, leading the Government's non-health related COVID-19 response measures to keep Australians safe. We sustained efforts on border restrictions, while managing a high demand for travel exemptions and continued to innovate in order to keep delivering our services and core business. Close collaboration with domestic and regional partners enabled our success on these fronts, and will position our organisation to meet new challenges in a future

COVID-safe environment. We continue to support Australia's fight against the COVID-19 by extending, until 30 June 2022, the tariff concession for certain medical and hygiene goods including face masks and other personal protective equipment.

During 2020–21, COVID-19 related issues continued to hamper our operations across the trade, cargo and traveller streams, with significant impacts on travellers across Australia's air and maritime borders. Notwithstanding the reduced number of international travellers, 1.6 million air and 0.8 million sea travellers crossed our border, requiring our assessment of more than 565,000 travel exemption requests. In so doing, our officers have made decisions that are appropriate, and remain guided by consistent criteria and guidance. In addition to re-purposing our workforce, during 2020–21 our trade and cargo teams facilitated and processed 97.9 and 25.8 per cent more sea and air cargo in comparison to 2019–20 respectively.

Our work on detecting illicit substances and stopping illegal imports has continued, targeting the shadow economy and criminal syndicates that seek to take advantage of COVID-19 to evade border controls and import prohibited goods. ABF officers participated together with over 9,000 law enforcement officers worldwide in the AFP-led Operation IRONSIDE, which culminated in a large-scale global operation against transnational serious and organised crime. In Australia there were more than 280 arrests, approximately 4,000 kilograms of border controlled drugs found and over \$50 million seized. Through this, and other joint agency efforts, hundreds of criminal actors were identified within the Australian supply chain, particularly outlaw motorcycle gang members working at airports, seaports and depots.

The ABF has established Operation JARDENA to pro-actively identify and combat trusted insider threats within the supply chain. ABF has an important role in strengthening the resilience of Australia's supply chain from criminal infiltration, including by leveraging our own and partner agencies' operational, regulatory and enforcement capabilities. ABF strike teams will operate in each region as dedicated resources to combat the threat of criminal infiltration.

Deployment of ABF staff from the aviation traveller stream to the cargo and mail streams assisted targeting efforts in 2020–21 by reinforcing our capability to detect illicit drugs and precursors. This has led to 32,718 detections of major illicit drugs and precursors, an increase of 56.1 per cent and a 109.1 per cent increase by weight in detected illicit tobacco when compared to the same period in 2019–20.

The ABF continues to deliver strong border protection outcomes in the maritime domain, including 2485 patrol days and 16,009.8 aerial surveillance hours in 2020–21, with no vessels reaching Australia without intervention. Operation Sovereign Borders (OSB) contributing agencies continued to exchange intelligence and cooperate with regional partners throughout 2020–21 to further deter and disrupt maritime people smuggling

activity. ABF maritime capabilities provide significant support to OSB, which continue to deliver the 'Zero Chance' messaging campaign – a critical component of the multi-layered people smuggling deterrence approach.

Despite the challenges of COVID-19, Australia's detention centres remained COVID-free, and we have remained focussed on removing unlawful non-citizens to third party countries. In 2020–21, 1034 unlawful non-citizens were removed from Australia's detention facilities.

As Australia's customs service, we have continued to lead trade reforms that align with, support, and drive the Australian Government's customs and border modernisation and we continue to adapt to increasing trade volumes and growing pressures. To advance existing trade processes and systems no longer meeting the needs of the community and industry, the modernisation of our trade system has remained a priority for us throughout 2020–21. Toward further improving Australia's trade system, reducing regulatory burden and minimising complexity for traders, we have delivered initial components of the Simplified Trade System in line with project milestones. This included early development of automated and integrated cargo screening options at international ports and standardised processes for import and export requirements.

The ABF continued its leadership role in the whole-of-government implementation of Australia's *National Action Plan to Combat Modern Slavery 2020–25*. We remain committed to the global effort to combat modern slavery in all forms, including throughout Australia's supply chains and in human trafficking. We will continue to implement initiatives of the *National Action Plan to Combat Modern Slavery 2020–25* and support Australian businesses in their compliance with the *Modern Slavery Act 2018*.

Supporting Australia's economic recovery

The ABF operates in a complex environment characterised by continual change and the COVID-19 pandemic has exacerbated existing challenges and driven changes in economic and social trends. In our role managing the Australian border, we secure and facilitate Australia's principal connections to the world through the movement of goods and people – a fundamental economic role. These critical functions ensure the flow of goods that almost every business and individual in Australia relies on. The ABF is central to Australia's economic recovery from the COVID-19 pandemic through its role in the safe re-opening of international borders for travel, and supporting Government programs that focus on ongoing growth and security.

Our border measures, and the systems that enable them, will be a crucial support to Australia's economic and social recovery from the COVID-19 pandemic. As Australia's customs service, and second largest revenue collector, the ABF's objective is for all traders to comply with their customs obligations at the border. Customs compliance ensures trade meets community expectations, collects appropriate revenues, and provides fair competition for legitimate business.

The Australian Trusted Trader Program continues to support economic prosperity. The 828 Trusted Traders represent 19.3 per cent of the value and 10.5 per cent of the volume of Australia's two-way trade. The ABF is pursuing an ambitious program of negotiating arrangements with other customs administrators to recognise Australian Trusted Traders, providing them with certainty and trade facilitation benefits in overseas markets, as well as ensuring greater supply chain security. I am encouraged by the positive feedback we have received from industry that the Australian Trusted Trader program's nine Mutual Recognition Arrangements with trading partners are supporting Australia's economic recovery by providing traders with increased predictability, certainty and speed to market overseas. Further, accredited Australian Trusted Trader members have proven less likely to fail during COVID-19 – only two per cent of Trusted Trader businesses ceased trading in 2020–21, compared to a national average of 9 per cent.

The ABF supports Australia's long term prosperity through the negotiation and implementation of Australia's free trade agreements. This year we facilitated the entry into force of the agreement with Indonesia in July 2020 and the PACER Plus agreement with our Pacific neighbours in December 2020. Negotiations on new agreements with the United Kingdom and the European Union continued throughout the year. We also worked on legislative amendments and implementation activities for the Regional Comprehensive Economic Partnership agreement, which was signed in November 2020. Through our work with international partners, we are helping to eliminate certain barriers to international trade, and are assisting Australian businesses gain a competitive edge in the global market.

Looking forward

A central challenge for the ABF will be recommencing international travel in a biosecure manner, as COVID-19 will continue to impact global trade and restrict the movement of travellers until appropriate mitigations are in place. We will continue to implement functions and capabilities to support the gradual easing of border restrictions and transition through the four phases of the *Government's National Plan to Transition Australia's National COVID-19 Response*. This will include incorporating health advice into our activities, continued coordination with domestic and international partners to develop risk controls and mitigation measures for border reopening, and ensuring our resources and systems can support the increased demands of passenger processing associated with the enduring health dimension of border management in a pandemic environment.

ABF Operation HANGFIRE will continue to contribute to whole-of-government efforts to stabilise and maintain a necessary supply chain for essential goods during the COVID-19 pandemic. This will involve striking an appropriate balance between expediting the importation of COVID-19 therapeutic goods and strengthening controls against goods posing harm to the community. This effort will continue to require close engagement with airlines, airports, international partners and other Commonwealth departments and agencies.

As we progress through, and eventually beyond, the global pandemic, the ABF will remain focused on our operational delivery of services around the country in line with the expectations of Government, industry partners and the community. I thank my officers for their dedication and professionalism, and look forward to continuing to deliver on our mission in 2021–22 and supporting the Portfolio in creating a prosperous, secure and united Australia.

Office and Post Locations



As a global organisation, the Department brings together 13,755 staff based in Australia and in 40 cities around the world. As at 30 June 2021, the Department’s primary office and overseas post locations were:

Figure 3: Office and post locations

Regional Directorates	Embassies		Consulates	High Commissions
ACT and Regions	Amman	Hanoi	Dubai	Colombo
Adelaide	Ankara	Jakarta	Guangzhou	Islamabad
Brisbane	Bangkok	Manila	Ho Chi Minh City	Kuala Lumpur
Cairns	Beijing	Phnom Penh	Hong Kong	London
Darwin	Beirut	Santiago	San Francisco	Nairobi
Hobart	Belgrade	Seoul	Shanghai	New Delhi
Melbourne	Berlin	Tehran	Other	Ottawa
Parramatta	Brasilia	Tel Aviv		Port Moresby
Perth	Brussels	Washington		Pretoria
Sydney	Cairo	Yangon		Singapore
Thursday Island	Dili		Geneva	Suva
			National Office, Canberra	Wellington

3 The Department of *Home Affairs 2019–20 Annual Report* included the figure of 98 locations, which related to the number of individual office locations, as opposed to the number of cities in which our staff are based. In 2020–21, Departmental staff were located in 96 office locations.

Legislation

On behalf of the Minister, the Department and the ABF administers the following Acts, which form a legislative framework for its functions and services:

- *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*
- *AusCheck Act 2007*
- *Australian Border Force Act 2015*
- *Australian Citizenship Act 2007*
- *Australian Citizenship (Transitionals and Consequentials) Act 2007*
- *Australian Crime Commission Act 2002*, except to the extent administered by the Attorney-General
- *Australian Crime Commission Establishment Act 2002*
- *Australian Crime Commission (National Policing Information Charges) Act 2016*
- *Australian Federal Police Act 1979*
- *Australian Security Intelligence Organisation Act 1979*, except to the extent administered by the Attorney-General
- *Australian Transaction Reports and Analysis Centre Industry Contribution Act 2011*
- *Australian Transaction Reports and Analysis Centre Industry Contribution (Collection) Act 2011*
- *Aviation Transport Security Act 2004*
- *Commerce (Trade Descriptions) Act 1905*
- *Counter-Terrorism (Temporary Exclusion Orders) Act 2019*
- *Counter-Terrorism (Temporary Exclusion Orders) (Consequential Amendments) Act 2019*
- *Crimes Act 1914*, parts IAA, IAAA, IAAB, IAB, IAC, IC, ID, and IE
- *Crimes (Aviation) Act 1991*
- *Criminology Research Act 1971*
- *Customs Act 1901*, other than parts XVB and XVC
- *Customs Licensing Charges Act 1997*
- *Customs Securities (Penalties) Act 1981*
- *Customs Tariff Act 1995*
- *Customs Undertakings (Penalties) Act 1981*
- *Financial Transaction Reports Act 1988*
- *Immigration (Education) Act 1971*
- *Immigration (Guardianship of Children) Act 1946*

- *Import Processing Charges Act 2001*
- *Inspector of Transport Security Act 2006*
- *Intelligence Services Act 2001*, insofar as it relates to the Australian Security Intelligence Organisation
- *Law Enforcement (AFP Professional Standards and Related Measures) Act 2006*
- *Maritime Powers Act 2013*
- *Maritime Transport and Offshore Facilities Security Act 2003*
- *Migration Act 1958*
- *Migration Agents Registration Application Charge Act 1997*
- *Migration (Health Services) Charge Act 1991*
- *Migration (Sponsorship Fees) Act 2007*
- *Migration (Skilling Australians Fund) Charges Act 2018*
- *Migration (Visa Application) Charge Act 1997*
- *Modern Slavery Act 2018*
- *National Crime Authority (Status and Rights of Former Chairman) Act 1984*
- *Passenger Movement Charge Act 1978*
- *Passenger Movement Charge Collection Act 1978*
- *Proceeds of Crime Act 1987*, except to the extent administered by the Attorney-General
- *Proceeds of Crime Act 2002*
- *Proceeds of Crime (Consequential Amendments and Transitional Provisions) Act 2002*
- *Psychotropic Substances Act 1976*
- *Public Order (Protection of Persons and Property) Act 1971*
- *Security of Critical Infrastructure Act 2018*
- *Social Security Act 1991*, insofar as it relates to Australian Government Disaster Recovery Payment, Disaster Recovery Allowance⁴ and the Australian Victim of Terrorism Overseas Payment
- *Social Security (Administration) Act 1999*, insofar as it relates to Australian Government Disaster Recovery Payment, Disaster Recovery Allowance⁵ and the Australian Victim of Terrorism Overseas Payment

4. As of 1 July 2021, the administration of this Act insofar as it relates to the Australian Government Disaster Recover Payment and Disaster Recovery Allowance has transferred in the MoG from the Department of Home Affairs to the National Resilience and Recovery Agency (NRRRA) on 1 July 2021 (this is yet to be reflected in the Administrative Arrangements Order as published on the Federal Register of Legislation).

5. As of 1 July 2021, the administration of this Act insofar as it relates to the Australian Government Disaster Recover Payment and Disaster Recovery Allowance has transferred in the MoG from the Department of Home Affairs to the National Resilience and Recovery Agency (NRRRA) on 1 July 2021 (this is yet to be reflected in the Administrative Arrangements Order as published on the Federal Register of Legislation).

- *Surveillance Devices Act 2004*
- *Telecommunications (Interception and Access) Act 1979*
- *Witness Protection Act 1994.*

2019–20 legislative and regulatory reform

During 2020–21, 12 Portfolio Bills were introduced to the Australian Parliament. During the same period, 12 Bills passed both Houses of Parliament and became Acts upon receiving Royal Assent. A further 40 Regulations were registered and 77 additional legislative instruments were made.

Amendment Acts, Regulations and other legislative instruments are available on the Federal Register of Legislation, administered by the Office of Parliamentary Counsel.

PART 2:

ANNUAL PERFORMANCE STATEMENT

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STATEMENT BY THE ACCOUNTABLE AUTHORITY

I, Michael Pezzullo AO, as the Accountable Authority of the Department of Home Affairs (the Department), present the Annual Performance Statements of the Department for 1 July 2020 to 30 June 2021 as required under Paragraph 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013 (PGPA Act)*.

In my opinion, this Annual Performance Statements are based on properly maintained records, accurately reflect the performance of the Department and the Australian Border Force (ABF) and comply with subsection 39(2) of the PGPA Act.



Michael Pezzullo AO
Accountable Authority

7 September 2021

Performance reporting

The relationship between the outcome structure of the *Department of Home Affairs 2020–21 Portfolio Budget Statements* and the purposes in the *Department of Home Affairs 2020–21 Corporate Plan* variation is in Table 4 below.

The Department’s purposes and performance measures for 2020–21 are updated from those reported in 2019–20 to better reflect the broad remit of the Department and the ABF. The performance framework continues to emphasise the operational independence of the ABF through consolidating ABF operational activities under Purpose 3.

Comparative data from previous financial years has been included throughout the Annual Performance Statement where available and applicable.

Performance Ratings

Consistent with 2019–20, the Department has assessed performance against three categories, ‘met’, ‘partially met’ and ‘not met’. Metrics with numerical targets have been assessed as ‘met’ where reported performance is in line with or greater than the numerical target, as ‘partially met’ if they fall within five percentage points below the published target, and ‘not met’ if they fall more than five percentage points below the published target.

Table 3: Performance against metrics by category and purpose

	Total	Purpose 1	Purpose 2	Purpose 3
Met	57 (79.2%)	26 (45.6%)	14 (24.6%)	17 (29.8%)
Partially Met	12 (16.7%)	6 (50%)	5 (41.7%)	1 (8.3%)
Not Met	3 (4.2%)	2 (66.7%)	0 (0%)	1 (33%)

Two metrics (1.1.5.5 and 2.1.1.8) have been assessed within the *2020–21 Annual Performance Statement* using incomplete performance information (quantitative and/or qualitative). The assessment has been undertaken without regard to the impact of the omitted performance information and is referenced within a footnote against each related metric. The Department continues to refine our performance metrics to reflect our commitment to strengthening the quality of the performance information we collect and provide to the Parliament and the broader community.

Table 4: Outcome, program and purpose structure

Our Purposes					
Purpose 1—National Security: Protect Australia from national security and criminal threats through effective national coordination, policy and strategy development, emergency management, and regional cooperation.		Purpose 2—Prosperous and United Society: Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs.		Purpose 3—Border and Customs Operations: Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.	
Our Activities					
Activity 1.1: Effective national coordination and development of resilient national security and transnational, serious and organised crime policies, legislation and programs.	Activity 1.2: Support effective national coordination and the delivery of responses to national emergencies.	Activity 2.1: Effective delivery of orderly and planned immigration and humanitarian programs.	Activity 2.2: Support social cohesion and drive the effective delivery of citizenship and multicultural programs.	Activity 3.1: Effective border management and revenue systems.	Activity 3.2: Effective border security and maritime surveillance.
Our Performance Objectives					
Objective 1.1.1: Effective transport security regulation, policy coordination and advice prevents and protects Australia from security incidents affecting the movement of people and goods. <i>(PBS Program 1.1)</i> Objective 1.1.2: Effective policy implementation and coordination deters foreign actors who wish to harm Australia's sovereignty. <i>(PBS Program 1.2)</i> Objective 1.1.3: Effective policy development, coordination and industry regulation safeguards Australia's critical infrastructure against sabotage, espionage and coercion. <i>(PBS Program 1.2)</i> Objective 1.1.4: Effectively monitor and disrupt transnational, serious and organised crime to protect and preserve Australia's community and our partners. <i>(PBS Program 1.2)</i> Objective 1.1.5: Effective cyber security and technology strategies, policies, and advice protects and advances Australia's interests. <i>(PBS Program 1.3)</i> Objective 1.1.6: Counter-terrorism priorities, legislation and programs enhance our capacity to detect and respond to potential terror threats. <i>(PBS Program 1.4)</i>	Objective 1.2.1: Effective all-hazards coordination and response activities enhances Australia's ability to respond to crises and critical disruptions and reduces the impact on Australia and the community. <i>(PBS Program 1.6)</i>	Objective 2.1.1: Migration and visa programs support an open, prosperous and united Australia. <i>(PBS Program 2.1, PBS Program 2.2)</i> Objective 2.1.2: Refugee and humanitarian programs reflect Government priorities and international protection obligations through providing settlement support whilst contributing to global resettlement. <i>(PBS Program 2.3)</i> Objective 2.1.3: Effective regional processing and resettlement deters irregular migration. <i>(PBS Program 2.4)</i>	Objective 2.2.1: Community engagement and effective citizenship and multicultural programs support and enhance social cohesion. <i>(PBS Program 2.5)</i>	Objective 3.1.1: Effective trade and travel policy and regulation settings contribute to Australia's economic prosperity. <i>(PBS Program 3.1, PBS Program 3.2)</i> Objective 3.1.2: Administration of border revenue laws and processes supports revenue collection and reduced revenue evasion. <i>(PBS Program 3.3)</i>	Objective 3.2.1: Border security and contemporary maritime surveillance activities supports the identification and referral of people and goods crossing Australian Borders that pose a risk. <i>(PBS Program 3.4)</i> Objective 3.2.2: Enforcing the integrity of Australia's migration system and compliance with Australia's migration laws pre, at and post the border. <i>(PBS Program 3.5)</i>
International Cooperation – PBS Program 1.5 Effectively strengthen relationships with partner governments to improve migration, border management and national security capabilities.					

PURPOSE 1: NATIONAL SECURITY

Table 5: Purpose 1 – Performance framework

Activity	Performance Measures
ACTIVITY 1.1: Effective national coordination and development of resilient national security and transnational, serious and organised crime policies, legislation and programs.	MEASURE 1.1.1: Effective transport security regulation, policy coordination and advice prevents and protects Australia from security incidents affecting the movement of people and goods.
	MEASURE 1.1.2: Effective policy implementation and coordination deters foreign actors who wish to harm Australia's sovereignty.
	MEASURE 1.1.3: Effective policy development, coordination and industry regulation safeguards Australia's critical infrastructure against sabotage, espionage and coercion.
	MEASURE 1.1.4: Effectively monitor and disrupt transnational, serious and organised crime to protect and preserve Australia's community and our partners.
	MEASURE 1.1.5: Effective cyber security and technology strategies, policies, and advice protects and advances Australia's interests.
	MEASURE 1.1.6: Counter-terrorism priorities, legislation and programs enhance our capacity to detect and respond to potential terror threats.
ACTIVITY 1.2: Support national resilience and effective coordination of national emergencies.	MEASURE 1.2.1: Effective all hazards coordination response and recovery activities reduces the impact of threats on Australia and the community.
	MEASURE 1.2.2: Effective coordination and engagement with Commonwealth, state and territory and industry partners, enhances Australia's ability to respond to crises and critical disruptions.
	MEASURE 1.2.3: Effective emergency management planning, coordination, and capability enhances Australia's ability to prepare for and respond to crises and critical disruptions.

Purpose 1: At a glance 2020–21

Table 6: Purpose 1 – At a glance 2020–21

	2020–21	2019–20	2018–19	2017–18	2016–17	Related Metric
Transport Security Compliance activities						
Audits	31	265	94	195	167	N/A
Inspections	1,236	704	478	505	498	N/A
System tests	496	815	1,021	790	361	N/A
Compliance activities	1,738	1,546	1,547	-	-	1.1.1.1
Additional targeted compliance activities	459	466	-	-	-	1.1.1.1
Capacity building projects	25	29	34	-	-	1.1.1.2
Critical Infrastructure, Counter Foreign Inference and TSOC						
Foreign Investment Review Board (FIRB) cases referred	943	640	403	-	-	1.1.3.3
Interception Capability plans processes	309	293	-	-	-	1.1.4.1
CFI engagements hosted or attended	29	Over 20	-	-	-	1.1.2.1
Emergency Management						
High office holders with physical risk mitigation in place	49	50	-	-	-	1.2.1.2
Requests for domestic non-financial disaster assistance	13	75	15	4	-	1.2.1.3
Disaster Recovery Payments where advice was provided	7	8	3	-	-	1.2.1.4
Category C and Category D Measures where advice was provided	7	7	12	12	5	1.2.1.4

ACTIVITY 1.1

Summary of performance

Protect Australia from national security and criminal threats through effective national coordination, policy and strategy development, emergency management and regional cooperation.

Throughout 2020–21, the Department continued to demonstrate its ability to operate in a complex, intensified and highly demanding context. Although COVID-19 has continued to impact operations, the Department has effectively responded to both existing and emerging threats to help safeguard Australia's security.

Protection of Australia's national security was supported by the Department's ongoing investment in and maintenance of the Border Watch Program. As the single collection point for community and industry information about activities that pose threats to Australians and our community, the program received 27,120 allegations in 2020–21. These resulted in 21,195 intelligence reports being shared within the Department and with partner agencies to inform enforcement and assurance activities.

The Department also enhanced its identity matching services (IDMS) in 2020–21 to support the increased demand associated with Government programs providing support to Australian individuals and businesses that continue to be impacted by COVID-19. In particular, these services included identity expertise in new emerging identity technology, specialist training, complex identity analysis, and quality assurance of identity to support the integrity of the economic support packages put in place throughout COVID-19 and to reduce the likelihood of fraud.

Supporting Australia's economic recovery relies on Australians and Australian businesses having confidence in their security. In 2020–21, the Department worked to maintain and enhance this essential building block of the economy, especially through the increasingly critical areas of cyber security and critical infrastructure security. For example, in 2020–21, the Department made significant progress to deliver the *Security Legislation Amendment (Critical Infrastructure) Bill 2020* reforms. The Bill seeks to create an enhanced security framework for critical infrastructure to ensure Government and industry can work collaboratively to proactively manage and mitigate threats to our critical infrastructure.

The Bill is currently being reviewed by the Parliamentary Joint Committee on Intelligence and Security. This enhanced security framework will also bolster industry security and resilience by providing assistance to business in managing risk, particularly in relation to cyber-attacks.

Coordination and engagement

Throughout 2020–21, the Department continued to protect Australia from national security and criminal threats through effective national coordination and engagement with our domestic and international stakeholders.

For example, following extensive industry and community consultation, including 215 submissions on a discussion paper and 1400 face-to-face stakeholder consultation engagements, the Department supported the Australian Government's launch of the *Australia's Cyber Security Strategy 2020* (the Strategy). In implementing this Strategy, the Department continued to focus on strong partnerships to drive cyber resilience across industry, Government and the community. As at 30 June 2021, 17 of 18 key Cyber Security Initiatives have been progressed or delivered in full.

The Department also engaged heavily with digital industry to prevent the exploitation of the internet for terrorism and violent extremism purposes. This work was informed by the development of an international standard for industry transparency that will establish a common standard for online platforms. These standards aim to ensure organisations are providing regular and transparent public reporting on the steps they are taking to prevent, detect and remove terrorist and violent extremist content on their platforms.

During 2020–21, the Department also:

- Facilitated extensive engagement with United States (US), Canadian and Latin American counterparts on issues of transnational serious and organised crime, counter foreign interference, critical infrastructure security, cyber and critical technologies, counter terrorism and counter violent extremism.
- Completed negotiations and agreed to fund the United Nations Office of Counter Terrorism (UNOCT) to implement the UN Countering Terrorist Travel Program (UNCTTP) for the Philippines. This capability will prevent, detect and disrupt the movement of terrorists and criminals across borders and enhance Australia's regional stability.
- Facilitated high-level meetings with US counterparts, including the Department of Homeland Security, Department of Justice and the White House. This engagement reflects an alignment between the current priorities identified by the Biden Administration.

- Continued to enhance the coordination and interoperability of managing Australians of counter terrorism interest through chairing various whole-of-government fora. This has resulted in collective decisions and a joined-up Commonwealth approach, including on the management of individual cases.
- Supported Australia's delegation at the 64th session of the United Nations Commission on Narcotics Drugs (CND), and delivered a national statement, which focused on the importance of a holistic and balanced approach (prevention education health and law enforcement) in responding to the issues associated with drugs. Notably, the Department coordinated and shaped Australian briefings and interventions that seek to attract proactive consideration of how the International Drug Control Framework could be strengthened to support greater international consistency in combatting the illicit drug trade.
- Continued to work with Commonwealth partner agencies to amplify online safety public messaging and provide advice on how to safeguard children's online activities, including during COVID-19.

Legislative and regulatory change

During 2020–21, the Department's policy and legislative initiatives continued to protect Australia from national security and criminal threats through:

- Working with Commonwealth departments and law enforcement agencies to develop the *Surveillance Legislation Amendment (Identify and Disrupt) Bill 2020*, which will enhance the ability for the Australian Federal Police and the Australian Criminal Intelligence Commission to identify and disrupt serious crime online, including on the dark web
- Supporting the successful passage of reforms to the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, which provide greater flexibility and support more collaborative approaches to investigating money laundering, terrorism financing and other serious crimes
- Supporting the passage of the *Telecommunications Legislation Amendment (International Production Orders) Bill 2021* (IPO Bill) through Parliament, which will enable Australian agencies to obtain and issue orders to overseas communication service providers in countries with which Australia has a cross-border access to data agreement in place
- Working with Commonwealth partner agencies to support the passage of the *Crimes Legislation Amendment (Economic Disruption) Act 2021*, which includes strengthened money laundering offences and criminal asset confiscation laws

- Convening seven meetings of the Cyber Security Best Practice Regulation Taskforce, which included consideration of policy options that deliver certainty for businesses and build the foundation for stronger cyber security across the economy
- Working with the Attorney-General's Department and partner agencies to support the passage of the *Counter-Terrorism Legislative Amendment (High Risk Terrorist Offenders) Bill 2020*, which will establish an additional pathway, Extended Supervision Orders, for management of high-risk terrorist offenders in the community, enhancing capacity to detect and respond to potential terror threats
- Established a taskforce to prioritise and prepare cases for ministerial consideration following the *Australian Citizenship Amendment (Citizenship Cessation) Act 2020* receiving Royal Assent in September 2020, which replaces automatic 'operation of law' provisions with a ministerial decision making model for conduct-based citizenship cessation.

CASE STUDY

Co-design of critical infrastructure legislation and regulatory requirements

In December 2020, the Department introduced and tabled the *Security Legislation Amendment (Critical Infrastructure) Bill 2020* (the Bill) to uplift the security of critical infrastructure through bolstered national security legislation. The Bill includes positive security obligations for critical infrastructure assets, and reflects a co-designed process with industry.

During April 2021, the Department conducted a public consultation process regarding the critical infrastructure asset definition rules and received 51 submissions across the majority of sectors involved in the reforms. Between April and June 2021, the Department also conducted two town halls and six workshops to develop sector specific rules for the risk management programs with entities from electricity and gas sectors. These draft sector rules are now nearing completion and the Department has commenced co-design for the water, data storage and processing industries.

Co-design of sector standards will support implementation of and compliance with the positive security obligations outlined in the Bill, by encouraging buy-in from industry, while the phased approach ensures that each sector receives appropriate resourcing. This co-design period will be vital in ensuring the reforms achieve a real and meaningful uplift in security by ensuring stakeholder needs are met and ensuring the new regulatory regime is informed by expert knowledge.

CASE STUDY

Finalisation of the Online Content Incident Arrangements

The Department has finalised the Online Content Incident Arrangements (OCIA), in consultation with industry and Government members of the Australian Taskforce to Combat Terrorist and Extreme Violent Material Online. The Department has led the development of this arrangement in response to the unprecedented online viral spread of the 15 March 2019 Christchurch terrorist attack livestream and associated content.

The OCIA articulates a joint government-industry response to an online content event involving terrorist and/or extreme violent material that is likely to cause significant harm to the Australian public. Specifically, it outlines the responsibilities and communication flows between Government and industry when livestreamed or viral terrorist or violent extremist content is declared an Online Crisis Event by the eSafety Commission.

In 2020–21, the Department hosted a tabletop exercise to test the arrangements between Government and industry for removing online content in the event of a live-streamed terror attack. The event included active participation by the eSafety Commission, Australian Federal Police, Facebook, Google, Microsoft and others. A number of international stakeholders observed the event, including representatives from the Global Internet Forum for Counter Terrorism (GIFCT), New Zealand's Christchurch Call Unit, the European Commission, Europol, the UK Home Office, Public Safety Canada and members of the GIFCT Crisis Response Working Group.

Performance information

Table 7: Activity 1.1 – Performance information

ACTIVITY 1.1: Effective national coordination and development of resilient national security and transnational, serious and organised crime policies, legislation and programs.	
MEASURE 1.1.1: Effective transport security regulation, policy coordination and advice prevents and protects Australia from security incidents affecting the movement of people and goods.	
PERFORMANCE METRIC	RESULTS
<p>1.1.1.1: 100 per cent of scheduled entities subject to a risk based compliance assessment, meet their statutory obligations or a prioritised compliance activity is commenced.</p> <p>Primary methodology (Quantitative): Assessment of the percentage of entities subject to a compliance assessment who met their statutory obligations and the percentage of non-compliant entities for which a prioritised compliance activity is commenced.</p> <p>Supported by an analysis of how the Department addressed non-compliance of regulated entities.</p>	<p>This metric was met.</p> <p>The Department's annual program of compliance activities, including additional targeted activities to address non-compliance, strengthened Australia's transport security and reduced the likelihood and potential impacts of future security incidents on the Australian community.</p> <p>In 2020–21, 100 per cent of scheduled entities subject to compliance activities were either found to have met their statutory obligations, or a prioritised compliance activity was commenced to address the findings. This is consistent with results from 2019–20.</p> <p>National Compliance Plan (NCP) activities assess Australia's domestic and international aviation and maritime industries' compliance with transport security legislation. The legislation is designed to prevent unlawful interference with transport systems and support legitimate trade and travel. In 2020–21, the Department completed 1738 compliance activities under the 2020–21 NCP, an increase from 1546 activities completed in 2019–20. Of these, 1357 (78.1 per cent) of entities were found to have met their statutory obligations. The remaining 381 compliance activities in 2020–21 resulted in the issuing of findings notices, equating to 21.9 per cent of activities conducted. This is a slight increase from 2019–20, during which 18.0 per cent of compliance activities resulted in the issuance of findings notices.</p> <p>In 2020–21, the Department conducted 459 additional targeted activities, compared to 466 additional targeted activities reported in 2019–20. This reduction in targeted activities is due to a quarterly planning cadence to manage risk across the regulated transport sectors during COVID-19.</p> <p>Additionally, in 2020–21, the Department conducted 272 compliance activities that focused on addressing specific intelligence, investigating vulnerabilities or emerging threats as a result of the impacts of COVID-19 on the transport sector. These activities were deliberately introduced in 2020–21, and included inspections of airside access, screening, grounded aircraft fleets and verification of authorised access of personnel working in secure areas.</p>

PERFORMANCE METRIC	RESULTS
<p>1.1.1.2: Transport security in key regional partners is improved through delivery of all scheduled activities in line with Capacity Building Plan targets.</p> <p>Primary methodology (Quantitative): Assessment of the capacity building activities scheduled and undertaken with key regional partners against the targets in the capacity-building plan.</p> <p>Supported by an analysis of the outcomes for transport security arrangements of key regional partners and relevant case studies</p>	<p>This metric was not met.</p> <p>In 2020–21, COVID-19 continued to significantly impact delivery of the Transport Security International Capacity Building (ICB) program, due to surging COVID-19 case numbers across South East Asia and Mekong region countries, lock downs and on-going international travel restrictions. In response, the Department regularly reviewed and adapted delivery strategies for the International Capacity Building program to meet COVID-19 conditions. However, a number of scheduled projects were required to be substituted, cancelled or re-phased.</p> <p>In 2020–21, the Department completed 75.0 per cent (25 of the originally scheduled 33) of projects scheduled and 101 capacity building activities across Indonesia, the Philippines, Thailand and Sri Lanka, against a target of 100 per cent of projects delivered within the International Capacity Building (ICB) program plan. This is compared to 69.0 per cent (29 of the 42 scheduled) of projects delivered in 2019–20.</p> <p>In delivering the ICB Program, the Department undertook a variety of activities, including:</p> <ul style="list-style-type: none"> • Improving Exercise Management Capability – Indonesia: Training to enhance the design, conduct and evaluation of aviation security exercises at Jakarta and Denpasar Airports. • Purchase of Air Cargo X-ray Tutor Software and Equipment – Philippines: The Department finalised the purchase of laptops and software for Ninoy Aquino International Airport for use by security screening officers. This equipment will enhance the capacity of officers to conduct air cargo X-ray assessments. • Delivery of workshops at Don Mueang International Airport (DMK) and Suvarnabhumi International Airport (BKK) Bangkok: In collaboration with a specialist private contractor, the Department delivered a series of risk context workshops and risk assessment workshops at DMK and BKK. Together, these workshops enhanced the knowledge of airport security officers on risk management principles, and the local threat and risk environment, enabling each airport to develop a comprehensive Risk Context Statement for its operations. • Delivery of Dangerous Goods Training Workshops Philippines: Supervisors and security screening personnel in Luzon, Manila and Mindanao Airports were provided with training through a series of workshops to enhance their skills in the identification of dangerous goods, as provided in the Philippine National Civil Aviation Security Program. In addition, Manila Post hosted a series of round table discussions with key Philippine stakeholders that covered Security Screener Accreditation, Compliance Monitoring at Last Ports of Call, and Data Analytics for compliance targeting. The round table format is a useful mechanism for addressing aviation security issues that do not necessarily require a training solution and instead require collaboration, communication and consultation among stakeholders.

PERFORMANCE METRIC	RESULTS
<p>1.1.1.3: Deliver 100 per cent of compliance activities within the National Compliance Plan (NCP).</p> <p>Primary methodology (Quantitative): Assessment of the scheduled NCP compliance activities that are delivered.</p> <p>Supported by an analysis of the outcomes of the compliance activities, describing progress towards the 100 per cent target.</p>	<p>This metric was met.</p> <p>National Compliance Plan (NCP) activities assess Australia's domestic and international aviation and maritime transport industries' compliance with transport security legislation. They provide Government with an understanding of the state of aviation and maritime transport security, inform further compliance and/or enforcement action, and support policy development.</p> <p>During 2020–21, the Department delivered 1738 core NCP compliance activities across all industry segments, which equates to 100 per cent of the total allocated NCP activities for the financial year. This is an increase compared to the 1546 activities delivered in 2019–20, and 1547 delivered in 2018–19, demonstrating the Department's continued efforts to ensure industry compliance with transport security legislation.</p> <p>In addition to the scheduled NCP activities, aviation and maritime security inspectors conducted 459 targeted activities. Where required, NCP and targeted activities were delivered remotely due to COVID-19 travel restrictions and physical distancing requirements.</p> <p>Based on the impact of COVID-19 and analysis of compliance data, the Department prioritised and targeted compliance efforts on four priority Security Mitigation Categories (SMCs): Identity Security, Access Control, Screening and Clearing and Security Management.</p> <p>Any identified areas of non-compliance are reviewed by the Department and are given priority for future compliance activities in subsequent months. For example, issues identified included non-compliance with ASIC and MSIC (aviation or maritime security identification card) requirements, and a failure to adhere to security plans. The Department's ongoing efforts to complete scheduled NCP activities continues to contribute to enhanced security of aviation and maritime transport within Australia.</p>
<p>MEASURE 1.1.2:</p> <p>Effective policy implementation and coordination deters foreign actors who wish to harm Australia's sovereignty.</p>	
<p>1.1.2.1: Enhanced domestic coordination and international cooperation of Counter Foreign Interference (CFI) efforts.</p> <p>Primary methodology (Qualitative): Analysis of how the Department enhanced CFI efforts through domestic coordination and international cooperation.</p> <p>Supported by an assessment of significant* CFI events attended or hosted by the Department in the reporting period.</p> <p>*Significant* means formal events or events where business decisions made or progressed; not BAU or planning only.</p>	<p>This metric was met.</p> <p>The Department's Counter Foreign Interference (CFI) awareness-raising and partnership-building activities support efforts in protecting the integrity of Australia's sovereignty, values and national interests, and assist in the development of stronger international partnerships to counter foreign interference. In 2020–21, the Department attended or hosted 29 consequential CFI engagements, consistent with 2019–20 during which over 20 engagements took place. These engagements include international engagements, whole-of-government meetings, engagements with the University Foreign Interference Taskforce Steering Group, Universities Australia and other senior governance bodies.</p> <p>The tempo of international engagements is in part determined by the Department's participation in scheduled international events with key like-minded partners. The consistent feedback received from international counterparts is that the Department continues to lead international thinking and practice on CFI matters and the Department's expertise and advice remains in high demand.</p>

PERFORMANCE METRIC	RESULTS
	<p>Throughout 2020–21, the Department has experienced strong demand to deliver briefings on our approach to CFI and to assist stakeholders to build their own resilience to foreign interference. This is likely as a result of increased awareness of the foreign interference challenge through the Department's outreach activities and ASIO's public threat assessments.</p> <p>Examples of the Department's engagement in 2020–21</p> <ul style="list-style-type: none"> • The Department's CFI Coordinator chaired four meetings of the CFI Executive Board to discuss and collaborate on domestic CFI matters and initiatives occurring across Government. • Two CFI Taskforce Senior Oversight Board meetings were held to provide strategic oversight and coordination of the activities undertaken by the CFI Taskforce. The CFI Taskforce operationalises and implements multi-agency intelligence, assessment and law enforcement capabilities to counter foreign interference. • In February 2021, the CFI Coordinator met with the Commonwealth Scientific and Industrial Research Organisation (CSIRO) to finalise the development of the Research Engagement Sensitivities Tool (REST). The REST was developed to guide CSIRO decision makers regarding research proportionate to the risk and their impact on the national interest. The Department and CSIRO will consider the broader applicability of the REST to assist other publicly funded research agencies, consistent with their risk profiles, in their consideration of critical technologies of national interest. <p>These meetings alongside the Department's new CFI Engagement Teams in the states and territories who began to establish business relationships with state and Commonwealth Government, university and industry contacts, continue to contribute to greater domestic and international coordination and a consistent approach to CFI.</p>
<p>1.1.2.2: Demonstrated progress against key initiatives supporting the Department's CFI approach.⁶</p> <p>Primary methodology (Qualitative): Analysis of the outcomes of key activities in enhancing capability, engaging with at-risk sectors, deterring perpetrators, defending against acts of foreign interference, and enforcing counter foreign interference laws.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department continued to demonstrate progress on key initiatives supporting Australia's approach to countering foreign interference.</p> <p>Examples of the Department's activities in 2020–21</p> <ul style="list-style-type: none"> • Reviewed 44 foreign investment applications from a foreign interference perspective, as part of the Department's broader Foreign Investment Review Board responsibilities to the Treasury related to assessments of national security risk. • Worked with Government agencies to coordinate and enhance the Australian Research Council's capability to deter acts of foreign interference by improving transparency around declarations of interest and enhancing awareness of technology transfer risks and associated threats to Australia's national interests. • Continued to engage Five Eyes and other like-minded partners to share Australia's approach to CFI and to help inform the development of counter foreign interference best practice amongst our international partners. The Department also worked with international groups such as the G7 Rapid Response Mechanism to help develop international resilience to counter foreign interference.

6. This metric has been slightly refined from what was published in the *Department of Home Affairs' 2020–21 Corporate Plan* to reflect changed operating requirements and no longer refers to the CFI Strategy.

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> Continued to support the building of resilience in Australia's democratic institutions through membership with the Electoral Integrity Assurance Taskforce and the Electoral Integrity Intelligence Forum. The Department also supported the Australian Electoral Commissioner's work to assist state and territory Electoral Commissioners to ensure the integrity of their electoral systems. Continued planning to engage local government on foreign interference issues. <p>Case Study: University Foreign Interference Taskforce</p> <p>In 2020–21, the Department, alongside the University Foreign Interference Taskforce (UFIT), continued working closely with the university sector to implement the <i>Guidelines to Counter Foreign Interference in the Australian University sector</i> (Guidelines) to improve responsiveness to sector requests for information in a way that is both practical and timely.</p> <p>The Department coordinated support from Government agencies that was provided to the university sector in their foreign interference mitigation efforts, such as:</p> <ul style="list-style-type: none"> advice on best practice policies consistent with the Guidelines threat and policy briefings (with ASIO) to relevant university senior executives foreign interference awareness raising sessions to university staff principles-based guidance for universities to consider when engaging with foreign partners on research proposals. <p>In 2020–21, the Department and the UFIT commenced work on a refresh of the Guidelines, with a focus on specific and measurable actions and clear reporting of implementation to Government.</p>

MEASURE 1.1.3:

Effective policy development, coordination and industry regulation safeguards Australia's critical infrastructure against sabotage, espionage and coercion.

1.1.3.1: Engage with 100 per cent of entities on the Security of Critical Infrastructure Act 2018 register in relation to security and resilience.

Primary Methodology

(Quantitative): Assessment of the proportion of entities on the *Security of Critical Infrastructure Act 2018* register that the Department provides security and resilience advice through ongoing compliance activities, bilateral engagements and participation in relevant industry fora.

'Engagement' is defined as any form of communication with registered entities. For example phone, email, face-to-face meeting.

This metric was met.

In 2020–21, the Department engaged with 100 per cent of the 168 entities on the Register of Critical Infrastructure Assets (the Register). This is consistent with 100 per cent of entities engaged in 2019–20. These engagements included:

- bilateral general advisory meetings
- engagement with entities to support their compliance with the *Security of Critical Infrastructure Act 2018* (SoCI Act)
- consultations regarding the Cyber Security Strategy and to all SoCI entities about the Critical Infrastructure / Systems of National Significance reforms.

Engagement is intended to ensure that information on the Register is fit for purpose, as well as being reliable and accurate. Current registrants are contacted via email annually and requested to confirm in writing the accuracy of information on the Register. Where required, follow-up calls are used to prompt for, or clarify, information. In addition, potential registrants approach the Department via the enquiry line or general enquiry email inbox for advice on whether registration is required. Where it is not immediately clear whether an asset should be registered or not, bilateral advisory meetings are used to provide additional advice.

PERFORMANCE METRIC	RESULTS
	<p>Separately the Department also engaged extensively with industry and states and territories to design the detail to give effect to the Critical Infrastructure/Systems of National Significance reforms. The Department consulted over 3000 individuals across two phases of consultation through a mixture of town halls, sector-specific workshops and bilateral meetings. Engagement with entities on the Register continues to enable the Department to enhance industry understanding of obligations, improve compliance and contribute to greater security outcomes for Australia's critical infrastructure.</p>
<p>1.1.3.2: 100 per cent of notifications received under the Telecommunications Sector Security (TSS) reforms to the Telecommunications Act 1997 are responded to within statutory timeframes.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of notifications responded to within statutory timeframes of 30 calendar days for notifications and 60 calendar days for notification exemption requests</p>	<p>This metric was met.</p> <p>In 2020–21, 100 per cent of the 30 notifications received under the Telecommunications Sector Security reforms (TSSR) were assessed within statutory timeframes (30 calendar days for notifications and 60 calendar days for notification exemption requests-noting that no exemption requests were received). This is consistent with 100 per cent in 2019–20.</p> <p>In 2020–21 the Department:</p> <ul style="list-style-type: none"> Received 30 notifications under subsection 314A of the <i>Telecommunications Act 1997</i>, in comparison to the 32 received in 2019–20 Received zero exemption applications under subsection 314A (5A) of the <i>Telecommunications Act 1997</i> for an exemption from the notification obligation, consistent with zero in 2019–20. <p>In instances where the Department did not require further information about a notified change, the average number of days taken to respond was 27 calendar days. Where the Department required further information (22 of 30 notifications) about a notified change, the average number of days taken to respond once further information was provided to the Department was 27 calendar days.</p> <p>Throughout 2020–21, the Department continued to demonstrate efficiency in responding to TSSR notifications from industry. Notifications demonstrate that industry is aware of its TSSR responsibilities, and that industry is taking appropriate steps to protect telecommunications networks and facilities from unauthorised access and interference. Technical deep dives with industry and departmental staff have assisted in the provision of further information to support notification responses. Timely departmental advice minimises risk and helps build relationships with industry.</p>
<p>1.1.3.3: 100 per cent of Foreign Investment Review Board (FIRB) cases referred are responded to within agreed timeframes.</p> <p>Primary Methodology (Quantitative): Assessment of cases referred to the Department that are responded to within timeframes agreed with Treasury.</p>	<p>This metric was partially met.</p> <p>The Department's activities in responding to referred Foreign Investment Review Board (FIRB) cases provide a critical opportunity to assess and reduce national security risks arising from foreign involvement in Australia's critical infrastructure. The outcomes of these activities include providing clear and timely national security advice to Government so that it can make informed national interest decisions about proposed transactions under the <i>Foreign Acquisitions and Takeovers Act 1975</i>.</p> <p>The standard response time is 10 days but cases may exceed the benchmark timeframe for a range of reasons, including the complexity of the case and resourcing limitations. Where this occurs, case officers seek an agreed revised timeframe from Treasury.</p> <p>In 2020–21, the Department received 943 FIRB applications from the Treasury, an increase from the 640 received at the end of 2019–20 and 403 received in 2018–19. There are various reasons for the increase in referrals from Treasury, including application of the new zero dollar threshold which commenced in May 2020.</p>

PERFORMANCE METRIC	RESULTS
	<p>Of the 943 FIRB applications received at the completion of 2020–21:</p> <ul style="list-style-type: none"> • 23 were withdrawn • 43 were still undergoing assessment at the end of the reporting period. <p>Of the remaining 877 applications received at the completion of 2020–21:</p> <ul style="list-style-type: none"> • 833 (95.0 per cent) were finalised and responded to the Treasury within the agreed timeframe • 40 (4.6 per cent) were responded to within one week after the agreed timeframe • Four (0.4 per cent) were responded to more than one week after the agreed timeframe. <p>Throughout 2020–21, in all circumstances where the Department responded to the Treasury after the agreed timeframe, the Department updated Treasury throughout the active consideration of the case.</p>
<p>1.1.3.4: Deliver an enhanced framework to protect critical infrastructure, including systems of national significance.</p> <p>Primary Methodology (Qualitative): Analysis of the Department's progress in delivering a new Critical Infrastructure Resilience Strategy and an enhanced Trusted Information Sharing Network.</p> <p>Supported by an assessment of legislation introduced and passed during the reporting period.</p>	<p>This metric was partially met.</p> <p>In 2020–21, the Department has continued to deliver an enhanced framework to protect critical infrastructure. For example, the Department introduced and tabled the <i>Security Legislation Amendment (Critical Infrastructure) Bill 2020</i> in Parliament in December 2020. The Bill seeks to uplift the security of critical infrastructure through the following four key elements:</p> <ul style="list-style-type: none"> • expanding the definition of critical infrastructure assets to include assets from 11 critical infrastructure sectors • introducing positive security obligations that are applied to critical infrastructure assets including risk management and mandatory cyber security incident reporting obligations • introducing enhanced cyber security obligations for the most critical assets which are known as systems of national significance • providing the Government with last-resort powers to respond to a serious cyber incident (Government Assistance) if it threatens Australia's national interests. <p>The Bill is currently being considered by the Parliamentary Joint Committee on Intelligence and Security (PJClS), with hearings continuing into 2021–22. The Department continues to develop operational and implementation documents to give effect to the proposed reforms, subject to the passage of the Bill through Parliament.</p> <p>The co-design of sector specific rules with industry commenced in April 2021 and will continue throughout 2021 and into 2022. The rules are intended to uplift risk management practices and cannot be made until the Bill is passed and comes into force. Risk mitigations under these rules will take effect over time, as the Minister for Home Affairs makes sector-specific rules, noting that risk effective mitigation will be subject to industry compliance with those rules.</p> <p>In addition, the Department has commenced updating and expanding the Trusted Information Sharing Network, which, subject to agreement from Government, will be reformed to better reflect the new framework. The enhanced network will be supported by an online engagement platform, which is currently under development. This will enable the Department to better coordinate our education and engagement activities.</p>

PERFORMANCE METRIC	RESULTS
	<p>The Department has also continued work to update the Critical Infrastructure Resilience Strategy (the Strategy). The Strategy will reflect how Government will work with critical infrastructure entities with all levels of strategy maturity to enhance the security and resilience of critical infrastructure. The Strategy will set out:</p> <ul style="list-style-type: none"> • an overarching vision for critical infrastructure • how changes in critical infrastructure's operating environment impact its resilience • how it will complement existing work across Government to achieve the Strategy's vision. <p>As a result of ongoing hearings of the Bill by the PJCIS, consultation on the Critical Infrastructure Resilience Strategy has been delayed until 2021–22. Consultation on the Strategy will involve engagement across Commonwealth Government agencies, state and territory governments, and trusted industry partners.</p>

MEASURE 1.1.4:

Effectively monitor and disrupt transnational, serious and organised crime to protect and preserve Australia's community and our partners.

1.1.4.1: 100 per cent of capability plans outlining compliance with telecommunication interception obligations are reviewed within statutory timeframes, consistent with s198 of the *Telecommunications (Interception and Access) Act 1979*.

Primary methodology (Quantitative): Assessment of Interception Capability Plan applications that are responded to by the Communications Access Coordinator within statutory timeframes.

Supported by an analysis of how the Department performed in meeting the 100 per cent target and an assessment of the quality of the compliance plans.

This metric was partially met.

During 2020–21, the Department processed 309 Interception Capability Plans (ICPs), an increase of 16 (5.5 per cent) compared to 2019–20. Of these, all but one ICP was responded to within the statutory 60 day timeframe, which equates to 99.7 per cent. For the remaining ICP, the decision was made one business day after the statutory timeframe, resulting in the measure being assessed as partially met.

During 2020–21, the Department approved 68 applications for Interception Capability Exemptions (ICEs), an increase of 16 (30.8 per cent) compared to 2019–20. All ICEs were approved within the statutory 60 day timeframe.

The Department continued to ensure that applications were processed and responded to within legislated timeframes, despite impacts to business arrangements arising from COVID-19.

The Department has noted an improvement in the quality of ICPs compared to previous years, following greater and earlier engagement with telecommunications carriers through more regular email updates, newsletters and improved guidance material, as well as the implementation of a new ICP form.

Overall, these results demonstrate the Department's effectiveness in reviewing industry compliance with telecommunication interception obligations.

The Department's effectiveness in ensuring carriers provide high quality ICPs provides law enforcement and national security agencies the information they need to be able to effectively and efficiently intercept communications in accordance with the *Telecommunications (Interception and Access) Act 1979*.

PERFORMANCE METRIC	RESULTS
<p>1.1.4.2: The Department implements policy and legislative reforms to enhance responses to national security and law enforcement issues.</p> <p>Primary methodology (Qualitative): Analysis of how the Department responded to national security and law enforcement issues through reform, supported by case studies.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department continued to implement policy and legislative reforms to enhance responses to national security and law enforcement issues.</p> <p>Examples of the Department's key activities in 2020–21</p> <p><u>Dark web law enforcement powers</u></p> <p>Throughout 2020–21, the Department worked closely with relevant Commonwealth departments and law enforcement agencies to develop the <i>Surveillance Legislation Amendment (Identify and Disrupt) Bill 2020</i>. The Bill proposes measures to enhance the ability of the Australian Federal Police and the Australian Criminal Intelligence Commission to identify and disrupt serious crime online, including on the dark web.</p> <p>Since the introduction of the Bill, the Department has worked closely with relevant Commonwealth agencies to support the Parliamentary Joint Committee on Intelligence and Security's (PJCS) review of the Bill, including through providing an initial and a supplementary submission, attending a public hearing and responding to a number of questions on notice. As at 30 June 2021, the Department is currently awaiting the PJCS report on the Bill.</p> <p><u>Access to and use of financial intelligence</u></p> <p>The Department supported the successful passage of reforms to the <i>Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act)</i>. The Act ensures national security, law enforcement and revenue protection agencies can efficiently and effectively access and use valuable financial intelligence in performing their functions at Commonwealth and state and territory levels. These changes, which came into force in June 2021, provide greater flexibility and support more collaborative approaches to investigating money laundering, terrorism financing and other serious crimes.</p> <p><u>CLOUD Act Agreement</u></p> <p>The <i>Telecommunications Legislation Amendment (International Production Orders) Bill 2021 (IPO Bill)</i> passed through Parliament in June 2021. The IPO Bill provides the framework for Australian agencies to obtain and issue orders to overseas communication service providers in countries with which Australia has a cross-border access to data agreement in place. The Australia-US CLOUD Agreement, Australia's first bilateral cross-border access to data agreement, is expected to be signed before the end of 2021 and enter into force in early 2022. An operational bilateral agreement will allow law enforcement agencies and ASIO, to go directly to communication service providers that are based or operate in the United States, for data relevant to Australian investigations. This will avoid lengthy delays associated with the current mutual legal assistance process. The IPO Bill includes numerous safeguards and rigorous oversight to ensure the power to obtain data is only exercised in appropriate circumstances.</p> <p><u>Crimes Legislation Amendment (Economic Disruption) Act 2021</u></p> <p>The Department worked closely with Commonwealth partner agencies to develop and support the successful passage of the <i>Crimes Legislation Amendment (Economic Disruption) Bill 2020</i>. The <i>Crimes Legislation Amendment (Economic Disruption) Act 2021</i> came into force in February 2021. The Act:</p> <ul style="list-style-type: none"> • strengthens money laundering offences to more effectively target money laundering networks that deal with illicit property at an arm's length • strengthens criminal asset confiscation laws by enhancing information-gathering powers and preventing criminals from buying back property

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> • improves the Official Trustee in Bankruptcy's powers to preserve the value of seized property • ensures that illicit overseas property, and benefits obtained through the criminal avoidance, deferral or reduction of a loss, duty or liability can be confiscated • strengthens undercover operations by clarifying that undercover operatives are not bound by the same obligations as identifiable law enforcement officers, including obligations to caution a person who is under arrest, or a protected suspect before questioning the person.
<p>1.1.4.3: Enhance partner government's capability through providing capacity-building resources.</p> <p>Primary methodology (Qualitative): Analysis of how the Department enhanced partner government's capability through providing capacity building resources, supported by case studies on international capacity building programs in the Indo-Pacific.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department continued to deliver specialist technical assistance and training to partners in the Indo-Pacific region to strengthen laws, processes and capacity to combat money laundering, counter the financing of terrorism and the proliferation of weapons of mass destruction, and recover proceeds of crime, in accordance with international standards set by the Financial Action Task Force (FATF).</p> <p>The Department's international capacity building workshops during 2020–21 focused on Papua New Guinea and Cambodia as key partners of significant regional importance to Australia. Broader assistance was difficult due in part to the challenges of delivering certain regional activities with the international travel, border and health-related restrictions imposed, as a result of COVID-19.</p> <p>As at 30 June 2021, the Department delivered five virtual capacity building programs in the Indo-Pacific, compared to six programs delivered in 2019–20. Three of these activities supported Cambodia to demonstrate progress against the action plan set by the FATF to rectify strategic deficiencies. The other activities focused on assisting Papua New Guinea progress legislative reforms, and to develop institutional resources to support criminal asset confiscation proceedings.</p>
<p>1.1.4.4: Progress in implementing the <i>National Strategy to Fight Transnational, Serious and Organised Crime</i>.</p> <p>Primary methodology (Qualitative): Analysis of how the Department performed in implementing the National Strategy to Fight Transnational, Serious and Organised Crime. This will include assessment of the outputs and impact delivered, and will be supported by case studies.</p>	<p>This metric was met.</p> <p>Throughout 2020–21, the Australian Transnational, Serious and Organised Crime Committee (ATSOCC) continued to contribute to the protection of Australia, its people and its interests from the harms of transnational, serious and organised crime (TSOC).</p> <p>The Department continued to implement the <i>National Strategy to Fight TSOC</i> by progressing consultations on setting National Strategic Priorities to counter TSOC and to develop a national TSOC Narrative. The national TSOC Narrative will guide the focus of Government strategy, policy and capability to fight TSOC on a national scale. It will also equip the public with the relevant tools and education to understand TSOC, and build community confidence in the Department's responses to TSOC threats.</p> <p>The National Strategic Priorities are due to be finalised by ATSOCC in September 2021, with the TSOC Narrative finalised by end-2021. In 2020–21, the ATSOCC met three times via video conference to discuss further implementation of the National Strategy initiatives, with a focus on capability.</p> <p>Case Study: Cyber Wave Project</p> <p>The Cyber Wave Final Report was finalised in November 2020. The Cyber Wave is the first instalment of the National Counter-TSOC Capability Project, which commenced in January 2020. Cyber capability was given priority due to the increasing and evolving threat picture posed by TSOC and cyber criminals, and the known complexity of national cyber capabilities.</p>

PERFORMANCE METRIC	RESULTS
	<p>The Cyber Wave involved consultations with over 200 people from 25 government agencies across Australia, to baseline current national cyber capabilities and to determine what is needed to better counter TSOC and cybercrime. Data was collected through a combination of face to face workshops and surveys.</p> <p>The Cyber Wave Final Report maps national capability against the six defined core cyber capabilities and outlines opportunities for capability uplift across four broad thematic areas. The implementation of the Cyber Wave uplift aligns closely with the development of the National Plan to Combat Cybercrime, which will include a capability fund that may assist with implementation of cyber capability uplift projects.</p> <p>Case Study: Criminal Justice and Law Enforcement Forum (CJLEF)</p> <p>CJLEF brings together agency heads from across the Australian Government to consider the threat of transnational, serious and organised crime, and provide strategic oversight and guidance for the development of whole-of-government strategies, policies and coordinated activities to respond to this threat.</p> <p>In 2020–21, CJLEF met four times, and meetings focused on the impact of the pandemic on organised crime groups and opportunistic criminals, the evolving threat picture, and opportunities for agencies to collaborate to produce a united Commonwealth response.</p> <p>Following each meeting, CJLEF agencies co-developed a strategic report for Ministers, providing critical insights into these issues.</p> <p>CJLEF's forward work plan focuses on a number of strategic initiatives, including ways to improve information sharing across law enforcement agencies, development of guidance to counter insider threats to the Australian Public Service, and cross-government guidance on using SMS communications during emergency and crisis situations.</p> <p>During 2021–22, CJLEF will link more closely to the work of the Australian Transnational, Serious and Organised Crime Committee (ATSOCC) at the Commonwealth level, and explore ways to improve interdiction and disruption of transnational, serious and organised crime activity within Australia. This is intended to have flow on benefits for the protection of public revenue and the safety of the Australian community.</p>

MEASURE 1.1.5:

Effective cyber security and technology strategies, policies, and advice protects and advances Australia's interests.

1.1.5.1: Demonstrated progress against key initiatives within the Australia's Cyber Security Strategy 2020.

Primary methodology

(Qualitative): Analysis of how the Department performed in implementing the Cyber Security Strategy and National Plan, supported by case studies and feedback from key stakeholders.

The Australian Government announced the *Cyber Security Strategy 2020* (the Strategy) on 6 August 2020, which included 18 initiatives. In 2020–21, 17 initiatives were progressed. The remaining initiative is scheduled to commence throughout 2021–22.

In implementing the Strategy, the Department engaged with stakeholders through hosting, supporting or attending a number of cross-jurisdictional fora. These included:

- 53 cross-jurisdictional fora attended, supported or hosted
- 66 meetings with industry stakeholders
- over 1000 industry stakeholders have attended consultative forum meetings
- five Industry Advisory Committee meetings
- four Cyber Security Strategy Delivery Board meetings.

PERFORMANCE METRIC	RESULTS
<p>Supported by an assessment of the Cyber Security Strategy initiatives delivered, including number of cross-jurisdictional fora attended, supported or hosted.</p>	<p>In 2020–21, in support of the Strategy's initiatives, the following milestones were achieved:</p> <ul style="list-style-type: none"> • The Minister for Home Affairs and the former Minister for Defence (Minister Reynolds) released the <i>Voluntary Code of Practice: Securing the Internet of Things</i>. • On 25 January 2021, the Department entered into a contract with IDCARE on behalf of the Commonwealth, for the provision of support services to victims of cybercrime and identity theft. As at 30 June 2021, 11,375 case management referrals were made to IDCARE, with 72 cyber first aid cases. • The Department supported the Department of Industry, Science, Energy and Resources' Grants Panel for Round 1 of the \$26.5 million Cyber Security Skills Partnership Innovation Fund, announced on 4 February 2021. Successful applicants were announced on 29 June 2021, with eight successful applicants awarded a combined total of \$8.2 million in Round 1. The fund provides industry and education providers with funding to deliver innovative projects that meet local requirements to quickly improve the quality and quantity of cyber security professionals in Australia. • Throughout 2020–21, the following committees and consultative forums met on a combined total of 21 occasions to provide oversight and coordination of the many agencies and programs that interact under or with the Strategy, as well as to provide unique insights and perspectives for the effective implementation of the Strategy: <ul style="list-style-type: none"> – Industry Advisory Committee – Secretaries Digital Committee – Cyber Security Strategy Delivery Board – Best Practice Regulation Taskforce – Secretaries and Agency Heads Cyber Security Regulations Roundtable. <p>Overall, these initiatives represent a critical contribution to the Department's role in protecting and advancing Australia's interests by securing our cyber environment.</p> <p>The delivery of these outcomes has improved how the Department addresses cyber security threats, increased public and industry's awareness of Government's efforts to enhance cyber security capabilities, expanded Government's ability to support small and medium enterprises and individuals, and has bolstered the development of a more robust framework to protect critical national infrastructure from cyber threats.</p> <p>Case Study: Hardening Government IT</p> <p>The Hardening Government IT Program has been established which seeks to centralise IT security systems across Commonwealth agencies into various hubs. This aims to reduce opportunities for malicious actors to target smaller agencies with less secure IT and increase opportunities to focus the Government's cyber security investment. Forward work will develop the pilot hub plans, communications approach, and budget submission. As at 30 June 2021, the pilots were on track to be operational in 2021–22.</p>

PERFORMANCE METRIC	RESULTS
	<p>Case Study: Best Practice Regulation Taskforce</p> <p>The Cyber Security Best Practice Regulation Taskforce, a key initiative of the Cyber Security Strategy 2020, convened seven meetings in 2020–21, including one sub-committee meeting.</p> <p>In 2020–21, the Taskforce continued to develop and refine solutions to cyber security challenges and help enable Australia to be a leading digital economy by 2030. The Taskforce considered policy options that deliver certainty for business and build the foundation of stronger cyber security across the economy. The policy options proposed by the Taskforce will align with the Prime Minister's Digital Australia Strategy and Plan.</p> <p>The policy options were outlined in a discussion paper that will be released for public consultation in early 2021–22.</p> <p>Protecting Critical Infrastructure and Systems of National Significance reforms</p> <p>The Department made significant progress to deliver the <i>Security Legislation Amendment (Critical Infrastructure) Bill 2020</i> reforms in 2020–21, following the Bill's introduction to Parliament in December 2020. The Department leveraged and built on the partnerships established during industry consultation in 2020 to commence co-design of risk management program requirements. In March 2021, the Department engaged over 1350 individuals to develop sector agnostic governance rules. In parallel, the Department continued to speak to state and territory counterparts and engaged with Commonwealth agencies. These steps ensure ongoing alignment with emerging policy priorities and appropriate consultation on internal processes to implement the reforms upon their passage.</p>
<p>1.1.5.2: Enhanced national cyber security awareness for Australian families and households to protect children and vulnerable people online.</p> <p>Primary methodology (Qualitative): Analysis of departmental activities to promote awareness of cyber security for Australian families and households, and the effectiveness of activities in ensuring children and vulnerable people are protected online.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department continued to work with Commonwealth partner agencies to amplify online safety public messaging and provide advice on how to safeguard children's online activities, including during COVID-19. The Department, along with its Five Eyes Country partners,⁷ contributed to the 'Stay Safe at Home, Stay Safe Online' public safety campaign led by Microsoft, Facebook, Google, Twitter, Roblox and Snap, which was launched in April 2020.</p> <p>The Department is working with the Department of Infrastructure, Transport, Regional Development, and Communications on an online public awareness campaign, which will harmonise messaging on online safety, cybercrime, and cyber security. The campaign focuses on cyber security awareness for Australian families, households, and small businesses. It was announced in <i>Australia's Cyber Security Strategy 2020</i>, including \$4.9 million in funding for a cyber security awareness campaign.</p> <p>The cyber security awareness campaign is under development through the Australian Government process for public information campaigns and will be considered by the Service Delivery and Coordination Committee (SDCC) at four stages. The funding has been extended to June 2022, to support a planned September 2021 launch of the campaign.</p> <p>Throughout 2020–21, The Department and the Department of Infrastructure, Transport, Regional Development and Communications also began development of an Online Harms Communication Framework for all relevant government agencies focused on public messaging approaches to equip the community. As at 30 June 2021, the Framework was in the early stages of development and will include key online harms events and milestones around which Government agencies can coordinate and harmonise public messaging.</p>

7. United States, United Kingdom, Canada, New Zealand and Australia.

PERFORMANCE METRIC	RESULTS
	<p>On 3 December 2020, the Department participated in a podcast series – ‘Closing the net’ – developed by the Australian Centre to Counter Child Exploitation and publicly released on 23 June 2021, which aims to raise awareness of online child sexual abuse. The Department’s contribution focused on the need for global consistency across legislative frameworks, as well as the importance of international collaboration—highlighting our partnerships with the Five Countries and WePROTECT Global Alliance, including on the <i>Voluntary Principles to Counter Online Child Sexual Exploitation and Abuse</i>.</p> <p>In 2020–21, the Department also received 2021–22 Budget funding for proposals focused on combatting child sexual abuse to be progressed under Australia’s forthcoming 10-year <i>National Strategy to Prevent and Respond to Child Sexual Abuse</i> (National Strategy). Home Affairs Portfolio initiatives under the National Strategy include:</p> <ul style="list-style-type: none"> • bolstering law enforcement capability • strengthening our understanding of this crime type through targeted research • ensuring our intelligence and border agencies are equipped to detect and disrupt child sexual abuse crimes.
<p>1.1.5.3: Strengthen domestic and international government and non-government partnerships to ensure collective action to combat online child sexual abuse, including the organised production and dissemination of child abuse materials.</p> <p>Primary methodology (Qualitative): Analysis of how the Department has promoted a global response to online child sexual abuse via international fora, including Five Country Ministerial activities.</p>	<p>Throughout 2020–21, the Department continued to promote the implementation of the <i>Voluntary Principles to Counter Online Child Sexual Exploitation and Abuse</i> (the Voluntary Principles), internationally and domestically, to ensure digital industry takes tangible and meaningful action to address the threat of child sexual abuse on their online platforms and services.</p> <p>As at 30 June 2021, the Department had participated in 14 fortnightly meetings of the Five Country Ministerial Digital Industry Engagement Senior Officials Group, to progress efforts on implementing the Voluntary Principles. The Department contributed case studies to the <i>WePROTECT Global Alliance 2021 Threat Assessment</i>. The Department also met with the Canadian Centre for Child Protection, the US National Center for Missing and Exploited Children, Thorn, Microsoft and Snap Inc.</p> <p>The following Australian stakeholders have released public statements in support of the Voluntary Principles:</p> <ul style="list-style-type: none"> • Communications Alliance • Uniting Church of Australia • Collective Shout • Alannah and Madeline Foundation. <p>The Department worked with its counterparts to progress action items from the Five Country Ministerial (FCM) virtual meeting in April 2021, including the UK feasibility study on a Five Country shared hash list,⁸ with responses due in July 2021. The Department, through the Minister for Home Affairs (the Minister) attended the United Nations Congress on Crime Prevention and Criminal Justice, which delivered Australia’s country statement focusing on efforts to counter child sexual abuse. In addition, the Department:</p> <ul style="list-style-type: none"> • supported the Minister in opening the Australian Centre to Counter Child Exploitation facility in October 2020

8. Images have a unique verifier known as a ‘hash’, sharing hash lists assists in tracking down duplicate copies of images that should be referred for removal.

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> presented to the Australian Council for International Development - Child Rights Community of Practice and advised organisations how they could support the Voluntary Principles initiative co-hosted, with the UK and the US, a side event on tackling child sexual abuse at the United Nations Congress on Crime Prevention and Criminal Justice. The event highlighted the one-year anniversary of the Voluntary Principles launch and reinforced Australia's commitment to protecting children online. <p>The Department delivered a number of outcomes to address the impact that end-to-end encryption has on the prevention, detection and response to online child sexual abuse.</p> <p>Examples of the Department's key activities in 2020–21</p> <ul style="list-style-type: none"> Signed the <i>International Statement: End-to-end encryption and public safety</i>, alongside Canada, India, Japan, New Zealand, United Kingdom and United States. Co-hosted with the US and UK, a side event on end-to-end encryption and public safety, including to vulnerable people such as children, at the United Nations Congress on Crime Prevention and Criminal Justice in March 2021. Established a Five Country working level group to discuss and take forward joint actions on encryption and lawful access. Held a series of bilateral and multilateral international engagements to identify and take forward opportunities for cooperation. Engaged with technology industry companies and non-governmental organisations to discuss criminal exploitation of end-to-end encryption and the online environment, and related safety tools and measures. This included engagement with Facebook, Snap Inc., Google and others.
<p>1.1.5.4: Bolster law enforcement capabilities to target, investigate and disrupt cybercrime, including on the dark web.</p> <p>Primary methodology (Qualitative): Analysis of how the Department bolstered the capabilities of law enforcement to target, investigate and disrupt cybercrime, supported by case studies.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department led the whole-of-government development of the next National Plan to Combat Cybercrime (National Plan). The National Plan will focus on uplifting Australia's national counter-cybercrime capability, to be progressed through a capability fund. The Department engaged with a large range of Government stakeholders to inform development of these deliverables. This included briefing the Australian Transnational Serious and Organised Crime Committee meeting in November 2020 on the development of the National Plan, including the establishment of a capability fund. States and territories welcomed the proposed approach to the National Plan and establishment of a capability fund.</p> <p>The Department consulted closely with Commonwealth and state and territory stakeholders on the development of a National Plan to Combat Cybercrime. This has included meetings, town halls and discussion papers, including around 25 Commonwealth engagements, four joint Commonwealth and state and territory engagements, and four state and territory engagements.</p> <p>Based on these consultations, the Department developed a high-level draft of the National Plan, encompassing policy options, capability uplift, including improved intelligence sharing, enhanced coordination and de-confliction, and collaboration with Industry and international partners. This was circulated to Government stakeholders for comment in late 2020–21.</p>

PERFORMANCE METRIC	RESULTS
	<p>Throughout 2021–22, the Department will consolidate the feedback from stakeholders and produce an updated draft National Plan for consultation with state and territory law enforcement and justice agencies. The Department has also commenced targeted industry engagements in April 2021, including through the Minister for Home Affairs' Industry Advisory Committee.</p> <p>In 2020–21, the Department also worked closely with the Australian Federal Police (AFP), the Australian Criminal Intelligence Commission (ACIC), the Attorney-General's portfolio, the Department of Infrastructure, Transport, Regional Development and Communications, and other agencies to develop the <i>Surveillance Legislation Amendment (Identify and Disrupt) Bill 2020</i>. The Bill includes three new covert powers for the AFP and ACIC:</p> <ul style="list-style-type: none"> • data disruption warrants to authorise the deletion or modification of data to frustrate the commission of serious criminal offences • network activity warrants to enable the collection of intelligence on criminal networks operating online • account takeover warrants to allow the taking control of a person's online account to gather evidence to further a criminal investigation. <p>The Bill is currently under review by the Parliamentary Joint Committee on Intelligence and Security. The Department will closely consider the findings of the Committee's report once it is handed down.</p>
<p>1.1.5.5: Enhance industry outreach and national capability collaboration to support small and medium enterprises and vulnerable Australians.</p> <p>Primary methodology (Qualitative): Analysis of how the Department has supported small and medium enterprises and vulnerable Australians through industry outreach and national capability collaboration.</p> <p>Supported by an assessment of the number of small and medium enterprises and vulnerable Australians the Department engaged with through fora.</p>	<p>This metric was met.⁹</p> <p>In 2020–21, the Department met directly with over 1000 small and medium enterprise representatives. Engagement with vulnerable Australians will commence after the launch of the <i>Cyber Security Awareness Campaign</i> scheduled for September 2021.</p> <p>The Department supports small and medium enterprises and vulnerable Australians through industry outreach and national capability collaboration. To this end in 2020–21, the Department concluded a recruitment process for 15 Home Affairs Outreach Officers. Working in the Joint Cyber Security Centres, the Outreach Officers will continue to expand and coordinate Government's cyber security outreach to industry and businesses. The Outreach Officers will facilitate greater two-way information sharing by building on the existing relationships between Government and industry, particularly small to medium enterprise.</p> <p>Joint Cyber Security Centre Outreach Officers</p> <p>The new Cyber Security Outreach Officers (CSOO), working in collaboration with the Joint Cyber Security Centre (JCSC) network, continued to support an enhanced national capability through effective coordination. The CSOO's began developing an engagement and program plan, and identifying priorities and objectives underpinned by the <i>Cyber Security Strategy 2020</i>. This included regional stakeholder engagement planning with other state-based outreach officers and Regional directors in 2020–21. These outreach officers are undertaking SANS Institute cyber security training—an intensive, world class training course aimed at providing technical and management cyber security skills.</p>

9. This metric has been assessed using incomplete segmentation of performance information. While the Department supported vulnerable Australians, data relating to the actual number of vulnerable Australians engaged with cannot be provided, as the data available relates to overall reach of the engagement, not reach by cohort.

PERFORMANCE METRIC	RESULTS
	<p>During this induction period, the officers liaised with internal cyber partners and programs to identify cyber reform and initiatives that could benefit from engagement reach, enabled by these regional-based JCSC officers. Programs that have been identified as a Government priority for industry engagement include Critical Infrastructure Systems of National Significance and the Cyber Security Best Practice Regulation Taskforce.</p> <p>Cyber Security Best Practice Regulation Taskforce</p> <p>The Cyber Security Best Practice Regulation Taskforce (the Taskforce), a key initiative of the <i>Cyber Security Strategy 2020</i>, convened six meetings in 2020–21, in addition to convening one additional sub-group meeting.</p> <p>In 2020–21, the Taskforce continued to develop and refine solutions to cyber security challenges and help enable Australia to be a leading digital economy by 2030. The Taskforce considered policy options that deliver certainty for business and build the foundation of stronger cyber security across the economy. These policy options will support small businesses to invest in cyber security and reduce barriers for small business cyber security uplift, including by encouraging secure by design products and services. The policy options proposed by the Taskforce will align with the Prime Minister's Digital Australia Strategy and Plan.</p> <p>The policy options were outlined in a discussion paper that will be released for public consultation in early 2021–22. Public consultation will include briefing to the Industry Advisory Committee, digital open forums and roundtables with relevant industry stakeholders. The Taskforce is expected to complete its work in early 2022.</p>
<p>1.1.5.6: Manage technology security risks to support Australian economic resilience and to facilitate economic growth.</p> <p>Primary methodology (Qualitative): Analysis of the Department's activities to manage technology security risks, provide market certainty on regulation and provide clarity to Government and industry on data security settings.</p> <p>Supported by an assessment of the number of technology security, data security and technology security regulation initiatives under the Cyber Security Strategy delivered.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department delivered four technology security, data security and technology security regulation initiatives under the <i>Cyber Security Strategy 2020</i>. Under these initiatives, and to manage technology security risks and provide market certainty on regulation, the Department commenced and delivered a range of measures to better manage technology security risks domestically and in collaboration with Australia's closest international partners.</p> <p>Examples of the Department's key activities in 2020–21</p> <ul style="list-style-type: none"> • Led bespoke pieces of policy work to manage the security of Artificial Intelligence, smart cities, and 5G and future connectivity (i.e. 6G) domestically and in collaboration with international partners. • Finalised the <i>Critical Technology Supply Chain Principles</i> (the Principles) following a co-design process with industry. Details for the public release of the Principles are being arranged, and once released, they will act as a tool to assist organisations of all sizes securely adopt, develop and deploy critical technologies. • Commenced development of a suite of options for Government to address the harms of 'Deepfakes'¹⁰ generated by artificial intelligence driven software, including how they could be used to adversely affect elections. • Developed measures to enhance the security and market diversification of 5G and future connectivity domestically and internationally, including an approach to testing security solutions in a pre-production environment in collaboration with industry. • Commenced development of a national position statement to articulate the critical technology security problem and structuring a holistic way forward for Government.

10. Falsified videos and/or images.

PERFORMANCE METRIC	RESULTS
	<p>In September 2020, the Department published a voluntary <i>Internet of Things (IoT) Code of Practice</i> (the Code). The Code was a first step toward lifting the security of IoT devices in Australia.</p> <p>The Department also commenced a major body of work to provide guidance on the security and risk management of Smart Cities. This guidance will help relevant states and territories and local councils safely adopt the suite of technologies that underpin a Smart City. By doing so, they will be able to better harness the economic and productivity benefits such advances promise. It will also clearly articulate and explain any regulatory requirements in this context to provide regulatory clarity. A scoping paper drawing on custom technical guidance was used to commence a whole-of-government consultation process that will ultimately extend to the target segment of this body of work (states and territories and local councils). This collaboration and partnership focus ensures the guidance meets expectations and is fit-for-purpose for those who choose to adopt it.</p> <p>Case Study: 5G and 6G mobile technologies</p> <p>The Department is working to promote and uplift the security of Australia's future connectivity, including 5G and the next generation of mobile technologies, 6G, through multiple priority action areas. These represent a phased, holistic approach to securing Australia's future connectivity, including through identifying and promoting new and innovative solutions to diversify the 5G technology market, and engagement with Australia's international partners.</p> <p><u>Digital Economy Strategy</u></p> <p>As part of the Digital Economy Strategy in the 2021–22 Budget, the Australian Government is investing \$31.7 million into the 'Secure G' <i>Connectivity Test Lab</i> (the Test Lab) and the <i>6G security and development program</i> (the 6G program). These initiatives will enable Australians to harness the opportunities presented by innovations in mobile connectivity, in close partnership with industry.</p> <p>The Department will administer these initiatives and has undertaken initial work towards their establishment. This includes planning for the procurement of a large-scale scoping study for the design of the Test Lab, to identify the security measures, protocols, standards and software that could be tested and trialled in this environment. The Department has also discussed potential areas of focus under the 6G program with Commonwealth research entities, to provide a sovereign evidence base for the Australian Government on the security requirements of 6G.</p> <p><u>Quad Critical and Emerging Technology Working Group</u></p> <p>The Department has further worked to shape secure and resilient technology ecosystems through the Quad Critical and Emerging Technology Working Group (the Working Group). Within the Working Group's line of effort on 5G deployment and diversification, the Department has actively contributed in identifying opportunities for international collaboration, including partnerships and joint research and development into 5G technologies, increased cooperation in standards forums and aligned efforts to encourage telecommunications market diversification.</p> <p><u>Market diversification</u></p> <p>The Department has commenced initial scoping work to identify opportunities to ensure that international telecommunications standards and market diversification options, such as Open Radio Access Network (ORAN) solutions, are developed in accordance with security-by-design principles. This work seeks to encourage increased diversity within the 5G equipment market with offerings from vendors that meet Australia's expectations around security and transparency.</p>

PERFORMANCE METRIC	RESULTS
	<p>Case Study: Data Security</p> <p>The Department has further progressed data security policy uplift efforts, including through the Digital Economy Strategy, the Digital Transformation Agency's Hosting Certification Framework and through engagement across Government.</p> <p>The Department is the policy lead for data security across the Commonwealth Government, taking steps to drive uplift data security across Government. Government data is an essential national asset that requires a consistent and holistic, secure, accountable and controlled approach. The Department is examining collaborative policy approaches to securing data held by Commonwealth, state and territory governments.</p> <p><u>National Data Security Action Plan</u></p> <p>As part of the Digital Economy Strategy in the 2021–22 Budget, the Australian Government is investing \$1.8 million into the National Data Security Action Plan (the Action Plan). This initiative will bring together new and existing measures to create a comprehensive approach to data security through the development of the Action Plan. The Action Plan will set out a comprehensive roadmap of measures to uplift the security of data for Government in the first instance, with consideration given to measures for businesses and individuals that will further support the development of a secure digital economy.</p> <p>The Department will administer the development of the Action Plan. The Action Plan will support the Australian Data Strategy and complements the Government's work to strengthen Australia's cyber security regulations and incentives by setting clear cyber security expectations, increasing transparency and disclosure, and protecting consumer rights.</p>

MEASURE 1.1.6:

Counter-terrorism priorities, legislation and programs enhance our capacity to detect and respond to potential terror threats.

1.1.6.1: The Department implements Australia's Counter-Terrorism Strategy through policy, legislative reforms and programs that respond to evolving risks and the needs of law enforcement.

Primary methodology (Qualitative): Analysis of how the Department, through Australia's Counter-Terrorism Strategy, enhanced capacity to address evolving counter-terrorism risk, supported by case studies.

This metric was met.

Throughout 2020–21, the Department has enhanced capacity to respond to evolving counter-terrorism risks and the needs of law enforcement through progressing a number of policy and legislative initiatives. This included leading implementation of *Australia's Counter-Terrorism Strategy* and ensuring continuous evaluation of its strategic priorities.

Examples of the Department's policy and legislative initiatives in 2020–21

- Continued to progress refinements to counter-terrorism powers to enhance capacity in preventing and preparing for terrorism events. The Department has focused on the management of high-risk terrorist offenders, including providing tools to enable detection of threats among offenders who have served their sentence and enabling appropriate law enforcement response.
- Continued to work with the Attorney-General's Department and partner agencies to support passage of the *Counter-Terrorism Legislative Amendment (High Risk Terrorist Offenders) Bill 2020*, which was introduced into Parliament in September 2020. This Bill will establish an additional pathway, Extended Supervision Orders, for management of high-risk terrorist offenders in the community, enhancing capacity to detect and respond to potential terror threats.

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> Developed an inter-agency submission covering Australia's Counter-Terrorism and counter-violent extremism (CVE) policy and legislative settings, which was provided to the Parliamentary Joint Committee on Intelligence and Security (PJCIS) Inquiry into Extremist Movements and Radicalism in Australia. An Extended Supervision Order scheme will provide additional options for post-sentence management of terrorist offenders. For example, unlike control orders, a Court will be able to require an offender to attend and participate in treatment, rehabilitation or intervention programs or activities, and psychological/psychiatric assessment or counselling. <i>The Australian Citizenship Amendment (Citizenship Cessation) Act 2020</i> received Royal Assent on 17 September 2020. The Act amends the <i>Australian Citizenship Act 2007</i> to replace automatic 'operation of law' provisions with a Ministerial decision making model for conduct-based citizenship cessation. This reduces the threshold for conviction-based citizenship cessation to 3 years' imprisonment and backdates the conduct and conviction provisions to apply from 29 May 2003. As a result of the amendments, a larger cohort of individuals are eligible for consideration. The Department has established a Taskforce to prioritise and prepare the case for Ministerial consideration, which will likely come to fruition in 2021–22.
<p>1.1.6.2: Improve domestic and international coordination and interoperability through regular collaboration with states and territories and through convening of cross-jurisdictional and international fora.</p> <p>Primary methodology (Quantitative): Assessment of scheduled Australia-New Zealand Counter Terrorism Committee (ANZCTC) and sub-committee meetings held within agreed timeframes.</p> <p>Supported by an analysis of how the Department builds counter-terrorism capability through domestic and international coordination and interoperability, supported by case studies.</p>	<p>This metric was partially met.</p> <p>In 2020–21, the Australia-New Zealand Counter Terrorism Committee (ANZCTC) held three out of four meetings scheduled. The Department also facilitated the Chemical, Biological, Radiological and Nuclear Security Sub-Committee, the Operational Response Capability Sub-Committee, the Investigations Support Capability Coordination Sub-Committee, and the Crowded Places Sub-Committee.</p> <p>In addition, the Department held 12 Capability Forums and engaged Capability Advisors and Assistant Capability Advisors of all 16 ANZCTC Capabilities. The ANZCTC has agreed to updates to the Australia's Counter-Terrorism Strategy, which will be considered by the National Security Committee (NSC) of Cabinet following the Parliamentary Joint Committee on Intelligence and Security (PJCIS) Inquiry into extremist movements and radicalism in Australia.</p> <p>While a number of ANZCTC review activities were delayed throughout 2020–21, the Department was able to finalise the 2019–20 ANZCTC Annual Report.</p> <p>In 2020–21, the Department continued to work closely with partners and likeminded Governments including priority Governments in Southeast Asia to identify capacity and capability gaps and to co-design capacity building projects that seek to address these gaps. This was achieved through Ministerial and working-level engagement.</p> <p>Examples of the Department's key activities in 2020–21</p> <ul style="list-style-type: none"> The Minister for Home Affairs co-chaired, with their Indonesian counterpart, the annual bilateral Ministerial Council Meeting on Law and Security (MCM) in October 2020. Held virtually, the meeting discussed counter-terrorism cooperation, including exchanges on the threat environment and the impact of COVID-19, foreign terrorist fighter repatriations and returns, and enhancing maritime security cooperation. Ministers agreed to sign a Memorandum of Understanding to enhance policy cooperation on the protection of victims and witnesses.

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> • The Minister for Home Affairs co-chaired, with their Indonesian counterpart, the Sub-Regional Meeting on Counter-Terrorism and Transnational Security (SRM) in December 2020. Held virtually, the meeting focused on the impact of COVID-19 on the regional security environment and foreign terrorist fighter regional preparedness. The meeting agreed to establish a Senior Officials Counter Terrorism Policy Forum, which will inform the SRM. • Continued engagement with the Indonesian Supreme and District Courts, the Directorate General of Corrections, and the Attorney-General's Office (AGO) to: <ul style="list-style-type: none"> – provide technical and policy assistance with online hearings in courts and prisons – improve physical court security at key counter terrorism courts – design a new resource for AGO prosecutors to improve the handling of counter-terrorism financing cases – deliver training for police and prosecutors on the application of counter-terrorism laws. • Agreed to a future work plan with the Victim and Witness Protection Agency (LPSK) and will begin implementation in 2021–22. • In the Philippines, the Department continued to support justice and law enforcement agencies including the Department of Justice, the Anti-Money Laundering Council Secretariat and the Philippine National Police with implementation of the <i>Anti-Terrorism Act 2020</i> (ATA) and interagency cooperation on counter-terrorism matters. This was achieved through delivery of a four-part information sharing webinar on terrorist organisations to 130 Philippine law and justice officials, which received positive feedback.
<p>1.1.6.3: Terrorism response arrangements are coordinated across portfolios and jurisdictions, and timely advice informs Government and Ministers of events and response options.</p> <p>Primary methodology (Qualitative): Analysis of how the Department coordinated counter-terrorism response and recovery arrangements and provided advice that was timely and fit for purpose.</p> <p>Supporting case studies will highlight key outcomes.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department continued to coordinate Australia's strategic, policy and operational approach to counter-terrorism activities. Ministers were provided timely, fit-for-purpose advice on terrorism and extremism-related matters.</p> <p>The Department coordinated and chaired cross-portfolio and cross-jurisdictional forums which govern the national counter-terrorism effort and deliver whole-of-government capabilities and approaches. Advice from these forums informed the Government and Minister in relation to policy, capability, operational approaches to countering terrorism, and on pathways for managing complex individual terrorism cases.</p> <p>The Department led the policy response to the rising threat from ideologically motivated violent extremism (IMVE), including through the Australia-New Zealand Counter Terrorism Committee (ANZCTC). The ANZCTC is advancing four activity streams to address the IMVE threat — capability, research, partnerships and policy/legislation. Based on advice from the Department in March 2021, the Government made regulations to list Sonnenkrieg Division (SKD) as a terrorist organisation under the Criminal Code. SKD is the first white supremacist organisation to be listed under the <i>Criminal Code Act 1995</i> (<i>Criminal Code</i>).</p>

PERFORMANCE METRIC	RESULTS
	<p>The availability of SKD propaganda online has the potential to inspire Australian-based extremists and contribute to the radicalisation of others. Listing a terrorist organisation enables Criminal Code offences to apply to this organisation. Penalties of up to 25 years imprisonment apply for offences including being a member of, training with, or providing support to terrorist organisations.</p> <p>Listing an organisation has the potential to disrupt terrorism-related activities and serve as a deterrent, putting the organisation and members of the public on notice that the organisation is a terrorist organisation under Australian law, and that certain dealings with the organisation—such as membership, funding or providing resources—are criminal offences. The listing of an organisation also has symbolic value. It sends a clear public message that the Australian Government does not condone the actions of groups that use terrorism to achieve their political, religious or ideological objectives.</p>
<p>1.1.6.4: An annual program of exercises, procurement and training is delivered and builds counter-terrorism capability across Australia.</p> <p>Primary methodology (Quantitative): Assessment of the funds expended from the ANZCTC Special Fund at the end of the reporting period.</p> <p>Supported by an analysis of the outcomes for Australia's counter-terrorism capability, supported by case studies.</p>	<p>This metric was partially met.</p> <p>In 2020–21, \$16.3 million, or 94 per cent, of the 2020–21 administered appropriation for the Australia-New Zealand Counter Terrorism Committee (ANZCTC) Special Fund of \$17.2 million was spent.</p> <p>The funds were expended in accordance with the ANZCTC Program of Activities for 2020–21, including the national exercises programs, training activities and capability developments, some of which are listed below. These activities enhanced the ability of jurisdictions to respond and recovery from terrorism incidents.</p> <p>Training, exercises and capability development</p> <ul style="list-style-type: none"> • The Department held nine of eleven scheduled Capability Forum meetings and engaged with Capability Advisors and Assistant Capability Advisors of all 16 ANZCTC capabilities, to ensure ongoing development and productivity throughout the period. • Twelve of 27 scheduled skills enhancement courses and workshops were successfully delivered. • Seven of nine scheduled exercise activities and association planning meetings were successfully completed. • A number of skills enhancement training courses, exercise activities, working groups and meetings scheduled for 2020–21 were cancelled due to COVID-19 and staffing resources. <p>Holistically, the Department delivered 124 activities across 2020–21 on behalf of ANZCTC. This compares to 74 activities in 2019–20, an increase in activities of 67 per cent. This increase is due to the impacts of COVID-19 restrictions severely curtailing 2019–20 activities.</p> <p>Examples of additional key activities in 2020–21</p> <ul style="list-style-type: none"> • Facilitated a series of national workshops and discussion-style exercises in each state and territory. The exercise focused on both the National Public Communication Strategy regarding a Domestic Incident Security Force deployment, and the use of Escape Hide Tell messaging materials in response to a terrorist situation in an Australian capital city. The initial pilot workshop activity was conducted in Brisbane in March 2021. The outcomes from each exercise conducted will help inform the effectiveness of the National Security Public Information Guidelines.

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> • Delivered the inaugural five day Jurisdictional Baseline Protective Security Course in Tasmania. The capability is taking a 'train the trainer' approach to allow jurisdictions to fulfil their operational training requirements and save on travel costs. This nationally consistent training will provide all jurisdictions the ability to provide consistent, relevant, and contemporary advice to owners and operators of crowded places. • Identified the need for Multiparty Crisis Communications Consoles (MCCC). The MCCC provides a nationally consistent standard to enhance situational awareness to crisis situations through rapid information sharing and recording during the negotiation process. Funding for seven units was obtained for a total cost of \$0.8 million. All units were delivered, tested and deemed serviceable for acceptance by all jurisdictions. • Revised the Joint Intelligence Group Officer Skills Enhancement Course. The pilot was conducted in the first half of 2021, covered contemporary indicators associated with terrorist attack planning, and provided a greater national understanding of the roles and functions of agency and stakeholder contribution to counter-terrorism intelligence. • Implemented the ANZCTC Exercise Lessons Management Framework and Database. This initiative facilitates national counter-terrorism capability enhancement through a continuous improvement cycle.
<p>1.1.6.5: Effectively contribute to whole-of-government risk management of terrorists.</p> <p>Primary methodology (Qualitative): Analysis of how the Department performed in managing Australians of counter-terrorism interest offshore and the outcomes of these activities, supported by case studies.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department undertook a range of activities to support whole-of-government risk management of terrorists and continued to manage Australian of counter-terrorism interest offshore.</p> <p>Examples of the Department's key activities in 2020–21</p> <ul style="list-style-type: none"> • Continued to lead the implementation of the Management of Australians of Counter Terrorism Interest Offshore (MACTI) framework. The Department introduced a decision support tool for the MACTI framework, and continues to refine it as cases are assessed against the framework. This demonstrates the whole-of-government collaborative approach to managing national security risks to enhance public safety. • Continued to progress cases for citizenship cessation, including the development of a second tranche of priority cases. <p>Case Study: Temporary Exclusion Orders and Return Permits</p> <p>The Department prevented the return to Australia of three individuals assessed to be a risk to security through the application of Temporary Exclusion Orders (TEOs). The imposition of TEOs permitted law enforcement and intelligence agencies to obtain additional information in relation to risk posed by the Australian citizens and establish mechanisms to control their eventual return to Australia.</p> <p>In addition, the Department utilised Return Permits for three individuals, including one mentioned above in the context of a TEO, who were subject to the MACTI framework and whole-of-government collaboration. An Australian citizen, who had previously been convicted of terrorism offences offshore, expressed an intention to return to Australia. The Minister for Home Affairs made a TEO and then subsequently issued a Return Permit in relation to the person. The person's eventual return to Australia was controlled under the MACTI framework. The Return Permit imposed conditions upon the person once they returned to Australia, such as notifying the Department of intended address and place of work. These conditions assist law enforcement and intelligence agency to monitor the risk posed by the person. Should the person fail to comply with Return Permit conditions, they face a maximum penalty of two years imprisonment.</p>

PERFORMANCE METRIC	RESULTS
<p>1.1.6.6: Effectively manage the High Risk Terrorism Offenders (HRT0) cohort.</p> <p>Primary methodology (Qualitative): Analysis of how the Department performed in managing terrorist offenders in the HRT0 cohort and of the outcomes of these activities, supported by case studies, where appropriate.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department continued to make substantial and coordinated progress on a number of cases within the High Risk Terrorist Offender (HRT0) cohort and delivery of key support mechanisms to support the effective management of the HRT0 regime.</p> <p>Substantial progress has been made on HRT0 implementation matters, including funding for Commonwealth and state and territory agencies with a role in managing high-risk terrorist offenders and accommodating CDO (current and potential) offenders. A Housing Arrangement was agreed between the Commonwealth and Victoria, and substantial progress made in negotiating similar arrangements with New South Wales. Funding negotiations with the states and territories are expected to commence in 2021–22.</p> <p>Examples of the Department's key activities in 2020–21</p> <ul style="list-style-type: none"> • Chaired regular meetings of a Commonwealth inter agency group that is responsible for providing strategic, operational and intelligence advice to inform decisions regarding the management of HRT0 eligible offenders and planning for individuals before the court for terrorism offences. Convening and chairing meetings demonstrates the Department's leadership in the effective coordination of key agencies to identify HRT0 risk, and to implement management strategies. <p>Case Study: Continuing Detention Orders</p> <p>In 2020–21, the Department considered HRT0-eligible terrorist offenders approaching sentence expiry for Continuing Detention Order (CDO) applications, in collaboration with Commonwealth and state and territory partners. This led to the successful granting of a CDO, which committed the offender to post-sentence detention for a period of three years, the longest time available under the legislation. The detention period will manage his risk of committing a further terrorism offence. The Department has commenced the annual review of this CDO. The Department initiated consideration of an additional two HRT0-eligible offenders that will continue in 2021–22.</p> <p>Of the remaining offenders eligible to be considered for continuing detention, the Department and relevant Commonwealth agencies identified management options applying existing counter-terrorism powers, including control orders. The Department continued to support the Australian Federal Police in making applications for control orders. The Department's lead role in coordinating the case-by-case approach to each offender is a core outcome of this metric and evidence of effective management of the HRT0 cohort.</p>

ACTIVITY 1.2

Summary of performance

Support national resilience and effective coordination of national emergencies.

Throughout 2020–21, the Department effectively contributed to the management of ongoing impacts of COVID-19 on Australia's economy, security and communities to ensure prosperity in the face of an ever-changing threat landscape. For example, the Department supported international engagement with counterparts across the Portfolio, the Commonwealth and with state and territory government agencies on COVID-19 policy issues with an international nexus. Supported by these engagement channels, the Department continued to lead the development of advice, and the response to, the repatriation of Australians and the secure and safe re-opening of Australia's borders. In further delivering the Government's response to COVID-19, Emergency Management Australia facilitated economic support through the effective delivery of relief and recovery payments, including the COVID-19 disaster payment and the pandemic leave disaster payment.

The Department continued to improve collaborative preparation and responses to events that adversely impact life in Australia by ongoing, regular engagement with stakeholders. To support this work, the Department's National Coordination Mechanism (NCM) maintains an extensive list of contacts and stakeholders, and offers assistance to other Portfolio agencies who are undertaking consultation activities with Government and industry stakeholders. In relation to the ongoing response to COVID-19, these activities ensure a consistent approach to the management of international arrivals, hotel quarantine arrangements and supply chain vulnerabilities. In addition, the Department provided critical targeting information to enforcement bodies to mitigate the threat of fake, fraudulent or otherwise non-genuine personal protective equipment (PPE) imports while simultaneously targeting and reducing the number of critical PPE exports leaving Australia.

The Department assisted with the establishment of the National Recovery and Resilience Agency which was launched by the Australian Government on 5 May 2021. In addition the Department engaged with the Australian Climate Service to better understand, reduce the impacts, prepare for and recover from disasters, and thereby minimise the economic impact of disasters. The Department has also partnered with the Department of the Prime Minister and Cabinet to support the enhancements to the Australian Government Crisis Management Framework (AGCMF), which outlines the Australian Government's approach to preparing for responses to, and recovering from crisis events. The AGCMF supports the minimisation of harm to Australia's interests clarifying Ministerial, state and territory responsibilities during times of crises, and through the provision of a communication and governance framework through which issues in a crisis setting can be appropriately escalated, consulted and managed.

CASE STUDY

Domestic and international emergency management assistance throughout COVID-19

During 2020–21, the Department provided critical support throughout the implementation of the National Disaster Response Arrangements through timely and effective advice and approvals on domestic and international emergency management assistance. During 2020–21, the Department supported 161 domestic requests for Australian Government Assistance related to COVID-19 and an additional six activations for international disaster assistance from our partner countries related to COVID-19, including medical and pharmaceutical supply shortages.

In addition, on 28 June 2021, as part of Australia's COVID-19 support package to India, the Department arranged delivery of eight rapid polymerase chain reaction (PCR) machines sourced locally from Cepheid India and 5000 COVID-19 testing kits to the Indian Red Cross Society (IRCS) in New Delhi. The IRCS expressed appreciation of Australia's support and advised that the machines were deployed across hospitals in India.

In support of regional cooperation, Operation Sovereign Borders (OSB) provided Sri Lanka with four polymerase chain reaction (PCR) machines, demonstrating our support and commitment to the security and stability of the Indian Ocean region. The gift will support the Sri Lankan Navy in its response to COVID-19, by enhancing medical testing capabilities at sea. PCR machines are capable of testing for a range of infectious diseases in addition to COVID-19, and will assist the Sri Lankan Navy to maintain its operational capacity during and beyond the immediate pandemic response.

Performance information

Table 8: Activity 1.2 – Performance information

ACTIVITY 1.2: Support national resilience and effective coordination of national emergencies.	
MEASURE 1.2.1: Effective all hazards coordination response and recovery activities reduces the impact of threats on Australia and the community.	
PERFORMANCE METRIC	RESULTS
<p>1.2.1.1: 100 per cent of designated special events have a security risk plan in place.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of designated special events conducted with a security risk plan in place, in comparison to previous reporting periods.</p> <p>Supported by an analysis of how the Department performed in implementing appropriate security risk plans, including the Department's capacity to meet growing demand.</p>	<p>This metric was met.</p> <p>Throughout 2020–21, the Department continued to retain capability for whole-of-government security coordination for designated special events, under a three-tiered approach, which details security responsibilities of event organisers, state and territory government agencies and Australian Government agencies. Key activities of the Department included strategic security planning and risk assessments for upcoming events, national intelligence coordination and dissemination, security related public communication plans, nationally coordinated background checking, and event specific security contingency planning.</p> <p>However, in 2020–21, there were no designated special events held in Australia or abroad that required security risk plans. One designated special event, the T20 World Cup Men's Tournament, was rescheduled to 2021–22. In addition, the Anzac Day services (France/Turkey) were cancelled due to COVID-19. This represents a decrease in comparison to the one special event that had required a security risk plan in 2019–20 (the T20 World Cup Women's Tournament).</p> <p>The Department has commenced security planning for the T20 World Cup Men's Tournament to be held in late 2022, and the FIFA Women's World Cup Australia New Zealand 2023.</p>
<p>1.2.1.2: 100 per cent of high office holders have appropriate physical risk mitigations in place.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of designated high office holders with an appropriate physical risk mitigation plan in place, in comparison to previous reporting periods.</p> <p>Supported by an analysis of how the Department performed in implementing appropriate physical risk mitigation plans, including the Department's capacity to meet growing demand.</p>	<p>This metric was partially met.</p> <p>Throughout 2020–21, the Department continued efforts to ensure appropriate physical risk mitigations were in place for high office holders.¹¹</p> <p>In 2020–21, 98.0 per cent of designated high office holders and locations had physical security risk mitigation plans in place, compared to 100 per cent in place in 2019–20. The remaining assessment was impacted by a recent Cabinet reshuffle, which restricted an onsite assessment for a high-risk holder. This resulted in the metric being assessed as partially met.</p> <p>As at 30 June 2021, there were 49 high office holders and 20 locations with appropriate physical security risk mitigations in place. This compares to 50 high office holders and 20 locations with appropriate physical security risk mitigations in place as at 30 June 2020.</p> <p>In 2020–21, the Department also updated existing physical security risk assessments. These activities are critical to the physical security and protection of Australian high office holders, including the Governor-General, Executive Government (including the Prime Minister), the President of the Senate, the Speaker of the House, and the Leader and Deputy Leader of the Opposition.</p>

11. High office holders are defined as current Australian Government Ministers, former Prime Ministers, former Governors-General, 'At Risk' Parliamentarians, Leader of the Opposition, Deputy Leader of the Opposition and others as referred.

PERFORMANCE METRIC	RESULTS																
<p>1.2.1.3: Eligible non-financial disaster assistance requests are approved within six hours of an agreed request received.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of non-financial disaster assistance requests which were approved within six hours of an agreed request being received, in comparison to previous reporting periods.</p> <p>Supported by an analysis of how the Department performed in providing timely approvals and adequate advice to government</p>	<p>This metric was not met.</p> <p>The table below demonstrates the number of requests received for domestic non-financial disaster assistance under the <i>Australian Government Disaster Response Plan</i>.</p> <p>Requests for domestic non-financial disaster assistance</p> <table><tr><th>Financial year</th><th>No. of requests</th><th>% approved within six hours</th><th>% not approved within six hours</th></tr><tr><td>2018–19</td><td>15</td><td>93%</td><td>7%</td></tr><tr><td>2019–20</td><td>75</td><td>100%</td><td>0%</td></tr><tr><td>2020–21</td><td>13</td><td>92.3%</td><td>7.7%</td></tr></table> <p>One request in 2020–21, was not approved within six hours due to external factors outside of the Department's control, however, this request for assistance was completed within the requesting agency's timeframe.</p> <p>The significant decrease of 62 request from 2019–20 is a direct result of the 2019–20 bushfires which contributed to the 500 per cent increase from 2018–19.</p> <p>In 2020–21, the Department responded to requests for assistance from Western Australia in relation to bushfires and Tropical Cyclone Seroja, New South Wales in relation to floods and Victoria in relation to severe weather. The Department also continued to provide support to the Australian Government response to the COVID-19 pandemic in the Pacific under the <i>Australian Government Overseas Assistant Plan 2018</i> (AUSASSISTPLAN).</p> <p>In 2020–21, there were six activations for international disaster assistance:</p> <ul style="list-style-type: none">• provision of pharmaceutical supplies due to shortages in Kiribati (July 2020)• medical support to Papua New Guinea in response to COVID-19 (July 2020)• medical support to Papua New Guinea in response to COVID-19 (March 2021)• medical support to Timor-Leste in response to COVID-19 (April 2021)• deployment of a health expert to India in support of COVID-19 consular health protocols, including the end-to-end assessment of pre-departure procedures, testing, infection prevention and control (May 2021)• medical support to Fiji in response to COVID-19 (June 2021). <p>The Department's provision of timely approvals and adequate advice to Government on the coordination of physical disaster assistance is critical to national disaster response arrangements. These activities enable the Department to provide support and assistance to maintain Australia's national crisis response to the community in times of need. During 2020–21, the Department supported 161 domestic requests for Australian Government Assistance related to COVID-19, in comparison to 110 requests received during 2019–20.</p>	Financial year	No. of requests	% approved within six hours	% not approved within six hours	2018–19	15	93%	7%	2019–20	75	100%	0%	2020–21	13	92.3%	7.7%
Financial year	No. of requests	% approved within six hours	% not approved within six hours														
2018–19	15	93%	7%														
2019–20	75	100%	0%														
2020–21	13	92.3%	7.7%														

PERFORMANCE METRIC	RESULTS
<p>1.2.1.4: Advice regarding domestic disaster requests is provided to Government within set timeframes.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of advice provided to Government within the following timeframes:</p> <ul style="list-style-type: none"> • Within 48 hours of completing an assessment of Commonwealth only Disaster Recovery Payments. • Advice on activation of Category C and D within 72 hours of receipt of an accepted application from a state or territory government. <p>Supported by an analysis of how the Department performed in providing timely approvals and adequate advice to government.</p>	<p>This metric was met.</p> <p>The Department continued to provide advice regarding domestic disaster assistance to Government in a timely and effective manner, to support individuals affected by such major efforts to receive assistance from either the Australian Government or state and territory governments quickly during times of need.</p> <p>Disaster Recovery Payments</p> <p>In 2020–21, the Australian Government Disaster Recovery Payment (AGDRP) and Disaster Recovery Allowance (DRA) were activated in response to seven events across New South Wales, Victoria and Western Australia. The Department responded to 100 per cent of these requests within the Government set timeframe of 48 hours, consistent with results in 2019–20 during which the Department provided advice within timeframes for eight bushfire related events.</p> <p>Category C and Category D Measures</p> <p>In 2020–21, the Department assessed seven Category C¹² and D¹³ requests from New South Wales, Queensland, Victoria and Western Australia. The Department provided advice on all seven cases within the Government set timeframe of 72 hours of receipt of accepted applications, consistent with results in 2019–20.</p>

MEASURE 1.2.2:

Effective coordination and engagement with Commonwealth, state and territory and industry partners, enhances Australia's ability to respond to crises and critical disruptions.

<p>1.1.2.1: Enhanced national coordination of emergency management response and recovery efforts through the management of cross-jurisdictional fora.</p> <p>Primary Methodology (Qualitative): Analysis of how the Department enhanced emergency management response and recovery efforts through domestic coordination practices.</p> <p>Supported by an assessment of cross-jurisdictional fora events held or attended or hosted by the Department and the number of action items closed, in comparison to the previous reporting period. Forums include:</p> <ul style="list-style-type: none"> • National Coordination Mechanism meetings (NCM); 	<p>This metric was met.</p> <p>In 2020–21, the Department had hosted and attended 129 National Coordination Mechanism (NCM) cross-jurisdictional fora relating to emergency management and COVID-19 responses, with no action items open for the NCM as at 30 June 2021. This compares to 129 fora hosted and attended in 2019–20.</p> <p>In 2020–21, 11 combined Australian Government Crisis Committee and Australian Government Disaster Recovery Committee meetings were held. This compares to 30 meetings in 2019–20, as more meetings were in the previous financial year as a result of the 2019–20 bushfires.</p> <p>The activities of the NCM support stronger coordination and engagement with national jurisdictions on emergency management and response efforts. Key outcomes of these coordination and engagement activities include:</p> <ul style="list-style-type: none"> • provision of secretariat support for the management of international arrivals and hotel quarantine arrangements, to ensure the return of Australians stranded overseas due to COVID-19 are well-managed in the context of international border controls and management of COVID-19 risks • improved understanding of impacts of border closures and public health orders on non-health impacts of COVID-19.
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12. Category C requests relate to 'a community recovery package designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster'.
13. Category D requests relate to 'an act of relief or recovery carried out to alleviate distress or damage in circumstances which are, in the opinion of the Commonwealth, exceptional'.

PERFORMANCE METRIC	RESULTS
<ul style="list-style-type: none"> • Australia New Zealand Emergency Management Committee (ANZEMC); • Australian Government Crisis Committee (AGCC); • National Crisis Committee (NCC); and • Australian Government Disaster Recovery Committee (AGDRC). 	<p>The ANZEMC draws together the collaborative efforts of the Commonwealth, state and territory and New Zealand governments, and the Australian Local Government Association to progress nationally significant emergency management priorities. In 2020–21, two Australia-New Zealand Emergency Management Committee (ANZEMC) meetings were held, and 17 action items were closed off. This compares to four meetings with 16 action items closed in 2019–20.</p> <p>Seven National Crisis Committee (NCC) meetings were held in 2019–20, however no meetings were held in 2020–21.</p>
<p>1.1.2.2: Improve communication of disaster risk through the dissemination of guidance on implications for society and guidance on residual risk.</p> <p>Primary Methodology (Qualitative): Analysis of how the Department's communicative tools enabled sectors to reduce risks within their control, supported by case studies.</p> <p>Supported by an assessment of the number of strategic products released to key stakeholders in comparison to previous reporting periods.</p>	<p>This metric was met.</p> <p>In 2020–21, the following strategic products were released to key stakeholders:</p> <ul style="list-style-type: none"> • updated interim charities engagement model to partner agencies. This supported interim engagement while the new Emergency Management Australia model was being established for commencement on 1 July 2021. • guidance documentation on the engagement process, prepared in consultation with National Bushfire Recovery Agency (NBRA), National Drought and Queensland Flood Response and Recovery Agency (NDDQFRA), Australian Charities and Not-for-profits Commission (ACNC), Department of Social Security (DSS) and Services Australia (SA). <p>The development of these products demonstrates a significant increase in comparison to 2019–20, where no strategic products were released.</p> <p>The Department's National Coordination Mechanism (NCM) continues to facilitate discussions with relevant stakeholders, industry and peak bodies on nationally consistent approaches and response measures to COVID-19. In 2020–21, this included advice and guidance on coordinating nationally consistent approaches to the distribution of support from charities and not-for-profit organisations. The NCM also supported the response to New South Wales Floods by hosting two meetings with supermarkets to ensure the continued availability of food and other essential goods, and worked with the Department of the Prime Minister and Cabinet to upgrade the Australian Government Crisis Management Framework (AGCMF).</p> <p>This consultation, advice and communication contributed to enabling sectors reduce risks by being better prepared across government and private sectors to respond to crises.</p> <p>Case Study: Supporting Disaster Response and Recovery</p> <p>Between 1 February 2021 and 30 April 2021, the NCM coordinated meetings to provide situational awareness and share information on the response and recovery activity efforts for communities impacted by NSW Floods. By facilitating a forum where core issues could be defined, the NCM provided senior officials with an accurate and unified picture of the crisis and response and recovery activities. As part of its coordination work, the NCM facilitated discussions between Commonwealth, NSW State Government and supermarkets to support response and recovery efforts. This ensured that supermarkets had a forum to communicate issues and obstacles that precluded them from resuming trade while able to support the needs of the communities in which they operated. NCM's timely coordination, communication and collaborative efforts assisted Australian Government to appreciate the extent of the problem and offer Commonwealth support to complement State contribution.</p>

PERFORMANCE METRIC	RESULTS
<p>MEASURE 1.2.3: Effective emergency management planning, coordination, and capability enhances Australia's ability to prepare for and respond to crises and critical disruptions.</p> <p>1.2.3.1: Demonstrated progress against key initiatives within the National Disaster Risk Reduction Framework.</p> <p>Primary Methodology (Qualitative): Analysis of how the Department performed in implementing the National Disaster Risk Reduction Framework, including engagement with cross-jurisdictional partners, supported by case studies.</p> <p>Supported by an assessment of number and percentage initiatives within the National Action Plan for the National Disaster Risk Reduction Framework delivered in line with the project milestones.</p>	
	<p>This metric was met.</p> <p>Throughout 2020–21, the Department continued to progress foundational outcomes to support the implementation of the National Disaster Risk Reduction Framework (the Framework).</p> <p>Of the range of initiatives included in the National Action Plan (NAP) for the National Disaster Risk Reduction Framework, seven were led by the Department. Of these, four remain ongoing and three initiatives were delivered in 2020–21:</p> <ul style="list-style-type: none"> • New National Climate and Disaster Intelligence Capability • Guidance for Strategic Decisions on Climate and Disaster Risk • Monitoring, Evaluation and Learning Framework (MEL). <p>A central premise of the Framework and the associated NAP is coordinated action across sectors to understand and address systemic disaster risk. The Department's efforts focused on coordination and collective action, including:</p> <ul style="list-style-type: none"> • the development of the next NAP, informed by stakeholder feedback, to identify enhancements to the content and design • the development of the Measurement, Evaluation and Learning (MEL) Framework to assess and inform approaches to reduce systemic disaster risk. The MEL Framework was endorsed by the Australia New Zealand Emergency Management Committee (ANZEMC) in May 2021. <p>Throughout 2020–21, the Department also continued to work closely with the Disaster Resilience and Recovery Taskforce (the Taskforce). However, the Department's disaster resilience functions, including the Framework, NAP and MEL Framework, transferred to the newly established National Recovery and Resilience Agency on 1 July 2021.</p> <p>The Department has worked closely with key stakeholders to establish the Australian Climate Service (previously known as Climate and Resilience Services Australia), which will be responsible for providing an authoritative, single point of service for national climate and disaster information to support policy development for both National Recovery and Resilience Agency (NRRRA) and Emergency Management Australia.</p> <p>Examples of the Department's key activities in 2020–21</p> <p>The Minister for Agriculture, Drought and Emergency Management approved \$8.5 million for nine national disaster risk reduction initiatives, which will equip individuals, communities and decision makers with the capabilities and information they need to reduce disaster risk and manage residual risk, with seven of these initiatives scheduled for completion by 2022–23.</p> <p>Primary activities undertaken in 2020–21 included:</p> <ul style="list-style-type: none"> • developing the Bushfire Resilience Star Rating System to help Australians understand how their homes are vulnerable to bushfires and what can be done to address this • accelerating the national roll-out of the AQFx prototype smoke forecasting capability for the 2021–22 bushfire season, to reduce the risk and minimise the harmful impacts of bushfire smoke on Australian lives and livelihoods, particularly vulnerable groups

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> commencing the three-year development of the National Bushfire Intelligence Capability in conjunction with Australian Climate Services to inform risk reduction, resilience and climate adaptation decision making. <p>The Department also commenced work on the Federated Climate Information, the Bushfire Surveyor Applications Suite, the National Bushfire Boundary and the Tropical Cyclone Impact Modelling Service.</p> <p>The Department is due to commence work on the Community Evacuation Risk Hotspot Tool and the Cultural Heritage Vulnerability to Bushfires in 2021–22.</p> <p>The Department also supported the delivery of state, regional and local risk reduction programs and activities through funding of \$20.9 million to the states and territories under the National Partnership Agreement on Disaster Risk Reduction. For example:</p> <ul style="list-style-type: none"> In Queensland, funding supported floodway monitoring and warning systems, bushfire mitigation works and severe wind hazard assessment for South East Queensland. In the Northern Territory, projects included mitigation activities to reduce the threat posed by destructive gamba grass fires, an assessment of the interconnected vulnerabilities of essential services infrastructure, and the development of a disaster risk assessment framework to identify, assess and treat risks posed by natural disasters. In South Australia, funding supported a range of local initiatives to reduce vulnerability and increase community capacity to build disaster resilience. These included: <ul style="list-style-type: none"> – ‘30 Ways in 30 Days’: an interactive, multi-hazard challenge promoting risk reduction through community groups such as schools, sports clubs, services clubs and churches – ‘Leave it to Z’: the creation of a joint youth/emergency management sector network and implementation strategy to utilise the knowledge of young people in disaster risk policy, programs and investment – Locally led risk reduction activities for culturally and linguistically diverse communities in the City of Port Adelaide Enfield and City of Mount Gambier. <p>In 2020–21, the Commonwealth also contributed \$10 million for an extension to the Queensland Household Resilience Program. This program assists eligible home owners to fortify their homes against cyclones and has proven to be an effective and practical means of reducing risk, consistent with the National Disaster Risk Reduction Framework.</p> <p>Case Study: Our World, Our Say Youth Report</p> <p>The Our World Our Say report,¹⁴ published in August 2020 and led by the Australian Institute for Disaster Resilience and World Vision, reflects Australia’s largest consultation with children and young people on climate change and disaster risk.</p> <p>The survey was co-designed by young people and organisations working with young people in Australia and the Asia-Pacific region. It included 27 questions on climate change, natural hazards and disaster risk, with questions designed to identify children and young people’s priorities for action by decision makers. The survey found that 88.0 per cent of young people in Australia thought they should be learning more about natural hazards and how to reduce their impacts. Over 90.0 per cent of the young people surveyed had lived through at least one natural hazard event and over 60.0 per cent felt that disasters were occurring more frequently.</p>

14. www.aidr.org.au/media/7946/ourworldoursay-youth-survey-report-2020.pdf

PERFORMANCE METRIC	RESULTS
	<p>An additional document, <i>Messages from Young People to the Australian Government</i>,¹⁵ was released alongside the survey results. The document was a compilation of personal messages to Government provided by 852 young survey participants, reflecting the views of individual young Australians in their own words. As part of Australian Disaster Resilience Conference 2020 Knowledge Week, the Hon. David Littleproud MP, then Minister for Agriculture, Drought and Emergency Management, took part in an evening webinar with a youth panel to discuss the results.</p> <p>Source: www.aidr.org.au/news/our-world-our-say-australia-s-largest-youth-survey-on-climate-change/</p>
<p>1.2.3.2: Improve national disaster preparedness through the targeted delivery of education programs, information sharing and national forums to build awareness and enhance response capability.</p> <p>Primary Methodology (Quantitative): Assessment of the percentage of scheduled education programs delivered and related funds expended, in comparison to previous reporting periods.</p> <p>Supported by an analysis of the outcomes of the Department's funding of the Australian Institute for Disaster Resilience, including information sharing with governments, communities, researchers, education providers and the private sector, development of better practice doctrine and emergency management handbooks.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department provided \$3.2 million in funding to the Australian Institute of Disaster Resilience (AIDR) to develop, maintain and share knowledge and learning to support a disaster resilient Australia. The outcomes of this funding, and the work of AIDR, included providing professional development and learning to more than 4200 people. AIDR delivered 68 education programs (61 professional development events and 7 Volunteer Leadership Program courses), in excess of the 18 scheduled programs. The AIDR spent 84.0 per cent of the associated \$500,000 budget.</p> <p>Due to the impacts of COVID-19, education programs were transitioned to online delivery for most of 2020–21. This enabled AIDR to engage with many more participants than face-to-face delivery allows, delivering a more inclusive approach and greater diversity of participants.</p> <p>Other significant education programs and materials that AIDR contributed to include:</p> <ul style="list-style-type: none"> • ABC Big Weather: The ABC three-part documentary television series, Big Weather (and how to survive it). AIDR supported this important national conversation by developing and sharing Big Weather resources for educators and the community. • Play School: Everyday Helpers: Play School, in collaboration with AIDR and the Australian Red Cross, developed a series of episodes to share childhood safety messages,¹⁶ with guests from emergency service agencies, relevant during time of emergencies. • Cool Australia Disaster Resilience Education Resources: AIDR co-developed a suite of lesson plans and educational resources aligned with Year 7 and 8 Science, STEM and Geography curriculum.¹⁷ <p>Case Study: Community Engagement for Disaster Resilience Handbook Showcase</p> <p>In 2020–21, in response to COVID-19, and the inability to travel and present at conferences, the AIDR adapted its program and developed the successful Handbook Showcase Webinar Series. The initiative brings together leading experts to share and discuss the high-level principles-based guidance of new Handbooks in the Australian Disaster Resilience Handbook Collection, with a broad and vast audience.</p>

15. www.aidr.org.au/media/7967/youth-survey-report_messages-to-government_2020.pdf

16. www.abc.net.au/abckids/shows/play-school/everyday-helpers/13149796

17. www.coolaustralia.org/unit/disaster-resilience-education-years-7-8/

PERFORMANCE METRIC	RESULTS
	<p>The Community Engagement for Disaster Resilience Handbook webinar brought together 190 participants to explore the national principles and practice of community engagement for disaster resilience with Handbook author Dr Margaret Moreton from Leva Consulting.¹⁸ Participants gained insights into strengths-based, inclusive approaches to community engagement, with case studies from the Australian Red Cross and Tasmania Fire Service, to improve the quality and effectiveness of their community engagement practices and maximise inclusion and participation to achieve effective disaster resilience outcomes.</p> <p>Other Handbooks showcased through the webinar series in 2020–21 included Land Use Planning for Disaster Resilient Communities,¹⁹ Emergency Planning²⁰ and Flood Emergency Planning for Disaster Resilience.²¹ These events saw more than 950 participants collectively engage across sectors and jurisdictions.</p> <p>Case Study: Supporting Disaster Response and Recovery</p> <p>Between 1 February 2021 and 30 April 2021, the Department's NCM coordinated meetings to provide situational awareness and share information on the response and recovery activity efforts for communities impacted by NSW Floods. By facilitating a forum where core issues could be defined, NCM provided senior officials with an accurate and unified picture of the crisis and response and recovery activities. As part of its coordination work, NCM facilitated discussions between Commonwealth, NSW State Government and supermarkets to support response and recovery efforts. This ensured that supermarkets had a forum to communicate issues and obstacles that precluded them from resuming trade while able to support the needs of the communities in which they operated. NCM's timely coordination, communication and collaborative efforts assisted Australian Government to appreciate the extent of the problem and offer Commonwealth support to complement State contribution.</p>

18. <https://knowledge.aidr.org.au/resources/handbook-community-engagement/>

19. <https://knowledge.aidr.org.au/resources/handbook-land-use-planning/>

20. <https://knowledge.aidr.org.au/resources/emergency-planning-handbook/>

21. <https://knowledge.aidr.org.au/resources/handbook-flood-planning/>

PERFORMANCE METRIC	RESULTS
<p>1.2.3.3: Demonstrated progress in delivering initiatives to support the mental health of emergency services personnel.</p> <p>Primary Methodology (Qualitative): Analysis of how the Department has performed in developing the first mental health national action plan for current and former emergency services workers by 1 July 2022.</p> <p>Supported by an assessment of the number of mental health initiatives delivered for career and volunteer emergency services workers, retired emergency services workers, and their immediate families and kinship groups.</p>	<p>This metric was met.</p> <p>Throughout 2020–21, the Department effectively contributed to the development of the first mental health national action plan by 1 July 2022. The plan aims to improve mental health outcomes and lower suicide rates for current emergency services workers, including volunteers and former or retired workers. Noting the establishment of the NRRA, the Department has transitioned ownership of the plan to the NRRA, however will continue to provide support throughout the ongoing development and implementation of the plan.</p> <p>The first mental health national action plan for emergency services workers, including volunteers is due to be presented to senior officials of the Australia-New Zealand Emergency Management Committee (ANZEMC) in August 2021. Pending agreement at ANZEMC, it will be presented to Emergency Management Ministers at the next National Emergency Management Ministers' Meeting (NEMMM).</p> <p>To assist in the development of this plan, the Department undertook an environmental scan of existing mental health services that are available to emergency services workers and their families. This scan identified:</p> <ul style="list-style-type: none"> • the current mental health needs of this group, and any gaps or barriers to accessing help • any systemic issues that might exist • the most effective options for sustainable and meaningful improvement. <p>A reference group was also established, with members of various expertise and experience in the sector, to provide advice on the design and content of the national action plan.</p> <p>The Black Dog Institute was provided with \$6 million in funding at the end of 2019–20 with funds carried forward until 31 March 2022. In 2020–21, This funding has been allocated to:</p> <ul style="list-style-type: none"> • provide training for general practitioners and health care workers to recognise signs and symptoms of poor mental health • develop an integrated digital platform for emergency services workers and their families to undertake self-assessment and self-management, using online resources and referring for mental health problems • develop a smartphone app that delivers evidence based strategies for stress, anxiety and depression, and later for Post-traumatic stress disorder • provide psychologist-delivered mental health support services. <p>Fortem Australia was allocated funding of \$4 million in 2019–20 until 31 March 2022. During 2020–21, this funding is allocated to:</p> <ul style="list-style-type: none"> • establishing regular social connection and support activities with care coordinators and psychologists in key locations, hosting five activities per month in each area • providing face to face and telehealth psychological services • reducing stigma of mental illness through telling the stories of emergency services workers and their families who are on the road to recovery. <p>In addition, in 2020–21 under the second initiative, Fortem Australia was allocated funding of \$1.5 million until 31 March 2022 to develop a pilot social support and mental health literacy network. Fortem Australia is:</p> <ul style="list-style-type: none"> • hosting monthly resilience and protective factors programs virtually and in person • working with emergency services organisations, mental health service providers and government agencies to create a network that will link communities together.

PURPOSE 2: PROSPEROUS AND UNITED SOCIETY

Table 9: Purpose 2 – Performance framework

Activity	Performance Measures
ACTIVITY 2.1: Effective delivery of orderly and planned immigration and humanitarian programs.	MEASURE 2.1.1: Migration and visa programs support an open, prosperous and united Australia.
	MEASURE 2.1.2: Refugee and humanitarian programs reflect Government priorities and international protection obligations through providing settlement support whilst contributing to global resettlement.
	MEASURE 2.1.3: Effective regional processing and resettlement deters irregular migration.
ACTIVITY 2.2: Support social cohesion and drive the effective delivery of citizenship and multicultural programs.	MEASURE 2.2.1: Community engagement and effective citizenship and multicultural programs support and enhance social cohesion.

Purpose 2: At a glance 2020–21

Table 10: Purpose 2 – At a glance 2020–21

	2020–21	2019–20	2018–19	2017–18	2016–17	Related Metric
Citizenship²²						
Citizenship applications lodged	186,297	147,001	138,387	239,413	203,793	2.2.1.4
Citizenship applications finalised	183,215	228,323	160,117	101,422	153,879	2.2.1.4
Citizenship applications on-hand	139,839	138,219	221,415	244,765	106,950	2.2.1.4
On-hand citizenship cases over two years old	14,670	15,791	12,458	7,669	N/A	2.2.1.4
Citizenship applications e-Lodged	157,438	122,275	106,304	171,376	115,916	2.2.1.4
Paper citizenship applications lodged	28,859	24,726	32,083	68,037	87,877	2.2.1.4
Citizenship conferral acquisitions	140,748	204,817	127,674	80,649	139,278	2.2.1.5
Temporary Visas						
Temporary visas granted	1.0 million	6.5 million	8.8 million	8.7million	8.4 million	2.1.1.1
Visitor visas granted	0.2 million	4.1 million	5.7 million	5.6 million	5.3 million	2.1.1.1
Number of eVisas granted	0.2 million	3.9 million	5.3 million	4.9 million	4.1 million	2.1.1.1
Student visas granted	232,750	340,152	405,742	378,292	343,035	2.1.1.1
Working holiday maker visa granted	39,586	149,249	209,036	210,456	211,011	2.1.1.1
Special Category (subclass 444) granted	0.1 million	1.4 million	1.9 million	1.9 million	1.9 million	2.1.1.1
Maritime crew and transit visas granted	256,969	308,233	347,744	351,516	352,394	2.1.1.1
Temporary Work (skilled) visas granted	43,195	55,060	81,975	64,470	87,580	2.1.1.1
Temporary resident (other) visas granted	107,648	162,108	186,148	180,459	145,100	2.1.1.1
Refugee and Humanitarian						
Humanitarian program visas granted	5,947	13,171	18,762	16,250	21,698	2.1.2.1
Illegal maritime arrival legacy caseload applications determined (grants and refusals)	1,712	3,308	4,420	7,041	8,000	2.1.2.2

22. Citizenship data is drawn from a dynamic system environment and is correct at time of publication, but is subject to change in future reporting.

ACTIVITY 2.1

Summary of performance

Effective delivery of orderly and planned immigration and humanitarian programs.

The emergence of COVID-19 and the volatile global health landscape has significantly impacted the delivery of immigration and humanitarian programs. In 2020–21, the Department worked to support Australia's economic recovery, cohesion and safety through effective coordination and delivery of the immigration and humanitarian programs. This included engagement with various stakeholders in industry, academia and the community on the development of targeted and measured migration outcomes to boost the prosperity outcomes of Australia's Migration Program. A series of visa changes were also made in response to COVID-19 to enable temporary visa holders to work and remain in critical sectors, including health, disability and aged care, agriculture, food processing and childcare. This included introducing health policy and system processing settings to enable the extension of health clearances for specific visa applicants in Australia. These changes were applied to applicants who intended to or were currently working in critical industry sectors.

The 2020–21 financial year saw the Department deliver the largest Partner Program in over 25 years. The Annual Migration Program was set at 160,000 places, including 79,300 for the Skilled stream and 77,300 for the Family stream. Despite the impacts of COVID-19, the Department delivered 160,052 places, which focused on visa categories that supported and will continue to support Australia's economy recovery, with priority given to visa cohorts that drive economic growth, job creation and investment into Australia. This included continuing to host the Global Business and Talent Attraction Taskforce (the Taskforce). The Taskforce contributed to Australia's economic recovery through the attraction of exceptionally talented individuals and high-yield business, with a focus on priority growth sectors for Australia. The priority sectors targeted for talent and business relocation include agrifood and agtech, digitech, energy, health industries, defence, advanced manufacturing and space, circular economy and resources.

The Department continued to ensure that Australia's migration health settings were robust and able to respond to emerging and evolving health risks that could threaten the safety of Australia's public health. During 2020–21, the Department commenced a project to consider the implementation of latent tuberculosis (TB) screening in high-risk groups, namely health care workers and those intending to enter a healthcare environment. In addition, the Department also progressed work to capture COVID-19 testing and vaccination within health processing systems should this be required to support the re-opening of Australia's borders.

Refugees and humanitarian migrants are highly motivated job seekers who contribute to Australia's economy, social cohesion and assist in bridging the gap across labour shortages. During 2020–21, the Department maintained partnerships through Government funding to support refugee and humanitarian migrants become job ready, find employment, including starting their own business, and to participate fully in Australian society. This includes recent partnerships between:

- Settlement Services International and The Bread and Butter Project, an artisan bakery, to provide recognised skilled training, English language tuition and employment opportunities to refugees and humanitarian migrants.
- AMES Australia and Thrive Refugee Enterprise to enable refugees and humanitarian migrants to start and grow their small business.

Throughout 2020–21, settlement providers continued to adapt to ongoing border closures and relevant COVID-19 restrictions. Despite the challenges faced the Department effectively provided support to over 47,000 individual clients and 234,000 group clients. These activities continue to improve social and economic participation and community connectedness and are further enhanced through the provision of settlement grants programs. In addition, 17,000 humanitarian program clients were supported under the Humanitarian Settlement Program to build their knowledge and skills to effectively participate in the Australian community.

The Status Resolution Program underpins the delivery of orderly and planned immigration and humanitarian programs through its ongoing focus on promoting voluntary compliance, supporting the integrity of the Migration Program, supporting community protection and progressing status resolution outcomes in a timely manner. The Department continues to adopt a proactive approach to identifying and addressing barriers to status resolution and managing non-citizens while they resolve their immigration status.

In response to the ongoing COVID-19 pandemic, the Department also supported the Governments of Nauru and Papua New Guinea (PNG) to implement additional measures to avoid disruption to regional processing health and welfare services. In PNG, transitory persons voluntarily relocated into hotel-style accommodation, mitigating risks to health,

personal safety and food security. In Nauru, deployment of critical care health workers and education to Nauruan health personnel on ventilator operation bolstered Nauru's health capability. Service providers in Nauru and PNG have educated transitory persons about good hygiene practices, social distancing, and health protocols in the event they contract COVID-19. The Governments of Nauru and PNG have also provided transitory persons with access to COVID-19 vaccinations.

Coordination and engagement

During 2020–21, the Department continued to undertake domestic and international engagement to enhance immigration and humanitarian programs. This included:

- Partnering with the Department of Foreign Affairs and Trade, to hold high level consultations with the United Nations High Commissioner for Refugees (UNHCR). These consultations provided an opportunity to identify shared migration and human rights issues, challenges and priorities for the Asia-Pacific and reiterate Australia's commitment and leadership on resettlement through our annual Humanitarian Program.
- Consulting with state and territory government representatives and holding round-table discussions with representatives of the academic community, industry and community organisations to develop the 2021–22 Migration Program settings.
- Undertaking public consultation on migration, through a call for public submissions in response to the Department's discussion paper 'Planning Australia's 2021–22 Migration Program', published online in January 2021.
- Holding the 2020 Home Affairs Industry Summit in November 2020 and the meeting of the Ministerial Advisory Council on Skilled Migration in February 2021.

Legislative and regulatory changes

During 2020–21, the Department pursued a number of legislative and regulatory changes to further support effective delivery of immigration and humanitarian programs, including:

- Introducing the most significant reforms to the Adult Migrant English Program in many years, through amending the *Immigration (Education) Act 1971*, which came into effect on 19 April 2021. The legislative changes ensure an increased number of migrants are able to access Government funded English tuition for longer and until they reach a higher level of proficiency.

- Introducing the *Migration and Citizenship Legislation Amendment (Strengthening Information Provisions) Bill 2020*. The Bill amends the *Migration Act 1958 (the Migration Act)* and the *Australian Citizenship Act 2007* to create a framework for the protection and use of information provided in confidence by law enforcement and intelligence agencies in character-related visa and citizenship decisions. The Bill is currently being considered by the Parliamentary Joint Committee on Intelligence and Security.
- Removing unrestricted Australian legal practitioners from the regulatory scheme governing registered migration agents, by introducing the *Migration Amendment (Regulation of Migration Agents) Act 2020*. The legislation allows restricted legal practitioners to be registered as migration agents for an eligible period (up to four years).
- Introducing the *Migration Amendment (Clarifying International Obligations for Removals) Act 2021* which amends and clarifies Australia's long-standing position on non-refoulement obligations, and reinforces obligations not to return individuals to situations where they face persecution or a real risk of torture, cruel, inhuman or degrading treatment or punishment, arbitrary deprivation of life or the application of the death penalty.
- Amending the *Migration Regulations 1994* to:
 - provide the ability to cancel student and temporary visas at the point of entry to Australia where there has been an attempt to deceive or a failure to comply with lawful directions of a biosecurity officer
 - extend the biosecurity-related cancellation ground to student and temporary work visas to enhance Australia's biosecurity regime and protect our community from agricultural risks, such as African Swine Fever and Foot and Mouth Disease
 - reduce face-to-face contact by permitting the requirement for an interview to be waived for certain Bridging visa applicants
 - amend the visa reporting condition 8401 to provide additional discretion to allow bridging visa holders to report to the Department electronically or by telephone, rather than by attending in person
 - allow the Minister discretion to impose a number of existing visa conditions, relating to the safety and security of the Australian community, on Subclass 050 (Bridging (General)) visas and Subclass 070 (Bridging (Removal Pending)) visas. The amendments provide the Minister with additional options to manage unlawful non-citizens who are being considered for release from immigration detention.

- Introducing the *Migration Amendment (Tabling Notice of Certain Character Decisions) Act 2021* which commenced on 25 May 2021, and requires certain decisions made by the Minister under subsection 501(3) of the *Migration Act 1958* to be tabled before each House of Parliament within 15 sitting days of that House after the day the decision was made. The purpose of this requirement is to provide greater transparency in relation to personal decisions by the Minister under subsection 501(3) to refuse to grant, or to cancel, a visa on character grounds without providing notice to the visa applicant or holder, where the Minister considers the refusal or cancellation to be in the national interest.
- Introducing *Ministerial Direction 90* (Direction 90) which came into effect on 15 April 2021, revoking *Direction 79*. Direction 90 introduced a new primary consideration relating to family violence, requiring decision-makers to consider this type of offence as very serious.
 - In addition, Direction 90 incorporated updates to clarify the Government's view in relation to 'expectations of the Australian community', as recognised by the courts, and to avoid further misunderstanding on the part of decision-makers regarding the intent of this consideration. Amendments were also made to align the consideration 'international non-refoulement obligations' with section 197C of the *Migration Act 1958* as interpreted by the Federal Court.

CASE STUDY

Unaccompanied Humanitarian Minors (UHM) Program

The Department's Unaccompanied Humanitarian Minors (UHM) Program provides unaccompanied children with safe and stable care arrangements and access to education, health care and emotional support. The UHM Program also seeks to support these children to build their confidence and strengths, increase their social and life skills and effectively transition into adulthood. The Department delivers the UHM Program in partnership with contracted service providers and state and territory government child welfare authorities to provide targeted assistance to unaccompanied children. Throughout 2020–21, despite challenges in the operational environment as a result of COVID-19 and due to physical distancing and relevant health restrictions, the Department continued to provide and maintain quality settlement services to children in the UHM Program.

As an example during 2020–21, the UHM Program provided intensive support to a teenager who had disengaged from all services due to family trauma and breakdown, and was displaying concerning behavioural issues and was considered vulnerable to exploitation. With time, the young person began to respond to case managers and residential support staff. Through the allocation of specialist counselling and case management, the young person was able to remedy behavioural problems and won a traineeship with a local company. With ongoing program support and considerable effort at work, they secured a permanent placement with the company and made positive friendships with people their own age. After working towards the goal of living in independent accommodation, this young person also successfully moved into an independent tenant accommodation model in 2020 and is soon to exit the UHM program.

CASE STUDY

Socio-economic contributions of the Humanitarian Program

Jennifer Diaz is a former Venezuelan refugee who used to own a beautician shop while living as a refugee in Trinidad and Tobago. She arrived in Australia with her family a year and a half ago through Australia's Humanitarian Program, with little to no English. Since then she has managed to complete an intensive English course, research her business and the market, source equipment, find premises and obtain a loan. Jennifer recently opened a nail and beauty shop in Adelaide after receiving a \$12,000 loan through Thrive Refugee Enterprise. Jennifer intends to support other refugees in a similar situation to hers, once she feels more settled in her business.

Hedayat (Nick) Osyan is a former refugee from Afghanistan. After arriving in Australia, he graduated with an honours degree in Politics and International Relations from the University of Canberra in 2017. He used his educational success in Australia to start a social enterprise the same year to help former refugees and new migrants become financially independent. His social enterprise 'Nick Tiling Services' (now known as 'Community Construction') trains and employs refugees to work in the construction industry.

Performance information

Table 11: Activity 2.1 – Performance information

ACTIVITY 2.1: Effective delivery of orderly and planned immigration and humanitarian programs.	
MEASURE 2.1.1: Migration and visa programs support an open, prosperous and united Australia.	
PERFORMANCE METRIC	RESULTS
<p>2.1.1.1: Visa policy settings deliver positive labour market outcomes.</p> <p>Primary Methodology (Quantitative): Analysis of the results from the Continuous Survey of Australian Migrants for surveyed skilled primary migrants (employed >70 per cent / unemployed <10 per cent / not in the labour force <20 per cent).</p> <p>Supported by an analysis demonstrates the effectiveness of the Department's visa policy settings in responding to skill shortage changes. The qualitative analysis also takes into account the impact of internal economic conditions so that outcomes for skilled migrants can be understood in full context.</p>	<p>This metric was met.</p> <p>Results of the Continuous Survey of Australia's Migrants (CSAM, November 2020) show that, for surveyed primary migrants and secondary applicants at 18 months after settlement:</p> <ul style="list-style-type: none"> • 74.4 per cent were employed, compared to 77.5 per cent in 2019–20 and 2018–19 • 9.1 per cent were unemployed, compared to 6.9 per cent in 2019–20 and 6.0 per cent in 2018–19 • 16.5 per cent were not in the labour force, compared to 15.7 per cent in 2019–20 and 16.4 per cent in 2018–19. <p>In response to COVID-19, the Department ensured that visa policy settings continue to support critical industries and economic recovery through:</p> <ul style="list-style-type: none"> • temporarily allowing student visa holders to work more hours in critical industries to assist with staffing shortages and maintain supply of essential goods and services • providing flexibility to Working Holiday Makers (WHM) working in critical industries of health, aged and disability care, agriculture and food processing, and childcare with an exemption to the six month work limitation with one employer. The Department also enabled eligibility for a further visa to keep working in these critical sectors if their current visa is due to expire in the next six months, as well as allowing WHM visa holders undertaking critical COVID-19 work in the health and medical sectors to be eligible for a second or third WHM visa • ensuring temporary skilled visa holders who were stood down but not laid off, or had their hours reduced, maintained their visa validity without being in breach of their visa conditions • extending the timeframe for temporary visa holders to apply for a COVID-19 Pandemic Event visa from 28 days to 90 days before an existing temporary visa expires • providing agricultural workers with access to a further 12 months stay and removing the requirement for visa applicants intending to undertake agricultural work to demonstrate their attempts to depart Australia through the COVID-19 Pandemic Event visa. <p>Additionally, the Priority Migration Skilled Occupation List (PMSOL) was updated in 2020–21 to include the occupation of Social Worker, based on advice from the National Skills Commission. No occupations were removed from this list. This update brings the total number of occupations on the list to 18.</p>

PERFORMANCE METRIC	RESULTS
<p>2.1.1.2: Increased efficiency and effectiveness in visa application processing.</p> <p>Primary Methodology (Quantitative): Assessment of number and proportion of received visa applications lodged online, with a target of maintaining or increasing the proportion compared to the previous year, and the total revenue collected for visa applications charges, with a target of maintaining or increasing the value compared to the previous year (noting impact of demand factors beyond the Department's control).</p> <p>Supported by an analysis of activities and regulatory changes undertaken by the Department to enhance visa application processing and collect revenue, including discussion of outcomes of these activities.</p>	<p>This metric was partially met.²³</p> <p>Visa applications lodged</p> <p>In 2020–21, 1,241,909 out of the 1,273,959 total non-humanitarian visas lodged were lodged online (97.5 per cent). This represents an increase in the proportion of visas lodged online from 95.8 per cent in 2019–20. This continued increase reflects the Department's commitment to enhance the efficiency and effectiveness of the visa application process through promotion of online channels.</p> <p>Due to the significant reduction in international travel as a result of COVID-19, the volume of applications lodged in 2020–21 reduced by 78.4 per cent compared to 2019–20, with nearly 5.9 million applications lodged in 2019–20.</p> <p>Visa application revenue</p> <p>In 2020–21, the Department collected \$1,633.0 million in revenue from visa application charges (VAC), \$26.2 million above PAES estimates of \$1,606.8 million. Collection in 2020–21 also represents a decrease of \$524.2 million from \$2,157.2 million collected in 2019–20. This largely reflects the reduction of visa application volumes as a result of the continuing impacts of COVID-19 and associated border closures and travel restrictions.</p> <p>Enhanced efficiency and effectiveness</p> <p>Although the Department's primary focus in 2020–21 was on delivering critical COVID-19 response and economic recovery initiatives, the Department also continued to focus on delivering efficiencies and increasing online services. Many of these initiatives were focused on increasing efficiency and effectiveness in the design and delivery of visa programs to respond to COVID-19.</p> <p>Initiatives delivered in 2020–21 included:</p> <ul style="list-style-type: none"> • enabling online lodgement for subsequent applications for visa subclasses 476 and 485 • commencement of transition of Refugee and Humanitarian visa applications from legacy systems, which is a key enabler for the move to online lodgement for the caseload in the future • allowing Working Holiday Maker applicants working in critical COVID-19 health and medical sectors to apply online • delivery of a digital APEC Business Travel Card to ensure more secure, efficient and convenient short-term business travel within the APEC region • support for the Global Business and Talent Attraction Taskforce through allowing online applications to identify priority sector categories • an interim digital solution (the Australia Travel Declaration) to capture passenger data before travel for all incoming passengers on commercial and repatriation flights to support better health outcomes and quarantine planning.

23. This metric has been assessed as 'partially met' taking into consideration the impacts of COVID-19 on revenue collection when compared to previous years, as per the published methodology.

PERFORMANCE METRIC	RESULTS
<p>2.1.1.3: Improvements to information provided to migration agents and consumers increase consumers' understanding of their rights and agents' understanding of their obligations under the regulatory framework.</p> <p>Primary Methodology (Quantitative): Analysis of the Office of Migration Agents Registration Authority's (OMARA) communications to consumers and agents, supported by examples of engagements and analysis of the outcome of departmental communication activities.</p>	<p>This metric was met.</p> <p>Throughout 2020–21, analysis of the Office of the Migration Agents Registration Authority's (OMARA) communications supported increased consumer awareness of who can provide lawful immigration assistance, kept Registered Migration Agents (RMAs) updated of changes within the regulatory framework and showed the implications of migration fraud and serious breaches of the Code of Conduct for RMAs.</p> <p>A new OMARA website, portal and associated business system to regulate RMAs was launched in March 2021. Features of the new system include enhanced security, personalised content for RMAs and continuing professional development providers, greater access to registration information and improved search tools. Additionally, consumer protection information on the site has been simplified with home page navigation that includes quick links.</p> <p>In 2020–21, OMARA increased the number of visitors to the OMARA website by linking the website to the 'Partner Visa' pages and through updating the 'Who can help you with your application' page on the Department's website. The links on these two pages accounted for 23,217 of the 582,766 views on the OMARA website and assisted consumer protection by enforcing the message that only certain persons can provide immigration assistance and charge a fee.</p> <p>The OMARA social media strategy was finalised in 2020–21. A total of 21 posts have been made which had a total outreach of 627,320. This level of outreach demonstrates the effectiveness of Facebook and other social media posts in increasing awareness of the OMARA and its Register of Migration Agents.</p> <p>As at 30 June 2021, 7412 agent and consumer enquiries were received. The OMARA's responses provided information to consumers on the importance of seeking lawful immigration assistance, how to make a complaint and where to find information about Australia's Migration Program.</p>
<p>2.1.1.4: The migration program is delivered within the planning ceiling and is consistent with priorities set by the Government.</p> <p>Primary Methodology (Quantitative): Assessment of lodgements, on-hand applications and places granted under the migration program categories, including the Global Talent Program, in comparison to previous reporting periods.</p> <p>Supported by an analysis of how the Department performed in delivering the migration program in line with the ceiling numbers set by Government.</p>	<p>This metric was partially met.</p> <p>In 2020–21, the Department maximised processing capacity to support the delivery of priority programs. The fluid nature of COVID-19 required additional agility in the processing of applications to maximise delivery and to ensure the program remained consistent with Government's response to the evolving economic, border and public health challenges.</p> <p>The Department transitioned from a two-thirds/one-third distribution across the Skill and Family streams to increase the number of places available to Family visa categories. This included Partner visa holders as they exhibit positive labour force, demographic and economic contributions. Additionally, within the Partner program, applications were prioritised where the relevant sponsor resided in a designated regional area. The Department also prioritised the processing of onshore visa applicants across all categories to ensure those onshore were retained. This provided additional certainty and improved job opportunities and social cohesion outcomes for this cohort.</p>

PERFORMANCE METRIC	RESULTS																																																																																				
	<p>The Department prioritised the Skilled stream to focus on visa categories that would support Australia's economy recovery from COVID-19, this was specifically aligned to the Priority Migration Skilled Occupation List (PMSOL) that was announced in September 2020. This identified occupations that were considered to be critical for the recovery of the Australian economy. The PMSOL provided priority processing to nomination and visa applications within the Employer Sponsored Program, to supplement the skilled workforce needs of Australian businesses. In addition, the Department prioritised the Business Innovation and Investment Program, the Global Talent Program, and the Employer Sponsored Program to drive economic recovery.</p> <p>Lodgements, on-hand applications and places granted as at 30 June 2021</p> <table><tr><th>Number of lodgements²⁴</th><th>2020–21</th><th>2019–20</th></tr><tr><td>Employer Sponsored</td><td>24,997</td><td>25,096</td></tr><tr><td>Skilled Independent</td><td>8,529</td><td>11,821</td></tr><tr><td>State/territory nominated</td><td>15,904</td><td>20,512</td></tr><tr><td>Regional</td><td>19,396</td><td>24,270</td></tr><tr><td>BIIP</td><td>15,818</td><td>15,784</td></tr><tr><td>Global Talent</td><td>9,582</td><td>6,417</td></tr><tr><td>Distinguished Talent</td><td>646</td><td>454</td></tr><tr><td>Partner</td><td>44,325</td><td>52,479</td></tr><tr><td>Parents</td><td>14,827</td><td>12,664</td></tr><tr><td>Other Family</td><td>947</td><td>1,215</td></tr><tr><td>Special Eligibility</td><td>72</td><td>94</td></tr><tr><td>Child</td><td>2,946</td><td>3,412</td></tr><tr><td>Total</td><td>157,989</td><td>174,218</td></tr></table> <table><tr><th>Number of on-hand applications²⁵</th><th>2020–21</th><th>2019–20</th></tr><tr><td>Employer Sponsored</td><td>14,379</td><td>13,023</td></tr><tr><td>Skilled Independent</td><td>12,240</td><td>11,226</td></tr><tr><td>State/territory nominated</td><td>14,588</td><td>13,123</td></tr><tr><td>Regional</td><td>21,214</td><td>14,615</td></tr><tr><td>BIIP</td><td>31,813</td><td>31,661</td></tr><tr><td>Global Talent</td><td>2,236</td><td>2,448</td></tr><tr><td>Distinguished Talent</td><td>915</td><td>596</td></tr><tr><td>Partner</td><td>64,111</td><td>96,361</td></tr><tr><td>Parents</td><td>114,360</td><td>108,659</td></tr><tr><td>Other Family</td><td>8,713</td><td>8,785</td></tr><tr><td>Special Eligibility</td><td>14</td><td><5</td></tr><tr><td>Child</td><td>3,034</td><td>3,638</td></tr><tr><td>Total</td><td>287,617</td><td>304,136</td></tr></table>	Number of lodgements ²⁴	2020–21	2019–20	Employer Sponsored	24,997	25,096	Skilled Independent	8,529	11,821	State/territory nominated	15,904	20,512	Regional	19,396	24,270	BIIP	15,818	15,784	Global Talent	9,582	6,417	Distinguished Talent	646	454	Partner	44,325	52,479	Parents	14,827	12,664	Other Family	947	1,215	Special Eligibility	72	94	Child	2,946	3,412	Total	157,989	174,218	Number of on-hand applications ²⁵	2020–21	2019–20	Employer Sponsored	14,379	13,023	Skilled Independent	12,240	11,226	State/territory nominated	14,588	13,123	Regional	21,214	14,615	BIIP	31,813	31,661	Global Talent	2,236	2,448	Distinguished Talent	915	596	Partner	64,111	96,361	Parents	114,360	108,659	Other Family	8,713	8,785	Special Eligibility	14	<5	Child	3,034	3,638	Total	287,617	304,136
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24. Figures includes provisional (first stage) visa applications only.

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PERFORMANCE METRIC	RESULTS		
	Places Granted	2020–21	2019–20
	Employer Sponsored	23,503	29,261
	Skilled Independent	7,213	12,986
	Regional	13,585	23,372
	State/Territory Nominated	14,268	21,495
	BIIP	11,198	4,420
	Global Talent	9,584	4,109
	Distinguished Talent	269	200
	Partner	72,376	37,118
	Parents	4,500	4,399
	Other Family	496	444
	Special Eligibility	54	81
	Child	3,006	2,481
	Total	160,052	140,366
	<p>The 160,000 planning ceiling has been slightly exceeded by 52 places (0.03 per cent) due to the managing of 'net outs' in the Family Stream, the Business Innovation and Investment Program and Regional categories, as well as the demand driven nature of the Child Program, which has no program ceiling.</p> <p>The Department delivered the Migration Program in line with Government priorities through the following actions:</p> <ul style="list-style-type: none"> • allocating additional resources and overtime to partner and priority skill programs • writing to over 36,000 partner clients to ask them to finalise requirements promptly • surging staff across different skill visa priority categories to maximise delivery • sending push messaging to skill clients onshore to finalise requirements • using social media to encourage partners to complete applications (with over 362,000 views and over 1800 likes and shares of the post) • expansion of onshore health appointment services for clients • active triage and management of all on-hand caseloads to progress applications, with over 51,000 cases manually triaged. 		

PERFORMANCE METRIC	RESULTS
<p>2.1.1.5: The Department undertakes assurance activities to ensure that decisions to detain are accurate and lawful.</p> <p>Primary Methodology (Quantitative): Assessment of the proportion of decisions to detain that have an initial review initiated within two business days.</p> <p>Supported by an analysis of how the Department performed in reviewing decisions to detain, including operational and environmental factors that affected performance.</p>	<p>This metric was partially met.</p> <p>In 2020–21, the Department continued to maintain robust processes and assurance activities to ensure the appropriateness and lawfulness of decisions to detain suspected unlawful non-citizens.</p> <p>In 2020–21, 100 per cent of the 1361 decisions to detain that were subject to review had an initial review commenced by the Department within two business days of an individual being detained. This is consistent with the 100 per cent result in 2019–20.</p> <p>In 2020–21, 99.9 per cent (against a target of 100 per cent) of the 1361 reviewed detention cases were found to be accurate and lawful. This is an increase compared to 99.5 per cent of 1458 reviewed detention cases found to be accurate and lawful in 2019–20.</p> <p>The Department maintains a proactive and dynamic approach to safeguarding lawful and appropriate detention related decision making through effective assurance activities. In 2020–21, the 0.1 per cent of reviewed detention cases that were not found to be accurate or lawful were promptly identified, actioned and resolved, which is consistent with the purpose and intent of this assurance activity. In addition, every six months, the Department reports to the Commonwealth Ombudsman on individuals who were detained unlawfully and subsequently released, including the corrective actions (operational, policy or legislative) implemented by the Department to mitigate the risk of similar instances occurring in the future. In rare circumstances, errors are identified through the review process that necessitate the release of an individual from immigration detention. When a detention decision is found not to be accurate or lawful through the detention review process, the individual is usually released from detention within two business days.</p>
<p>2.1.1.6: The health screening program contributes to protecting Australia's health security and supports the integrity of the immigration program.</p> <p>Primary methodology (Qualitative): Analysis of the agility of the Department's migration health policy to address changing health risks and emerging threats to health security at the time of visa application.</p> <p>Supported by an assessment of the number of Immigration Medical Examinations finalised and the number that resulted in visas granted.</p>	<p>This metric was met.</p> <p>In 2020–21, the total number of Immigration Medical Examinations (IME) finalisations in association with visa outcomes was 1,002,641. The number of IMEs undertaken by applicants has declined due to the impact of COVID-19. IMEs do not currently require COVID testing as this testing forms part of Australia's border measures. Of the total finalisations:</p> <ul style="list-style-type: none"> • 687,718 cases were provided a health clearance • 310,520 did not require a clearance • 1973 failed to meet the clearance requirement • 2430 were otherwise finalised. <p>The 2020–21 results demonstrate that the total number of IME finalisations exceeded the corresponding visa grants, which shows that the health screening was effective in screening out health risks and undue health costs, and contributing to health security in the Australian community. Of the 1,002,641 cases where a health clearance outcome was required and provided, 1,000,668 cases satisfied the health requirement, with 387,345 proceeding to a visa grant, which shows that health screening supported a successful Migration Program.</p> <p>Australia's vigorous health screening program provides a risk based approach to ensure health security is maintained. Were it not for the health screening process, which identifies health conditions prior to arrival, Australia would be at greater risk of importing communicable diseases with an adverse impact on health security. Throughout 2020–21, 1973 persons that would have posed a health risk to Australia were not cleared for travel.</p>

PERFORMANCE METRIC	RESULTS
	<p>Most visa applications are considered against the health requirement, which extends to health declarations and immigration medical examinations that an applicant needs to undertake before a visa can be granted. The regulatory settings for the mandatory screening process are considered on the basis of a number of risk factors, including an applicant's country of citizenship and residence (and its tuberculosis incidence rate), their intended activities, and length of stay in Australia. The process balances the need to minimise threats to public health and public expenditure with the need to facilitate travel and maintain a robust Migration Program. The Department is informed on any changes to national tuberculosis incidence rates and regularly engages with our Migration Five partners and state and territory and Commonwealth health agencies on emerging health concerns, which require a response to reduce or mitigate health risks at time of visa grant. Regular reviews also form part of health security activities, including biosecurity health reforms (COVID-19 related projects) and pre-migration screening requirements.</p>
<p>2.1.1.7: Improved quality and accessibility of panel clinics for Australian Immigration Medical Examinations for visa applicants.</p> <p>Primary methodology (Quantitative): Assessment of the number of Australian panel clinics that are eMedical enabled against a target of 98 per cent and are audited on a regular basis.</p> <p>Supported by an analysis of the panel's ability to meet the Department's reporting requirements and satisfy the Department's assurance assessments.</p>	<p>This metric was met.</p> <p>In 2020–21, there were 472 panel clinics globally approved for conducting Australian Immigration Medical Examinations (IMEs) offshore. Of the 472 clinics, 466 are eMedical enabled, equating to 98.7 per cent of all approved panels. The percentage remains the same from 2019–20 and continues to exceed the 98.0 per cent target and therefore increases accessibility for clients.</p> <p>Ensuring a high proportion of panel clinics are eMedical enabled supports timely access to the work of panel clinics and contributes to ongoing improvements, including timeliness of examinations, reporting, information exchange, feedback and visa processing. This supports a positive experience for migrants on their immigration journey.</p> <p>The Department also undertakes ongoing desktop assurance activities related to the panels by reviewing monthly error rates, complaints, client feedback, escalated cases and conducting panel performance reviews. This is to determine whether the panels have met the Department's requirements. Assurance is also undertaken via the onshore migration medical service provider, who identifies and notes any errors made by the offshore panels from the cases that they have reviewed. Findings from the assurance activities provide the Department with information on the quality of the clinics empanelled, which influences whether they continue to remain a part of the Department's global panel network.</p> <p>In 2020–21, there were no onsite offshore panel clinic audits conducted due to COVID-19 and border and travel restrictions, as well as financial constraints. However, the Department continued to undertake monthly desktop assurance activities, including Medical Officers of the Commonwealth (MOCs) employed by the Migration Medical Services Provider (MMSP) Bupa conducting desktop audits of offshore panel errors. Panel errors are identified through cases, which require MOC assessment, or through the monthly desktop audit of cases which are auto cleared or where there were no significant conditions identified.</p>

PERFORMANCE METRIC	RESULTS
	<p>In 2020–21, in addition to the suite of panel assurance activities undertaken by the Department, the Panel Performance Review (PPR) Program was implemented as a new assurance activity with the offshore panel network. Panel performance reviews were conducted with 44 of the 472 panel clinics, which equates to 9.3 per cent of the global network. A survey of the panel network was also conducted with offshore panel clinics to confirm understanding of the Australian Panel Member Instructions, including client service, panel clinic administration and clinical matters. Panel clinics who had responded are provided with specific feedback on their responses with areas of the guidelines, which require further attention.</p>
<p>2.1.1.8: 80 per cent of participants of the Adult Migrant English Program (AMEP) demonstrate an increase of one or more levels on the Australian Core Skills Framework (ACSF).</p> <p>Primary Methodology (Quantitative): Assessment of the number and proportion of AMEP participants who demonstrated an increase of one or more levels on the ACSF from the base of their initial assessment when enrolling in the program, in comparison to previous reporting periods.</p> <p>Supported by an analysis of the outcomes of the AMEP for participants.</p>	<p>This metric was met.²⁶</p> <p>The Department paused the requirement to conduct Progressive Assessments of clients at every 200 hours of tuition, to allow teachers to concentrate on student engagement during the COVID-19 period. However, the Adult Migrant English Program (AMEP) providers are continuing to deliver nationally accredited training including curriculum assessments, as Registered Training Organisations (RTOs), in accordance with RTO Standards 2015, which is regulated by Australian Skills Quality Authority (ASQA).</p> <p>Currently providers conduct client progression assessments using curriculum assessment only, rather than both curriculum assessment (an Accredited curriculum requirement) and Australian Core Skills Framework (ACSF) assessment (AMEP requirement). This has reduced administrative burdens on teachers.</p> <p>While data for the period 1 January 2021 to 30 June 2021 is unavailable, the curriculum unit completion data for the reporting period 1 July 2020 to 31 December 2020 showed that 84.0 per cent of participants of the AMEP demonstrated an increase of one or more levels on the ACSF. Unit completions were mapped against the ACSF to report this progress, and it was anticipated that the number of AMEP participants who increased one or more levels on the ACSF would have remained stable for the period 1 January 2021 to 30 June 2021.</p> <p>In 2020–21, the quality assurance provider for the AMEP conducted five client focus groups (28 clients) and 20 one-on-one client interviews. The client feedback captured in the AMEP client interviews and focus groups illustrated the continuing importance of the program in helping migrants to achieve successful settlement outcomes. The data showed that clients participate in the AMEP to improve communication, connection and increase career opportunities. Focus groups, surveys and/or interviews will be conducted each year to inform continuous improvement in the AMEP.</p>

26. This metric has been assessed using incomplete performance information. Data relating to the number of AMEP participants that demonstrated an increase of one or more levels on the ACSF cannot be provided for 2020–21 as the Department paused the requirement to conduct Progressive Assessments of clients.

PERFORMANCE METRIC	RESULTS
	<p>Case Study: Jacqueline</p> <p>Jacqueline left Burundi with her family in 2014 due to civil war, and moved to Australia in 2019 with her husband and three children. When Jacqueline came to Australia she did not speak any English, however was motivated to learn so that she could secure a job, help her children with their schoolwork and be successful in her new country. In 2020, Jacqueline joined the Settlement Language Pathways to Employment and Training (SLPET) course through the AMEP. When describing her AMEP SLPET experience, Jacqueline notes: 'In class we learned to be confident when talking to people, to work as a team, and how to behave in an Australian workplace. We also visited many workplaces and talked to employers. Our teacher helped us write our resume and we did a lot of interview practice... [so] when it was time to do our work experience, we were ready.' Jacqueline's SLPET work experience resulted in ongoing work with the employer, while she continues to study English part time at the AMEP. Of her experience, Jacqueline says 'Now I can see myself and my family living in a small but beautiful house with a very nice garden and some chickens in the future. Thank you Australia!'</p> <p>Case Study: Hussein, Maysar, Mushtaq, Saad and Jalal</p> <p>Hussein, Maysar, Mushtaq, Saad and Jalal arrived in Australia as humanitarian entrants from Iraq. They arrived with no prior English language experience and the AMEP was fundamental to their establishment of English skills and knowledge of the Australian culture. Over 18 months these students have taken part in the AMEP Youth program, which has a strong emphasis on settlement topics as well as excursions and extra-curricular activities. They have also learnt about job and study pathways, job skills and English skills. The students' AMEP teacher supported Saad in joining the local Rockville Rovers Football Club, and after the first season, the other students felt encouraged and comfortable to approach the coach about joining the team themselves. In November 2020, they were featured in the Toowoomba Chronicle after the Rockville Rovers progressed into the Premiership's grand final with an article titled ROVERS UNITED: Toowoomba club welcomes refugees into the 'family'.</p> <p>Through their participation in the AMEP and their engagement in the local community, their understanding of colloquial and conversational English as well as their confidence has improved. Their experience has also helped them develop goals and clear pathways on how to achieve these goals. Maysar would like to be a personal trainer and Hussein would like to start a Cert II in Automotive Underbody Technology. Saad is working as an interpreter at a local school and would like to be a police officer while Mushtaq is studying English for Academic Purposes and Jalal is still studying in the AMEP.</p>

PERFORMANCE METRIC	RESULTS
<p>2.1.1.9: Support Australia's post-COVID-19 economic recovery through attracting exceptionally talented individuals and high yield-businesses with a focus on priority growth sectors to Australia.</p> <p>Primary Methodology (Quantitative): Assessment of progress (number of visas granted and number and value of businesses) against Government expectations for the Global Business and Talent Attraction Taskforce.</p> <p>Supported by an analysis of the Department's efforts in working across the Commonwealth, state and territory Governments, and the private sector domestically and internationally to promote Australia as a country of choice for exceptionally talented individuals and high-yield businesses in priority growth sectors.</p>	<p>This metric was partially met.</p> <p>In 2020–21, the Department's Global Business and Talent Attraction Taskforce (the Taskforce) assisted the Global Talent Programme (including the 9722 Global Talent Visas granted) through its international outreach and communications programs. The Taskforce has built an alumni of over 200 of the most talented individuals within this cohort and continues to build the network to assist in identifying and attracting further talent to Australia.</p> <p>The Taskforce is expected to achieve the three key performance indicators set by the Australian Government by 30 June 2022. As at 30 June 2021:</p> <ul style="list-style-type: none"> • There have been 205 Global Talent visas granted with Taskforce endorsement, with a significant number of on-hand expressions of interests yet to be processed. Consistent with Government priorities, the top three nationalities and sectors were the United States of America (59), Hong Kong (38) and the United Kingdom (24), Digitech (59), Financial Services/ Fin Tech (39) and Health Industries (34). • The Taskforce engaged widely with stakeholders across Commonwealth state and territory governments and industry specialists, to review 175 business leads. Of these, 70 were assessed and identified as 'high potential' candidates, with 25 currently being actively managed. If these 25 businesses relocate to Australia, this would generate approximately 3695 ongoing jobs and an additional 2700 temporary construction or business start-up jobs by 30 June 2025. • Based upon projections as at 30 June 2021, it is forecasted that the investment value to be announced by 30 June 2022 and delivered by 30 June 2025 is approximately \$3.3 billion.²⁷ <p>The Department continues to build a 'pipeline' of global business and talent through processing, facilitation and providing other assistance prior to relocation. The rate of finalised relocations and the value of businesses attracted to Australia is expected to rapidly increase from late 2021 onwards. Although the actual full realisation of investment and job creation will extend beyond June 2022, outcomes delivered over the next four years will demonstrate the Taskforce's tangible contribution to supporting Australia's post-COVID economic recovery. However, factors such as reduced international travel and the 2 July 2021 National Cabinet announcement to temporarily reduce the current international passenger arrival caps by 50.0 per cent may affect overall delivery.</p> <p>Examples of the Taskforce's key activities in 2020–21</p> <ul style="list-style-type: none"> • Coordinated a suite of tax, research and development and innovation incentives as part of the 2021–22 Budget to make it easier and more attractive for global enterprises and entrepreneurs to relocate to Australia. • Established a set of critical gateways with Australian Regulators and other related entities to attract global enterprises and entrepreneurs to Australia. • Implemented new visa approaches including the endorsing Temporary Activity (subclass 408) visas to facilitate the rapid relocation of key staff to establish businesses in Australia that are likely to make a significant economic contribution. • Briefed over 1000 migration agents and lawyers who attended sessions arranged by peak bodies and undertook international engagement with key influencers and businesses in the United Kingdom (UK) regarding Australia's bilateral opportunities following the in-principle agreement of the Australia-UK Free Trade Agreement.

27. The estimate of investment is derived by advice from senior representatives of the businesses. The Taskforce only reports investment from projects where the Taskforce assesses there is substantial confidence that a Project will announce its investment by 30 June 2022.

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> • Launched a strategic communications and advertising campaign in priority markets and sectors which attracted more than 240,000 unique visitor sessions and 120,000 views of the expression of interest pages on the Taskforce's website. • Developed a suite of new and innovative tools and data approaches for identifying and targeting global talent and businesses. • Posted Global Talent Officers (GTOs) to support Australia's promotion of the program in San Francisco, Washington D.C., London and Singapore. The GTO for North Asia will be shortly posted to Taipei and the Taskforce expects to recruit an additional GTO to manage South Asia. <p>Case Study: Kristi Riordan</p> <p>Kristi is a serial entrepreneur and business growth specialist and has been creating and leading innovative, tech-enabled organisations for 15 years, having built two category-leading companies from New York City. This includes roles in cyber security, data science and software engineering.</p> <p>After being granted a Global Talent visa, Kristi moved to Sydney with her husband and three children and set about finding partners for a new venture in agrifood. Last year, Kristi co-founded Harvest B, a vegan-friendly food producer that is intended to serve the emerging plant-based industry by creating a local supply chain of high quality ingredients.</p> <p>The Harvest B team met at the Australian Tech Campus in Sydney and is establishing a research and development facility in Western Sydney. With the plant-based food sector forecasted to grow 100 times larger, it has never been more critical to build the supply chain to support food brands. Riordan estimates there are now more than 30 Australian plant-based food brands on the shelves of supermarkets throughout the country. Yet, the majority are using ingredients sourced from elsewhere.</p> <p>In June 2021, Woolworths' venture capital fund joined a group of investors to back Harvest B, as it banked \$3.5 million in seed funding and another \$1 million grant from the Advanced Manufacturing Growth Centre to develop a range of alternative proteins for use by plant-based manufacturers. The funding will allow the business to start producing its products on a commercial scale in Australia, while also expanding its research and development efforts. The current focus is on the Australian market however, this is a business with global ambitions. Australia could become as well known for its plant-based products as it is for its traditional meat products.</p> <p>Case Study: NewCold</p> <p>NewCold is a global logistics company undertaking a significant expansion of its Australian footprint. This expansion involves the construction of a new facility scheduled to be operational in 2022. This will provide innovative storage solutions to NewCold's global food supply chain customers including Simplot, which supplies products to Australia's leading supermarkets. In doing so NewCold has the potential to make a significant contribution to the Australian cold storage logistics industry, including delivering valuable, enabling infrastructure that will improve the productivity of Australia's agriculture and food processing sectors. As NewCold grows its business, a further 100 jobs have been identified for two additional cold storage facilities to be built on the Australian east coast over the next three years. It is anticipated that around 200 additional jobs will also be created during the construction of these facilities.</p>

PERFORMANCE METRIC	RESULTS
	<p>The Taskforce supported NewCold to rapidly commence this expansion by expediting five temporary visas for critical staff. This represented the first use of the Temporary Activity (subclass 408) visa, Australian Government Endorsed Event stream, which was introduced by the Taskforce for this purpose.</p> <p>The Taskforce will continue to support NewCold with its planned expansion in Australia. The Austrade network in Europe will provide the liaison point with NewCold's Head office in the Netherlands and the Taskforce will utilise our network of Commonwealth state and territory agencies to help grow NewCold's footprint.</p>

MEASURE 2.1.2:

Refugee and humanitarian programs reflect Government priorities and international protection obligations through providing settlement support whilst contributing to global resettlement.

2.1.2.1: The humanitarian program is delivered within the planning ceiling and consistent with priorities set by the Government.

Primary Methodology

(Quantitative): Assessment of places granted to eligible individuals and families under the humanitarian program categories, in comparison to previous reporting periods.

Supported by an analysis of how the Department performed in delivering the humanitarian program in line with the ceiling numbers set by Government.

This metric was met.

The Government set the 2020–21 Humanitarian Program at a ceiling of 13,750 places. In early December 2020, the Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs allocated 11,750 places to the offshore component and 2000 to the onshore component.

In 2020–21, the Department delivered 5947 Humanitarian Program places. This comprised of 4558 visas delivered under the offshore component and 1389 visas under the onshore component of the Humanitarian Program. This represents a 54.8 per cent decrease on 13,171 places delivered in 2019–20. While in 2020–21 the program remained behind pro rata, the Department remained committed to Government priorities and delivered 43.3 per cent of the total planned ceiling numbers.

In 2020–21, 58.0 per cent of offshore humanitarian entrants (excluding the Community Support Program, or CSP), who have also been granted travel exemptions, have been settled in regional locations.²⁸ In addition, there are over approximately 3000 offshore humanitarian visa holders (excluding CSP), who have not been granted travel exemptions, that have been placed 'on hold' and have not been referred to a settlement location. There are also over approximately 8000 offshore humanitarian visa holders granted in previous program years who are awaiting travel. Settlement locations for these cases are still to be determined once borders reopen, noting that cases with existing onshore links will generally be referred to the links' location.

Throughout 2020–21, the Unaccompanied Humanitarian Minors (UHM) Program continued to ensure the delivery of accommodation, care, welfare and settlement services to eligible minors entering Australia on a Refugee or Humanitarian visa without a parent or legal guardian. As at 30 June 2021, there were 156 minors receiving services in the UHM Program. COVID-19 related restrictions affected the intake of UHMs into the program with 7 minors entering the program in 2020–21. By comparison, 40 UHMs entered the program in 2019–20. In addition, low arrival numbers may also impact achieving the target of 50.0 per cent of humanitarian entrants settled in regional Australia (including smaller cities) by 2022.

28. Includes Gold Coast for reporting purposes however due to HSP System reporting limitations separate referrals data for Gold Coast is not currently available).

PERFORMANCE METRIC	RESULTS
	<p>COVID-19 border measures continue to prevent travel to Australia for offshore Humanitarian visa holders unless they hold a travel exemption. Granting in the Offshore Humanitarian Program remained de-prioritised until 10 November 2020 when restricted granting for some cohorts commenced. In early December 2020, the Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs provided interim approval to progress delivery of the Offshore Humanitarian Program and this saw an increase in the volume of grants.</p> <p>The Department continues to work with the United Nations High Commissioner for Refugees and the International Organization for Migration to facilitate the processing of as many cases as possible, and actively explored options to maintain capabilities to process humanitarian applications in a COVID-safe manner. This is aimed at lessening the impact of COVID-19 related restrictions. The Department continues to explore the use of videoconferencing and utilisation of service delivery providers for biometrics collection for Special Humanitarian Program applicants.</p>
<p>2.1.2.2: Improved Illegal Maritime Arrival (IMA) legacy caseload application processing.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of IMA applications processed against a target of completing the IMA legacy caseload by end September 2021.</p> <p>Supported by an analysis of how the Department has implemented processes to improve application processing to reduce the outstanding caseload.</p>	<p>This metric was met.</p> <p>Following the Minister's decision requiring all persons within the Illegal Maritime Arrival (IMA) legacy caseload to have made their initial application for a Temporary Protection or a Safe Haven Enterprise visa prior to 1 October 2017, the Department has been progressing the finalisation of the caseload.</p> <p>In 2020–21, 29,595 cases of the IMA Legacy caseload of 32,516 persons have been decided or otherwise resolved, representing 91.0 per cent of the caseload now resolved. This compares to 28,299 cases of the IMA Legacy caseload of 32,514 persons have been decided or otherwise resolved, representing 87.0 per cent of the caseload resolved in 2019–20.</p> <p>The Department is on track to have resolved the remaining IMA legacy caseload, subject to processing impacts resulting from COVID-19. It is expected that a number of the remaining applications are likely to be IMAs with complex national security, character or identity concerns, or other case complexities.</p> <p>Throughout 2020–21, the Department identified and implemented processes that resulted in a year-on-year reduction to outstanding IMA legacy caseload, toward a target of completing the caseload by end September 2021. This included using resource prioritisation to address caseload and by minimising the impacts of COVID-19 restrictions by readily pivoting to telephone and video conferencing interview methods, and improving how interviews are conducted in a COVID-safe way using these methods.</p>

PERFORMANCE METRIC	RESULTS
<p>2.1.2.3: Demonstrated improvement in settlement support services assists eligible migrants to participate in the Australian community.</p> <p>Primary Methodology (Quantitative):</p> <p>Assessment of:</p> <ul style="list-style-type: none"> • The proportion of humanitarian entrants (15 years and older) exiting the Humanitarian Settlement Program (HSP) who have the skills and knowledge to use services independently in Australia, towards a target of 75 per cent for each outcome domain. • The number and proportion of humanitarian entrants who take-up Orientation services, towards a target of at least one Orientation service per eligible exited client. • The proportion of invited clients to attend all Australian Cultural Orientation course sessions, towards a target of 90 per cent. • The proportion of Settlement Engagement and Transition Support (SETS) clients with improved knowledge and engagement with services, towards a target of 80 per cent. <p>Supported by an analysis of how the Department verified service provider claims and assessed the quality of service delivery, supported by desktop reviews, client interviews and feedback from key stakeholders.</p>	<p>This metric was partially met.</p> <p>Humanitarian Settlement Program</p> <p>In 2020–21, the majority of Humanitarian Settlement Program (HSP) clients, 15 years and over who exited the program were assessed to have the skills to manage their lives and use services independently in Australia. This ranged from 87.6 per cent to 93.7 per cent across the ten HSP outcomes, in comparison to a range of 80.6 per cent to 88.9 per cent for the same period in 2019–20. In addition, during 2020–21, 5822 clients achieved at least one HSP Orientation topic at the application level and of the 7491 eligible clients that exited the HSP in 2020–21, 96.0 per cent achieved at least one orientation topic at the application level at the point of exiting.</p> <p>In 2020–21, 212 desktop reviews were undertaken. The Department's analysis shows that services provided to clients under the HSP are tailored to individual needs with clients demonstrating increased capacity as a result of the assistance provided. However, some issues with respect to provider performance were identified as a result of the reviews. Service providers are actively addressing these issues and the Department anticipates improvements in 2021–22. The Department will continue to assess performance and compliance with requirements, with insights to inform targeted reviews and program improvements.</p> <p>Australian Cultural Orientation (AUSCO) Program</p> <p>As at 30 June 2021, 99.4 per cent of invited clients participated in all AUSCO course sessions. This equates to 521 participants and 171 sessions. This includes refresher sessions provided to clients who attended AUSCO previously, but were unable to depart for Australia.</p> <p>This result indicates the value of AUSCO course sessions to clients in providing practical advice and information about what to expect post-arrival to Australia, to support a successful start to their settlement journey.</p> <p>Due to COVID-19, modified AUSCO delivery includes telephone and videoconference briefings and shorter duration face-to-face classes in locations where social distancing requirements can be met. Currently, humanitarian entrants with an exemption to travel to Australia are able to engage with AUSCO's modified services prior to departure.</p> <p>Settlement Engagement and Transition Support (SETS)</p> <p>Between 1 January 2021 and 30 June 2021, 82.5 per cent of clients receiving SETS – Client Services demonstrated positive progress in achieving individual goals, against a target of 80.0 per cent. This result is comparable to previous reporting periods (January to June 2020 (81.8 per cent) and July to December 2020 (81.1 per cent) and is considered a good outcome given the ongoing impact of COVID-19 on clients of the program.</p>

PERFORMANCE METRIC	RESULTS
MEASURE 2.1.3: Effective regional processing and resettlement deters irregular migration.	
2.1.3.1: Demonstrated effort in supporting regional processing countries identify durable migration pathways for transferees. Primary Methodology (Quantitative): Assessment of permanent third countries migration outcomes for transferees, in comparison to previous reporting periods.	This metric was met. As at 30 June 2021, the combined regional processing population in Nauru and Papua New Guinea (PNG) was 233, down from 373 as at 30 June 2020, which is a 37.5 per cent reduction in population. Following Government approval in March 2021, regional processing arrangements in PNG and Nauru have been extended to 31 December 2021, to provide additional time to resolve the residual caseload through third country migration, and ensure ongoing service continuity. Respective service delivery contracts were extended in both countries to 31 December 2021 accordingly. In 2020–21, 183 individuals were resettled in the United States (US), in comparison to 239 in 2019–20, and 7 individuals were resettled in other third countries (not Government facilitated). This brings the total number of refugees resettled in third countries, including the US, to 1003 at 30 June 2021. The Department is working closely with the US to maximise outflow, encouraging disengaged refugees to re-join the process. The Department is also continuing its work with the Governments of Nauru and PNG, supporting outflow efforts, including through charter aircraft arrangements.

ACTIVITY 2.2

Summary of performance

Support social cohesion and drive the effective delivery of citizenship and multicultural programs.

The Department is responsible for the Australian Government's citizenship, multicultural and social cohesion policies and programs, which help to protect our united and multicultural society. Throughout 2020–21, we continued to respond to the COVID-19 pandemic to support the Australian Government's priority of keeping Australians safe and united, including by reinforcing our inclusive national identity and our shared Australian values. Despite the challenges that Australians faced throughout 2020–21, the Scanlon Foundation Scanlon-Monash Index indicates that Australia's cohesion strengthened throughout 2020. The index score for 2020 was 92.3, an increase from the 2019 score of 89.6.

During 2020–21, COVID-19 continued to disrupt face-to-face client services, however the Department re-directed resources to COVID-safe service delivery models. This included the delivery of online citizenship ceremonies. Notwithstanding the impacts of COVID-19 on the Citizenship Program, the Department achieved improvements in average processing times for citizenship by conferral applications over the past year and maintained robust conferrals and applications numbers.

Contribution to Australia's economic recovery in the context of COVID-19

The Department's efforts to protect Australia's multicultural society have been critical to safeguarding the health and productivity of Australia's economy during the COVID-19. A cohesive society reduces costs to business, makes it easier for individuals to access goods and services, and helps to grow productivity by harnessing our diversity. In 2020–21, the Department addressed various emerging threats to Australia's unity and cohesion, particularly those associated with COVID-19. In particular, the spread of disinformation has threatened to weaken and disrupt the health measures required to control COVID-19. Countering this disinformation has been a critical component of Australia's economic recovery, and key to ensuring the Australian community can access reliable and accurate information in relation to social distancing measures and the vaccination roll-out. In collaboration with Portfolio agencies and other Commonwealth departments, the Department identified and referred COVID-19 related malign misinformation online to the AFP and digital industry for further action, including removal.

In response to increased reports of racism as a result of COVID-19, the Department ran an information campaign to condemn racism and encourage individuals who experience or witness racism to report it. This was supported by advertising on multicultural channels to raise awareness of the information and support available to empower victims and witnesses of racism.

The Department also continued to deliver settlement, integration and language programs to support refugees and other migrants to participate fully in our nation's political, economic and social life. In addition, these programs supported eligible participants to identify with and integrate into Australian society, become self-reliant and pursue opportunities. These activities continue to drive Australia's prosperity and will support economic recovery over the years to come.

Coordination and engagement

Throughout 2020–21, the Department's Regional Directors and Community Liaison Officers increased engagements with community leaders to address issues relating to COVID-19 and to provide information and support to communities. In addition, the Department's COVID in-language website provided information to culturally and linguistically diverse communities in 63 languages.

The Department also supported the Prime Minister, Portfolio Ministers and others to host national roundtables with leaders from Australia's diverse communities. These fora provided a platform for community to voice their concerns in relation to COVID-19, and for Government to provide key messages of support for these communities.

To further support social unity and to enhance settlement and integration outcomes in 2020–21, the Commonwealth Coordinator-General for Migrant Services continued to lead work to improve employment, English language acquisition and community integration for refugees, humanitarian entrants and other migrants with specific assistance needs. Reforms to the Adult Migrant English Program in April 2021 have allowed more migrants to access government-funded English tuition for longer and until they reach a higher level of proficiency. Since the reforms commenced, approximately 9000 migrants have enrolled, with large numbers of former students also re-engaging with the program.

The Department continued to engage extensively with the United States on a common interest priorities to counter domestic violent extremism and radicalisation. To support these activities domestically the Department conducted three-day violent extremist risk assessment training for state and territory agencies to further safeguard Australia's social unity.

Legislative and regulatory change

In 2020–21, the Department continued to deliver policy and legislative reforms that enable the effective delivery of multicultural and citizenship programs and enhance our social cohesion.

On 15 November 2020, an updated Australian citizenship test which puts Australian values at the heart of citizenship was introduced. The updated test ensures people who take up Australian citizenship understand and are committed to the values that unite all Australians. The Australian citizenship test resource booklet *Australian Citizenship: Our Common Bond* was also updated to include information on Australian values and has been translated into 40 community languages.

In addition, on 30 October 2020, the Australian Values Statement was updated to better reflect the values underpinning Australia's society and social cohesion. All permanent visa applicants, and most temporary visa applicants, must agree to the Australian Values Statement as part of their visa application. By signing the Statement, applicants confirm they understand and undertake to conduct themselves in accordance with Australian values. Citizenship applicants also sign a 'declaration' as part of their application, which mirrors the Australian Values Statement.

CASE STUDY

Funding for the International Counter-Terrorism Academy

The Department continues to demonstrate its contribution to ensuring Australia maintains its reputation as a serious global citizen in the international effort to counter extremism. On 28 May 2021, the Department and the Embassy of France in Australia co signed a Funding Arrangement formalising an AUD 4.2 million contribution over four financial years to the Franco Ivorian led International Counter Terrorism Academy (ICTA) in Cote D'Ivoire.

The ICTA aims to build a comprehensive and sustainable counter terrorism capability in sub-Saharan Africa that spans the regions military, police, judicial and customs communities to address the drivers of counter terrorism and radicalisation that result in regional instability and increase the flow of irregular migration.

The ICTA is designed around three distinct but complementary pillars, with the Department's contribution directed to Pillar 1 (an inter ministerial executive school for national officials in charge of counter terrorism) and Pillar 3 (a strategic research institute to support research work to study and better understand the threat of terrorism in Africa).

The Department's contribution demonstrates Australia's desire to work with like minded international partners to address shared transnational challenges, while also supporting the Government's objective of countering extremism and keeping Australians safe from groups that threaten the peace and cohesion of our society. The commitment was officially announced by the Minister for Home Affairs on 18 June 2021.

CASE STUDY

Harmony Week 2021 Citizenship Ceremony

In celebration of Harmony Week 2021, the Governor-General of the Commonwealth of Australia, His Excellency General the Honourable David Hurley AC DSC (Retd), presided over a citizenship ceremony in Armidale where nine new citizens were welcomed into the Australian community.

Students from Drummond Memorial Public School were at the centre of the ceremony through providing a choir and drumming performance, as well as student leaders sharing their heartfelt messages of welcome. Mr Bernie Shakeshaft, 2020 Australia's Local Hero and Founder of Backtrack, a program for disadvantaged youth, took on the role of guest speaker and other Backtrack representatives were integral to the ceremony.

Not only was the ceremony a celebration of citizenship, but it showcased the Harmony Week theme of 'everyone belongs' through its involvement of grass roots members of the community.

CASE STUDY

Local Hero Category in the Australian of the Year Awards

Through the National Australia Day Council (NADC), the Department continued its sponsorship of the Local Hero Category in the Australian of the Year Awards as a way of encouraging active citizenship in the community. Throughout 2020–21, the Department worked closely with Australia's Local Hero 2021, Ms Rosemary Kariuki, advocate for refugee and migrant women, to develop a range of opportunities to increase general awareness of Australian Citizenship while providing a platform to advocate for migrant women who are facing domestic violence, language barriers and financial distress.

In addition, through sponsorship arrangements with the NADC, the Department held its annual flagship citizenship ceremony on the shores of Lake Burley Griffin on Australia Day 2021. Presided over by the Prime Minister, with the Governor-General leading the Australian Citizenship Affirmation, this event reached a television audience of over 223,000. The ceremony serves as both a celebration and promotion of citizenship.

The Department also continued to support state and territory Local Heroes. In particular, a range of internal departmental communications centred around Ms Rebecca Prince-Ruiz, WA Local Hero and founder of Plastic Free July and Tim Miller, ACT Local Hero and founder of Lid4Kids were released. This included Ms Prince-Ruiz taking on the role of guest speaker at a Leadership in Action event for the Department which focused on her innovative leadership and dedication to establish and grow 'Plastic Free July'.

CASE STUDY

Identity Fraud

A permanent visa holder who was being assessed for citizenship was flagged for further review as result of age related identity concerns. In 2006, the client was refused a Global Special Humanitarian visa which was sponsored by their Australian citizen brother (previously an Illegal Maritime Arrival). Later in the same year, the client's brother included the client, their mother and three other siblings as dependents on his partner's Provisional Spouse visa application. Although some concerns were triggered on false dependency, age manipulation and identity fraud, the visas were granted and the family arrived in Australia in 2009 and were granted permanent residency in 2010. During 2020–21, document examination, biographical comparative analysis and open source research identified:

- non-disclosure of the client's marriage prior to migration and of several onshore and offshore siblings (biometric facial matching also confirmed several undeclared siblings located in departmental holdings).
- evidence of intentional misdirection related to the client's parents' status
- presentation of bogus identification documents
- family composition fraud across multiple visa programs onshore and offshore.

As a result of the Department's investigations, 436 individuals were identified within the family network, of which 161 have had interactions with the Department, 115 of which are currently residing in Australia and 49 have been identified as committing identity fraud. Within this cohort there are currently 19 clients with pending applications or sponsorships across multiple program lines including citizenship and permanent visa.

The Department developed three comprehensive family network reports and the associated onshore family network are being referred to relevant areas for further investigation and treatment. It is expected that disruption activities such as refusals and cancellations are likely to occur during 2021–22. Ongoing activities to develop the Identity Resolution Capability will support officers to confirm a person's identity earlier in the application process and will enhance the overall integrity of our immigration and citizenship programs.

Performance information

Table 12: Activity 2.2 – Performance information

ACTIVITY 2.2:

Support social cohesion and drive the effective delivery of citizenship and multicultural programs.

MEASURE 2.2.1:

Community engagement and effective citizenship and multicultural programs support and enhance social cohesion.

PERFORMANCE METRIC	RESULTS
<p>2.2.1.1: Social cohesion is promoted through the targeted delivery of an annual program of training to counter violent extremism, building awareness and capability in key stakeholders.</p> <p>Primary methodology (Quantitative): Assessment of the percentage of scheduled counter violent extremism training programs delivered.</p> <p>Supported by an analysis of the outcomes of training programs, supported by feedback from key stakeholders.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department delivered nine out of nine (100.0 per cent) planned violent extremism risk assessment (VERA-2R) training programs across Queensland, New South Wales, Victoria, the ACT and the Northern Territory. Training is conducted on an ‘as-needed’ basis in response to requests from the jurisdictions. Given the sensitive nature of the material covered, training is best undertaken face-to-face.</p> <p>These programs ensure that participants are appropriately trained in the VERA-2R tool which results in an increased user base of professionals, qualified to undertake violent extremism risk assessments on those who are:</p> <ul style="list-style-type: none"> • at-risk of radicalising to violent extremism • currently participating in the Living Safe Together Intervention Program • subject to HRTTO consideration. <p>In 2020–21, the Department surveyed 114 training participants, a summary of the survey indicated that all participants rated four or higher on the feedback scale, where five was referred to as ‘excellent’. This feedback continues to inform training content.</p>
<p>2.2.1.2: Number of pieces of illicit content identified and referred to digital industry platforms, and proportion removed.</p> <p>Primary methodology (Quantitative): Assessment of the number of items identified and the proportion referred to hosting platforms for removal.</p> <p>Supported by an analysis of the effectiveness and outcomes of the Department in identifying illicit content and referring to digital industry platforms for removal, including effectiveness in extinguishing online networks that propagate exploitation.</p>	<p>This metric was met.</p> <p>The Department’s activities to limit the spread of Terrorist and Violent Extremism Content (TVEC) online include referrals of identified extremist content to major platforms for consideration for removal and engagement with digital industry to encourage the proactive identification and removal of extremist, exploitative content.</p> <p>Identified content is referred if it meets one of three thresholds agreed by the Communications Against Violent Extremism (CAVE) Working Group on 7 April 2015, namely it:</p> <ul style="list-style-type: none"> • provides instructions to commit an offence associated with terrorism • is extremely graphic in nature • expressly promotes or advocates violence against individuals or organisations. <p>In 2020–21, the Department referred 2790 items, of which 1869 items (67.0 per cent) were removed. This is an increase from 2019–20 when 593 pieces of terrorist or violent extremist content were referred to digital industry platforms for removal, of which 435 (73.0 per cent) were removed. The Department’s referral of identified terrorist and extremist content online to major platforms for their consideration to remove, and the removal of such content by digital industry, contributes to limiting the amount and spread of terrorist and extremist, exploitative content online.</p>

PERFORMANCE METRIC	RESULTS
<p>2.2.1.3: Improved multicultural community engagement and integration.</p> <p>Primary methodology (Qualitative): Analysis of the outcomes of community engagement and integration, supported by specific case studies.</p> <p>Supported by an assessment of regional engagements through community engagement by Regional Directors and the community liaison officer network in comparison to previous reporting periods.</p>	<p>This metric was met.</p> <p>Throughout 2020–21, the Department continued its multicultural community engagement and integration activities. This work is a critical component of the Department's effort to strengthen social cohesion and integration and to deepen its engagement with all communities in Australia.</p> <p>Examples of the Department's key activities in 2020–21</p> <ul style="list-style-type: none"> • Undertook 9433 engagements with community stakeholders, a 42.0 per cent increase from the 6637 engagements in 2019–20 and a 510.0 per cent increase from the 1546 engagements undertaken in 2018–19. This reflects the Department's continued work to significantly step up community engagement particularly during the COVID-19 pandemic. • Provided translations of official information about COVID-19 directly to communities in up to 63 languages. • Organised and supported 26 roundtables for Ministers with community groups to discuss the impact of COVID-19 and the Government's response. <p>The Department deployed its community liaison officer network to support and inform communities affected by international events and COVID-19. This included active engagement with the Indian Australian community with regard to the impact of the severe outbreak of the pandemic in India and with the Lebanese Australian community following the explosion in Beirut. In addition, the Regional Directors and Community Liaison Officer (CLO) network hosted a series of community consultations on Australian Values to understand how different community groups across Australia relate to, and engage with Australian values – including whether there is a stronger or weaker grasp or understanding of certain values, and how community group engagement with Australian values can better inform national communications and strategic messaging.</p> <p>Case Study: Community Engagement</p> <ul style="list-style-type: none"> • Supported ministerial engagement with Australian Lebanese community leaders and contacted organisations representing the Lebanese Australian community to convey the Government's concerns following the explosion in Beirut and to convey community concerns to Government. The engagements enabled the Government to provide community members with regular flows of information and assist the community in its work to support Lebanon and the Lebanese people during this very difficult period. • Engaged with Chinese community organisations following the Chinese Government tweet of a doctored image of an ADF soldier on 30 November 2020. This engagement was conducted to convey to the Chinese community that the Australian Government was interested in hearing from them about community feedback and sentiment, and to ensure the Chinese community did not feel negatively targeted.

PERFORMANCE METRIC	RESULTS
<p>2.2.1.4: Improved citizenship applications processing.</p> <p>Primary methodology (Quantitative): Assessment of the Citizenship by conferral Program in comparison to previous reporting periods including: finalisations, proportion of applications lodged online, and complaints received relating to application processing</p> <p>Supported by an analysis of how the Department's system enhancements and processing changes improved citizenship application processing, supported by case studies</p>	<p>This metric was met.</p> <p>Performance improvements to citizenship application processing have been demonstrated through reduced processing times, fewer ageing cases, increased online lodgements and fewer complaints.</p> <p>The number of applications on hand awaiting decision in 2020–21 has increased only marginally in comparison to 2019–20 (1.2 per cent), despite the impacts of COVID restrictions and application rates having increased by 26.7 per cent.</p> <p>Citizenship by Conferral applications on hand</p> <p>As at 30 June 2021, there were 139,839 citizenship by conferral applications on-hand awaiting decision. This compares to 138,219 applications as at 30 June 2020, a 1.2 per cent increase. The average processing time from lodgement to decision for applications decided in June 2021 was 255 days, an improvement of 32.6 per cent from June 2020.'</p> <p>In 2020–21, 186,297 applications for citizenship by conferral were lodged. This represents a 26.7 per cent increase from the 147,001 lodged in 2019–20.</p> <p>In 2020–21, there were 183,215 applications finalised. This represents a 19.8 per cent decrease on the 228,323 applications finalised in 2019–2020.</p> <p>The majority of citizenship by conferral applicants are required to attend an in-person citizenship test appointment as part of the application process. As a result of restrictions on face-to-face client services the on hand caseload fluctuated throughout 2020–21 and reached as high as 163,874.</p> <p>Processing times</p> <p>At 30 June 2021, the average age of 'standard' and 'streamlined' citizenship by conferral applications on-hand was 193 days, compared with 218 days as at 30 June 2020, an 11.5 per cent decrease. The average processing time from lodgement to decision for applications decided in June 2021 was 255 days, an improvement of 32.6 per cent from June 2020.</p> <p>Throughout 2020–21, appointment availability was disrupted, to various extents in different locations, by changes to COVID-19 risks and restrictions, however the Department implemented COVID-safe service delivery arrangements at client service sites to overcome a number of these barriers. In addition, where practicable a number of service sites offered increased numbers of citizenship test appointments to help address the on- hand caseload and to reduce processing timeframes.</p> <p>Ageing cases</p> <p>At 30 June 2021, there were 14,670 applications for citizenship by conferral over two years old, compared to 15,791 at 30 June 2020, a 7.1 per cent decrease.</p> <p>The number of on-hand cases over two years old continues to be impacted by increased application lodgements over seven consecutive years, increased assessment time attributed to cases identified as 'high-risk' to support integrity and assurance activities, and factors outside of the Department's control including awaiting documents from foreign countries.</p> <p>Online lodgements</p> <p>In 2020–21, 84.5 per cent of applications (186, 297) for citizenship by conferral were lodged online, compared to 83.2 per cent in 2019–20, a 1.3 per cent increase.</p>

PERFORMANCE METRIC	RESULTS
	<p>The Citizenship Program has seen significant year-on-year increases in the e-lodgement rate as a result of systems improvements that have enabled e-lodgement across new cohorts.</p> <p>Complaints</p> <p>In 2020–21, the Department received 604 complaints from 264,932 available conferral applications on-hand within the period. This is a 58.8 per cent decrease from the 1466 complaints from 304,937 available conferral applications on-hand in 2019–20.</p> <p>Quality Assurance</p> <p>In 2020–21, assurance checks were undertaken on 3.5 per cent of all finalised citizenship by conferral applications (main applicant), above the 2 per cent target set in in accordance with Line 1 Assurance Reporting.</p> <p>The outcomes of Line 1 Assurance activities continued to help monitor the effectiveness of training, guidance material and processes within the Citizenship Program.</p> <p>Case Studies</p> <p><u>Process improvements through caseload allocation using Departmental systems</u></p> <p>During 2020–21, the Department implemented a range of measures to support processing improvements, including offering extended operating hours to increase the number of available citizenship test appointments, which was supported by additional client counters in the largest processing locations. The Department also supported client rescheduling through online engagement and digitised paper applications to provide for timely processing.</p> <p>To further enhance the Citizenship Program the Department continued to implement a National Processing Model to manage the movement of non-client facing work to available resources across the national delivery network. Applications that did not require an in-person citizenship test or interview were managed flexibly and processed by staff in any location regardless of lodgement method. The National Processing Model continues to drive national consistency in client experience regardless of their location.</p> <p><u>Changes to appointment offerings to better match levels of demand</u></p> <p>The Department has a longstanding service delivery partnership arrangement with Services Australia for the provision of citizenship testing services at Centrelink offices across Australia in regional areas.</p> <p>Analysis undertaken by the Department showed that citizenship applicants in regional areas had, on average, longer wait times for a citizenship test appointment than what was experienced by clients in metropolitan areas. Using this analysis, the Department worked collaboratively with Services Australia to increase appointment availability, including making appointments available at additional sites, to establish a more consistent client experience.</p> <p>The success of this inter-governmental approach led to improved client experience, which provides flexibility and better matches the level of demand for citizenship services.</p>

PERFORMANCE METRIC	RESULTS												
<p>2.2.1.5: Citizenship Program contributes to social cohesion.</p> <p>Primary Methodology (Qualitative): Analysis of how the Department performed in delivering the citizenship program, including delivering and enabling citizenship ceremonies, and the Local Hero Awards, and how these activities assisted in promoting Australian Values and contributed to social cohesion, supported by case studies.</p> <p>Supported by an assessment of the Citizenship by Conferral Program, including; number of applications lodged, number of citizenship acquisitions and citizenship test pass rates against a target of 95 per cent.</p>	<p>This metric was met.</p> <p>Citizenship lodgements²⁹</p> <table><tr><th></th><th>Main</th><th>Dependent</th><th>Total</th></tr><tr><td>2019–20</td><td>120,598</td><td>26,403</td><td>147,001</td></tr><tr><td>2020–21</td><td>152,115</td><td>34,182</td><td>186,297</td></tr></table> <p>The increasing number of lodgements by 26.7 per cent in 2020–21, despite the impacts of COVID-19, indicates strong community interest in transitioning from permanent resident to Australian citizen.</p> <p>Citizenship conferrals</p> <p>In 2020–21, 140,748 people were conferred Australian Citizenship, compared to 204,817 people conferred in 2019–20, a 31.2 per cent decrease.</p> <p>The majority of citizenship by conferral applicants are required to attend a ceremony to make the Pledge of Commitment as the final step to acquiring Australian citizenship. Due to the impacts of COVID-19 on in-person ceremonies, the number of approved applicants who were able to attend a ceremony decreased during 2020–21.</p> <p>The Department continued to support and encourage local government councils to host in-person citizenship ceremonies, where COVID-safe requirements were met. Councils also had the option of hosting ceremonies online. The limitations imposed by COVID-19 had a significant impact on the number of acquisitions via ceremonies in 2020–21.</p> <p>Pass rate of Citizenship test</p> <p>In 2020–21, 143,325 people sat the Australian citizenship test, compared to 126,811 people in 2019–20, a 13.0 per cent increase. In 2020–21, the pass rate was 96.2 per cent. This represents a 1.5 per cent decrease in the pass rate compared to 2019–20.</p> <p>An updated Australian Citizenship test came into effect on 15 November 2020. The updated test includes revised test questions, and a new section on Australian values. A citizenship client is required to answer all five of the values questions correctly, and obtain a mark of at least 75 per cent overall (15 out of 20), to pass the test.</p> <p>Test support material was updated in September 2020, including a new podcast and the <i>Australian Citizenship: Our Common Bond</i> test resource booklet in English and 40 other languages.</p> <p>Case Study: Local Hero Award</p> <p>Throughout 2020–21, the Department worked closely with Australia's Local Hero 2021, Ms Rosemary Kariuki, a Multicultural Community Liaison Officer with NSW Police, to develop a range of opportunities to increase general awareness of Australian Citizenship while providing a platform to advocate for migrant women who are facing domestic violence, language barriers and financial distress. Of note, Ms Kariuki featured in a video message for new citizens attending a Refugee Week citizenship ceremony. State and territory Local Heroes also continued to be supported by the Department.</p>		Main	Dependent	Total	2019–20	120,598	26,403	147,001	2020–21	152,115	34,182	186,297
	Main	Dependent	Total										
2019–20	120,598	26,403	147,001										
2020–21	152,115	34,182	186,297										

29. includes counts of children under 16 years of age who were included on a responsible parent's application form.

PERFORMANCE METRIC	RESULTS
<p>2.2.1.6: Establish a new capability to respond to malign information to safeguard and strengthen social cohesion.</p> <p>Primary methodology (Qualitative): Analysis of the effectiveness of strategic communications outputs issued, as determined through sentiment analysis, feedback from communities (including through community liaison officer engagement), social media engagement metrics, and other research.</p> <p>Supported by an assessment of strategic communication outputs issued, both online and offline.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department commenced a new strategic communication capability that supports Australia's social cohesion by providing ongoing and regular information and messaging about our inclusive national identity and values as a liberal democracy. Content is produced in English and the top four spoken languages other than English (Mandarin, Arabic, Cantonese, and Vietnamese).</p> <p>The Department's Australian Values platform was established in January 2021 to promote Australia's inclusive national identity based on shared Australian values, and to respond to malign information, to safeguard and strengthen Australia's social cohesion. The Department manages the Australian Values platform through an external service provider.</p> <p>The platform has attracted over 2 million views since establishment. The Department receives regular feedback from communities wanting to partner with the Department to contribute content for the platform about their communities' positive experiences of life in Australia. An example of such a partnership is the video on the platform that showcases the contribution of Sikh Gurdwara Perth to the wider community in Perth during COVID-19. The video was positively received by and shared within the Australian Sikh community, and with the wider Australian community.</p> <p>Examples of the Department's key activities in 2020–21</p> <ul style="list-style-type: none"> Operationalised the new Australian Values platform with an online presence through a website and across Facebook, Twitter, Instagram and YouTube. Issued 398 outputs, including 14 video profiles featuring Australians from diverse backgrounds, voicing what being Australian and embracing Australian values means to them. Partnered with community and sporting organisations – such as the Sikh Gurdwara Perth Inc, Port Adelaide Football Club and Surf Lifesaving Australia – to promote grass-root initiatives that contribute to Australia's social cohesion. Released a video featuring Jamie Pi—a community-level Australian Rules Football player— the video went live across all Australian Values channels as part of the Lunar New Year content series. In the video, Jamie spoke about the Australian values that matter most to him. Bespoke video content such as this aims to promote Australian values through featuring positive stories that highlight and celebrate the contributions to Australia of people from many different backgrounds.

PURPOSE 3: BORDER AND CUSTOMS OPERATIONS

Table 13: Purpose 2 – Performance framework

Activity	Performance Measures
ACTIVITY 3.1: Effective border management and revenue systems.	MEASURE 3.1.1: Effective trade and travel policy and regulation settings contribute to Australia's economic prosperity.
	MEASURE 3.1.2: Border revenue laws and processes increase revenue collection and reduce revenue evasion.
ACTIVITY 3.2: Effective border security and maritime surveillance.	MEASURE 3.2.1: Border security and contemporary maritime surveillance activities reduce the number of people and goods crossing Australian Borders that pose a risk.
	MEASURE 3.2.2: Enforcing the integrity of Australia's migration system and compliance with Australia's migration laws pre, at and post the border.

Purpose 3: At a glance 2020–21

Table 14: Purpose 3 – At a glance 2020–21³⁰

	2020–21	2019–20	2018–19	2017–18	2016–17	Related Metric
Border Management						
AL Program interdictions	28	361	387	205	174	3.2.1.1
Immigration clearances refused at air and seaports	211	2,274	4,191	4,584	4,132	3.2.1.1
Drug detections ³¹	58,916	40,980*	35,874	43,278	43,418	3.2.1.1
Drug detection by weight	23,131 kg	11,061 kg*	19,963 kg	14,082 kg	7868 kg	3.2.1.1
Firearm Detections	1,059	2,368*	2,269	2,007	1,712	3.2.1.1
Tonnes of tobacco detected at the border	1,248.4 tonnes	484.7 tonnes*	631.3 tonnes	439 tonnes	358.1 tonnes	3.2.1.1
International air and sea travellers processed (including crew)	2.4 million	35 million	47.4 million	46 million	43.7 million	3.1.1.1
SmartGate Clearance	0.4 million	20.3 million	27.5 million	26.0 million	24.2 million	3.1.1.1
Sea cargo consignments inspected	54,071	54,416	70,238	89,253	85,389	3.1.1.5
Ship arrivals and departures from Australian ports	33,601	37,079	37,631	37,615	36,654	
International mail items inspected	35.4 million	32.6 million	36.4 million	54.6 million	58.5 million	3.1.1.5
Detector dog supported inspections	1,605	1,382	1,784	2,550	1,974	3.1.1.5
Border Protection						
Marine unit patrol days ³²	2,485	2,298	2,195	2,668	2,628	3.2.1.2
Marine unit patrol days excluding ABFC's Ocean Shield and Thaiyak ³³	1,908	1,771	1,646	2,036	1,987	3.2.1.2

30. * indicates where figures from previous financial years have been updated in this table.

31. Includes illicit, prohibited and restricted drugs and precursors.

32. Includes all vessels.

33. Figure excludes ABFC's Ocean Shield and Thaiyak.

	2020–21	2019–20	2018–19	2017–18	2016–17	Related Metric
Compliance						
Location events of unlawful non-citizens ³⁴	17,963	19,149	14,271	14,809	15,911	3.2.2.3
Location events of illegal workers ³⁵	490	994	1,617	2,394	2,269	3.2.2.4
Illegal work warning notices issues to employers of illegal workers ³⁶	150	184	314	323	402	3.2.2.4
Detection³⁷						
Instances of reported major disturbances in immigration detention	22 (14.5 per 1000 detainees)	10 (7.1 per 1000 detainees)	13 (9.9 per 1000 detainees)	9 (6.9 per 1000 detainees)	17 (12 per 1000 detainees)	3.2.2.1
Instances of reported sexual assaults in immigration detention	34 (22.5 per 1000 detainees)	52 (36.8 per 1000 detainees)	46 (35.2 per 1000 detainees)	32 (24.4 per 1000 detainees)	32 (22.7 per 1000 detainees)	3.2.2.1
Escapes from immigration detention	4 (2.6 per 1000 detainees)	4 (2.8 per 1000 detainees)	4 (3.1 per 1000 detainees)	10 (7.6 per 1000 detainees)	6 (4.2 per 1000 detainees)	3.2.2.1
Deaths in immigration detention	4 (2.6 per 1000 detainees)	1 (0.7 per 1000 detainees)	5 (3.8 per 1000 detainees)	4 (3.1 per 1000 detainees)	1 (0.7 per 1000 detainees)	3.2.2.1
Instances of actual self-harm in immigration detention	195 (128.8 per 1000 detainees)	185 (130.8 per 1000 detainees)	161 (123.1 per 1000 detainees)	185 (141.1 per 1000 detainees)	289 (204.7 per 1000 detainees)	3.2.2.1
Serious public health risks in immigration detention	0 (0 per 1000 Detainees)	2 (1.4 per 1000 Detainees)	0 (0 per 1000 Detainees)	1 (0.8 per 1000 Detainees)	1 (0.7 per 1000 Detainees)	3.2.2.1

34. Some non-citizens may have been located more than once in any given programme year. Each location event is counted.

35. Due to retrospective data entries, systems corrections and improvements to methodologies data, figures may differ from those previously reported.

36. The figures include returns and removals of non-citizen's from the Australian mainland and regional processing centres, including IMAs, IMA crew, IFFs and border turnarounds.

37. Immigration detention includes people in immigration detention facilities and alternative places of detention.

ACTIVITY 3.1

Summary of performance

Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.

In 2020–21, there continued to be a significant reduction in traveller volumes through Australia's international borders across both the aviation and maritime environments as a result of COVID-19. These impacts contributed to an overall decrease of over 31.1 million in the facilitation of air travellers to and from Australia and a decrease of over 1.5 million sea travellers. The ABF's ability to sustain an appropriate balance between facilitating necessary travel and limiting movements across our international borders has been instrumental in minimising community transmissions of COVID-19.

Throughout 2020–21, the ABF continued to work across government and industry to facilitate the resumption of safe international travel consistent with Government direction, and commenced planning for an eventual return to pre-COVID-19 travel levels. To support this work, the Department continued its efforts to biometrically anchor identities across the border continuum and facilitate the consolidation of identity information. This investment in biometric capabilities will strengthen border security and assist in locating persons of concerns and further support legitimate travel.

While traveller numbers have decreased, there continued to be a significant rise in e-commerce which has resulted in an increase in the total number of air cargo consignments in 2020–21. The ABF continued to identify high-risk consignments with interventions increasing by 47.0 per cent in 2020–21 and the number of detections in air cargo increasing by 208 per cent through intelligence informed targeting. Consistent with the rise in air cargo consignments, there was also a 97.9 per cent increase in the number of sea cargo consignments when compared to 2019–20. In managing this significant increase, the ABF applied additional effort to physical examinations of high-risk cargo. The ABF also refined the sea cargo targeting model based on intelligence informed decision making. This has improved effectiveness of ABF interventions with increases in both detections and the container examination detection rates regarding sea cargo consignments, including an 85.3 per cent increase in the total number of detections of when compared to 2019–20.

The ABF was also able to minimise disruptions to the orderly functioning of Australia's trade systems, ensuring that vital imports made it to Australia when required, and that our export industries continue to support Australia's economy. In 2020–21, Australia's merchandise trade volume grew by 6.7 per cent. The ABF continued to focus on trade compliance to protect Australia's revenue, to reduce the likelihood of goods that pose a risk to the Australian community crossing the Australian border and to protect intellectual property and trade marks by ensuring non-compliance was continuously subject to a risk based compliance and enforcement activities. The ABF Trade Compliance Program identifies and collects revenue shortfalls, and addresses non-compliance with border regulation governing the movement of goods across the border.

At large, throughout 2020–21, the ABF also focused on delivering a suite of communications that enhanced industry compliance and encouraged voluntary self-regulation. As at 30 June 2021, the ABF had 402 active profiles (129 revenue, 273 regulated goods). Profiles enable the ABF to automate the detection of identified behaviours and indicators of concern to better risk manage potential threats within the trade environment and appropriately target entities attempting to circumvent Australian laws. Profiles are regularly created, removed or updated to reflect changes in the operating environment, import patterns and risk assessments

Ongoing COVID-19 response

In addition to maintaining the integrity and security of Australia's border through the Trade Compliance Program, the ABF continued to contribute to whole-of-government efforts in facilitating delivery of legitimate COVID-19 vaccines. During 2020–21, the ABF improved border clearance processes to enable proactive pre-border identification and expedited clearance of legitimate vaccines, and focused on collaborative and robust targeting parameters and referral mechanisms to disrupt counterfeit COVID-19 vaccine imports. The ABF commenced facilitating shipments of COVID-19 vaccines by Australian Government approved vaccine manufacturers for testing in December 2020 and commenced importing vaccines for public consumption in February 2021.

Under Operation HANGFIRE (Bravo), the ABF undertook a multi-faceted approach, partnering with law enforcement agencies on a variety of initiatives to expedite and clear COVID-19 vaccine consignments across the Australian border, thereby successfully facilitating the clearance of more than 5,525,650 legitimate vaccine doses since the beginning of the operation. The significant efforts of the ABF through Operation HANGFIRE (Bravo) ensured that all COVID-19 vaccine consignments imported into Australia were seamlessly facilitated through the Australian border, without compromising existing border controls, while contributing to the rollout of the Commonwealth vaccination program. To date, there have been no detections of counterfeit, fake or diverted COVID-19 vaccines at the Australian border. Despite no illicit vaccines being detected and minimal detections worldwide, the ABF continued to monitor air and sea cargo to detect illicit variations at the Australian border. This active effort seeks to identify and disrupt any criminal actor seeking to exploit vulnerabilities in the vaccine program through illegitimate importation.

The Department and the ABF also led coordination with like-minded partners to support the development of a biosecure border framework. This included establishing and chairing three Five Country Human Biosecurity Group (HBG5) meetings. These meetings brought together senior officials from health, biosecurity, migration and border agencies to develop global standards to support the safe resumption of international travel. The Department's advocacy on the need to develop international standards for biosecure travel, contributed to the G7 Leaders' Communique recognising the importance of this issue. The Communique asked G7 Transport and Health Ministers to ensure international travel restarted in a safe manner to minimise impacts on global communities.

In addition, in July 2020, the Department led Australia's representation to an ad-hoc Bali Process Policy Experts Gathering of the Task Force on Planning and Preparedness. This virtual meeting brought together representatives from Bali Process Members most affected by current irregular migration in the region, international agencies, the Bali Process Regional Support Office and relevant experts. The Gathering encouraged information sharing on irregular maritime arrivals impacted by COVID-19 related border management health measures.

CASE STUDY

Establishment of the ‘Safe Travel Bubble’

During 2020–21, in responding to the Government’s intent to establish a ‘Safe Travel Bubble’ with New Zealand, the ABF began consultation with New Zealand Customs Service and Immigration New Zealand to establish appropriate and mutually agreeable operational pre-conditions that would underpin the safe travel arrangements. These consultations were conducted in the spirit of cementing the existing close relationship between the two countries and was acknowledged as an important step in re-establishing economic and social ties. Both governments were focused on supporting the reconnection of families separated as a result of COVID-19.

As well as engaging with New Zealand authorities, the ABF worked closely with airport operators and airlines to ensure that the integrity of the bubble was maintained, from the point the traveller arrived at an airport, to their entrance into the community in either Australia or New Zealand. Paramount to these considerations were the safety of our officers and mitigating the possible transmission of COVID-19 into the Australian community.

As a direct result of these engagements, between the period 19 April 2021 to 30 June 2021, the ABF facilitated the arrival of approximately 180,000 travellers from New Zealand, and approximately 190,000 travellers from Australia to New Zealand. The ABF also worked closely with states and territories governments and with New Zealand authorities to ensure that where outbreaks occurred, assurance was provided that only eligible travellers were accessing arrangements and allowed to travel.

CASE STUDY

National Strategy to Prevent and Respond to Child Sexual Abuse

During 2020–21, in partnership with other Commonwealth agencies, the ABF contributed to initiatives to prevent, detect and disrupt child sexual abuse and prosecute perpetrators, through intercepting abusive material and offenders at the border. The ABF collaborated extensively across Government and participated in OPERATION GRIFFIN, a national coordination group acting as the primary source of advice to the Serious Organised Crime Coordination Committee, on all matters relating to child protection and continued to contribute to the National Victim Identification Database.

The ABF continues to take an intelligence-informed approach and work in collaboration with international partners to strengthen the supply chain against childlike sex dolls (CSDs) importations. This continued to be supported by advanced warning of imminent Child Abuse Material (CAM) at the border as well as through offshore disruption in cooperation with the ABF Counsellor network. During 2020–21, there was a decline in the detections of child abuse material (CAM), largely attributed to the reduction in air and sea travellers as a result of COVID-19 restrictions. However, detections of CSDs have remained steady in 2020–21, with air cargo continuing to represent the most significant importation stream for detections. On 12 August 2020, in an operation to disrupt the sales and purchase of CAM and CSDs, the ABF collected information during a warrant executed in Brisbane and was able to identify a vendor selling CAM and CSD that was operating on Alibaba.com. The ABF and the Department's Online Intelligence Unit worked closely with Alibaba.com to shut down the online storefront of the vendor, closing their major sales point.

CASE STUDY

Supporting the return to earth of the ‘Hayabusa II’ spacecraft

On 6 December 2020, the Japanese ‘Hayabusa II’ spacecraft completed its 5.3 billion kilometre journey to the Ryugu asteroid by successfully launching a capsule that landed back on earth in the Woomera Prohibited Area in South Australia. The space craft had been in orbit for approximately 2000 days and was carrying a sample of material collected from the surface of the asteroid, which will support scientific research into the formation and nature of the universe.

Throughout 2020, the ABF worked closely with the Japanese Aerospace Exploration Agency (JAXA) and the Australian Space Agency (ASA) on customs formalities for the capsule and supporting technical equipment, and also clearance for JAXA staff and onsite support to clear the outbound charter flight.

The mission highlighted the diverse nature of the ABF’s activities and showcased cooperation and collaboration with a broad range of international agencies involved in a new frontier of space exploration. In addition to more traditional streams such as mail, sea and air cargo, the importation of the space capsule from the Ryugu asteroid marks the beginning of a new ‘cosmic’ clearance channel for the ABF. The unique circumstances of the capsule’s arrival raised intriguing questions on its status under customs law, including whether it was a ship or an aircraft, subject to duties and taxes or even considered an import at all.

Performance information

Table 15: Activity 3.1 – Performance information

<div>ACTIVITY 3.1:</div> <div>Effective border management and revenue systems.</div>	
<div>MEASURE 3.1.1:</div> <div>Effective trade and travel policy and regulation settings contribute to Australia’s economic prosperity.</div>	
PERFORMANCE METRIC	RESULTS
<p>3.1.1.1: Facilitation in trade, cargo and traveller streams is maintained or improved compared to previous reporting periods.</p> <p>Primary Methodology (Quantitative): Assessment of the average clearance times for travellers, air cargo and sea cargo, in comparison to previous reporting periods.</p> <p>Supported by an analysis of how the Department increased efficiency and streamlined travel processes, including assessment of overall time savings and the take up rate of automated systems</p>	<p>This metric was not met.</p> <p>During 2020–21, COVID-19 related impacts continued to affect trade, cargo and traveller streams, with the greatest impacts on traveller streams as a result of ongoing travel restrictions and health measures at the border. Mitigation strategies implemented as a result of the current COVID-19 operating environment were maintained in 2020–21 and are expected to remain in place until traveller and cargo movements begin returning to pre-COVID levels.</p> <p>During 2020–21, COVID-19 impeded the Australian Border Force’s (ABF) ability to optimally use automation and deliver streamlined facilitation processes across trade, cargo and traveller streams. The greatest impacts were experienced in the traveller domain as a result of ongoing travel restrictions that necessitated manual processing and health and hygiene measures at the border. Health measures included green and red zones, social distancing, and increased workforce to passenger ratios.</p> <p>As an example, SmartGates were used for 46.7 per cent of travellers prior to December 2020 (when one-way travel from New Zealand commenced) and 23.2 per cent until June 2021 (when two way safe travel zone was implemented).³⁸ This compares to previous years where 52.2 per cent of travellers used automatic border clearance processes in 2018–19 and then 51.9 per cent in 2019–20.</p> <p>The rollout of the Baggage and Person Search (BPS) system in mid-2021 has contributed to significant improvements in processing and clearance times for the ABF and international travellers. Through future enhancements, it will continue to facilitate streamlined processes and reduce data entry and processing times. The rollout of the system has also seen improved data quality and system stability.</p> <p>Additional steps have required increased marshalling from controlled areas of the international airports and controlled handover of travellers to state and territory agencies. The Department and the ABF rolled out the Australian Travel Declaration (ATD) so state and territory agencies can obtain traveller and flight information as much as possible in advance of travellers arriving. As an interim solution, ATD is not linked with the ABF or airline systems so additional manual assurance by airlines and the ABF has slowed the experience for travellers. ATD does however allow the states and territories to plan quarantine and use the information for contact tracing.</p>

38. SmartGates figures are subject to change as data may be updated within systems to reflect actual travel undertaken by passengers.

PERFORMANCE METRIC	RESULTS																				
	<p>The Department and the ABF continue to implement improvements to streamline processes. In late June 2021, ABF Nexus pilot at Sydney Mail Gateway Facility commenced as the very first stage of the EXAMS replacement work, with the first release focusing on examinations performed in the Mail domain. Based on the pilot, the ABF measured an end-to-end processing time reduction of 39.8 per cent. This saving was driven by the elimination of duplicate data entry and will allow processing work to be completed anywhere in the country, supporting the ABF to flexibly and responsively deploy resources.</p> <p>Travellers</p> <p>In 2020–21, the average clearance time for inbound travellers was 65.7 seconds, compared to 65.4 seconds for 2019–20, representing an increase of 0.3 seconds. This increase reflects the impact of additional processes required at the border by state and territory health authorities, such as social distancing requirements and health checks. While COVID-19 and associated international border restrictions caused a significant decline in the number of passengers, ABF activity and subsequently, processing times broadly, have increased.</p> <p>In 2020–21, the average clearance time for outbound travellers was 52.8 seconds, compared to 39.4 seconds for 2019–20. This represents a 13.4 second increase in the clearance time.</p> <p>The increase in processing times for outbound travel is directly related to two factors:</p> <ul style="list-style-type: none">• The outbound process for passengers presenting to SmartGates (used on an intermittent basis at Brisbane, Perth, and Adelaide and Sydney airports) has slowed. This is due to a decrease in the number of lanes available for security screening, resulting in sporadic passenger numbers attending outwards clearance.• The cycle is measured from the start of one passenger to the start of the following passenger. This is affected by a number of COVID-19 measures, including social distancing requirements, and the time taken to verify that Australian citizens hold a valid travel exemption. <p>Air and Sea Cargo</p> <table><tr><th></th><th colspan="2">Air Cargo Clearance</th><th colspan="2">Sea Cargo Clearance</th></tr><tr><th></th><th>within 24 hours</th><th>within 48 hours</th><th>within three days</th><th>within five days</th></tr><tr><td>2019–20</td><td>95.6%</td><td>97.7%</td><td>84.3%</td><td>89.6%</td></tr><tr><td>2020–21</td><td>93.4%</td><td>96.7%</td><td>92.4%</td><td>94.6%</td></tr></table> <p><u>Air Cargo</u></p> <p>The decrease in air cargo clearance times can be attributed to supply chain transformation that has occurred since the beginning of COVID-19. Total air cargo consignments have increased by approximately 25.6 per cent compared to 2019–20. Disruptions to flight schedules and availability has seen a 50.4 per cent increase in total air cargo consignments discharged in Sydney compared to the previous year. Sydney now accounts for 64.4 per cent of all air cargo consignment volume compared to 53.8 per cent in 2019–20.</p>		Air Cargo Clearance		Sea Cargo Clearance			within 24 hours	within 48 hours	within three days	within five days	2019–20	95.6%	97.7%	84.3%	89.6%	2020–21	93.4%	96.7%	92.4%	94.6%
	Air Cargo Clearance		Sea Cargo Clearance																		
	within 24 hours	within 48 hours	within three days	within five days																	
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PERFORMANCE METRIC	RESULTS
	<p>This significant change to trade volumes and discharge ports has likely impacted industry's ability to provide timely and accurate cargo reporting, documentation and under-bond movements, all of which impact ABF clearance timeframes. While additional staff were redeployed to the cargo environment from the aviation travellers stream during 2020–21, social distancing and other COVID-19 related health requirements at licensed depots and warehouses effectively slowed cargo clearance times of goods held for examination.</p> <p><u>Sea Cargo</u></p> <p>COVID-19 related supply chain transformation has resulted in improved clearance times for sea cargo. In 2020–21, sea cargo clearance time achieved an average 8.1 per cent improvement for clearance within three days and 5.0 per cent within five days when compared to 2019–20. Total sea cargo consignments have increased by approximately 97.9 per cent compared to 2019–20, while the volume of containers has increased by approximately 11.4 per cent compared to last year. The increase in consignment volumes can be attributed to a significant growth in smaller consignments which often contain low-risk, non-regulated goods that receive clearance prior to discharge at the border, contributing to the reduction of overall sea cargo clearance times.</p>
<p>3.1.1.2: Number of businesses accredited as Australian Trusted Traders (ATTs) increases compared to the previous year.</p> <p>Primary Methodology (Quantitative): Assessment of ATTs accredited during the reporting period, and the total number of accredited ATTs.</p> <p>Supported by an analysis of how an increasing number of secure and compliant businesses undertaking international trade contributes to Australia's economic prosperity, including reducing regulatory burden</p>	<p>This metric was met.</p> <p>Throughout 2020–21, the Department and the ABF continued to promote legitimate two-way trade through the ongoing implementation of the Australian Trusted Trader (ATT) program. This program contributes to the economic growth of Australia by integrating with the world economy through trade and global value chains, providing simplified and more cost-effective trade arrangements to participating businesses.</p> <p>The number of businesses accredited as Trusted Traders has grown, albeit at a slower growth rate due to COVID-19 restrictions. In 2020–21, 76 new entities were accredited as Trusted Traders, a decrease from 340 accredited in 2019–20.</p> <p>As at 30 June 2021, there were 828 accredited Trusted Traders, compared to 765 at 30 June 2020. Of these, 13 Trusted Traders have had accreditation cancelled, with 11 due to removal from the program and two at the request of the entity as they were no longer trading.</p> <ul style="list-style-type: none"> • The 828³⁹ accredited Trusted Traders represent 10.5 per cent of volume and 19.3 per cent by value of Australia's two-way trade, consistent with the 10.7 per cent of volume and 18.42 per cent by value represented by trusted traders in 2019–20. <p>ATT Validations could not be undertaken for the majority of the year due to restrictions in place to mitigate the impact of COVID-19. However, from March 2021 the ABF was able to accredit a number of entities. If COVID-19 restrictions continue to ease it is likely that the ATT program will reach the target of 1000 accredited Trusted Traders by mid-2022 consistent with the Government's Commitment.</p> <p>The ATT program is actively managing 316 entities who have submitted applications and are undergoing the validation process. A physical on-site validation is a requirement under the World Customs Organization (WCO) Framework of Standards to Secure and Facilitate Global Trade (SAFE Framework) and to meet our obligations to our Mutual Recognition Agreement (MRA) partners.</p>

39. This figure includes 10 Trusted Trader accreditations that were cancelled and three (3) that withdrew from the program throughout 2020–21.

PERFORMANCE METRIC	RESULTS
<p>3.1.1.3: 100 per cent of accredited ATTs that are subject to quality assurance processes either pass or are subject to a compliance activity.</p> <p>Primary Methodology (Quantitative): Assessment of accredited ATTs who were subject to quality assurance processes or a compliance activity, the proportion that pass or are subject to a compliance activity and the number of quality assurance processes or compliance activities completed in comparison to previous reporting periods.</p> <p>Supported by an analysis of quality assurance or compliance activities and the Department's capacity to take effective action in addressing non-compliance of accredited ATTs.</p>	<p>This metric was met.</p> <p>In 2020–21, 438 Trusted Traders (92.0 per cent) were subject to quality assurance processes, compared to 426 in 2019–20. Of these:</p> <ul style="list-style-type: none"> • 403 Trusted Traders (92.0 per cent) were identified as achieving quality objectives without need for corrective action, compared to 426 in 2019–20 • 24 Trusted Traders (5.0 per cent) were subjected to corrective action, compared to zero in 2019–20 • 11 entities (3.0 per cent) were removed from the program, compared to zero in 2019–20. A majority of these entities were removed because they failed to meet accreditation requirements. <p>The ATT program has a four-year revalidation cycle to ensure Trusted Traders maintain a satisfactory level of international supply security and trade compliance. The revalidation process is crucial to the integrity of the ATT program.</p> <p>Revalidations undertaken during 2020–21 involved Trusted Traders accredited in 2016–17 and included a site revalidation to meet the ABF's obligation to its Mutual Recognition Agreement partners. In 2020–21, 36 revalidations were due for Trusted Traders accredited in 2016–17, of these one entity withdrew from the program and 35 revalidations were commenced. Of the 35 revalidations commenced, 21 revalidations were completed and 14 partially completed as the onsite component could not be undertaken due to COVID-19 restrictions.</p> <p>Prior to accreditation as Trusted Traders, entities are subject to detailed quality assurance processes. Periodic risk-based compliance activity is scheduled for all Trusted Traders post-accreditation. Applicants that fail pre-accreditation or accreditation checks are not admitted in to the ATT program until they comprehensively address any identified issues and reapply.</p> <p>As the program has transitioned to a core business operation, the ATT compliance function has matured to encompass activities in partnership across the ABF. This approach provides a more consistent experience for Trusted Traders and improves assurance outcomes. Compliance activities for Trusted Traders tend to focus on education and supporting continuous improvement. Where appropriate, more punitive action may be initiated.</p> <p>During 2020–21, this included the use of the infringement notice scheme to issue penalties for noncompliance, formal warnings and formal education activity. Invalid use of exemption codes was the leading cause of compliance activity for service providers. Permit issues were the leading cause of compliance activity for importers and exporters, reflecting the complexity of these requirements.</p>

PERFORMANCE METRIC	RESULTS
<p>3.1.1.4: Advice provided to industry regarding tariff classification, valuation and rules of origin is provided within service standards.</p> <p>Primary Methodology (Quantitative): Assessment of number and proportion of occasions where advice to industry regarding tariff clarification, valuation and rules of origin is provided within service standards of thirty (30) days from provision of all documentation in 85 per cent of cases, in comparison to previous reporting periods.</p> <p>Supported by an analysis of how the Department performed in identifying serious non-regulatory compliance.</p>	<p>This metric was met.</p> <p>The Department and the ABF continued to promote Australia as a preferred trade option by contributing to a positive, seamless trade experience for legitimate traders. These activities reduce unnecessary burdens for our stakeholders and increase efficiency to support Australia's economic prosperity. The provision of binding advice regarding tariff clarification, valuation and rules of origin provides traders certainty for importations and supports traders to make their business decisions.</p> <p>Tariff classification advice</p> <p>In 2020–21, the Department received 1925 requests for tariff classification advice. This represents a decrease of 324 (14.4 per cent) from 2249 received in 2019–20 and a decrease of 175 (8.3 per cent) from the 2100 received in 2018–19.</p> <p>In addition to the assistance provided to external clients, the Department provided 32 tariff classification advices and two valuation advices to clients within the Department. The provision of expert advice via internal advice assists Departmental clients to identify instances of non-compliance with tariff classification, the use of tariff concessions, and the provision of accurate valuation information; and supports any enforcement measures that the Department subsequently takes.</p> <p>Of the 1970 rulings provided in 2020–21, 86.3 per cent (against a target of 85.0 per cent) of tariff classification advices were completed within 30 days of receiving all required information. The discrepancy between requests received and rulings provided is due to requests overlapping with the previous reporting period. Service standard performance for tariff classifications during 2020–21, remained consistent with 2019–20 where 86.4 per cent were provided within 30 days of receipt of required information.</p> <p>Requests for valuation and rules of origin advice</p> <p>In 2020–21, the Department received 212 requests for valuation and rules of origin advice. This represents a decrease of 55 (20.6 per cent) from 267 requests received in 2019–20 and a decrease of 199 (48.4 per cent) from the 411 requests received in 2018–19.</p> <p>This significant decrease can be attributed to applicants transitioning from non-Trusted Trader status to Trusted Trader status, allowing single origin advices for coverage and origin advices changing to cover multiple goods of the same classification under only one application. All 212 requests for valuation and rules of origin advice were processed, of which 91.0 per cent of were completed within service standards (advice provided within 30 days of receiving all required information). This represents a decrease from 92.5 per cent completed in 2019–20. Service standards for valuation and rules of origin advices vary for each individual Free Trade Agreement. The Department measures success against a baseline of advices being provided within 30 days of receiving all required information as this is the minimum service standard set within an active Free Trade Agreement. This includes instances where the individual service standard may be greater than 30 days.</p> <p>These results demonstrate ongoing interest for tariff classification, valuation and origin advices. These activities reduce processing time for the importation of goods contributing to Australia's economic prosperity by providing certainty at the time of importation. This allows Australian importers to make business decisions that allow for the full costs of importation, and to take early action to pursue industry support measures such as the tariff concession system. They also contribute to government assistance to Australian producers, by playing a part in tariff and trade protections for local manufacturers.</p>

PERFORMANCE METRIC	RESULTS																																								
3.1.1.5: Assessment of regulatory requirements to detect prohibited and restricted goods at the border and ensure the goods are not released into the community. Primary Methodology (Quantitative): Assessment of the number of prohibited and restricted goods recorded in the Goods Management System (GMS) that are detected at the border and not released into the community and the number of detections of prohibited goods and of those detections, the number that are held by the ABF.	<p>This metric was met.</p> <p>The ABF is responsible for detection of a range of prohibited and restricted goods that may be subject to import and export controls under Customs legislation, or other Commonwealth legislation applicable at the border. In general, if any prohibited goods are exported or imported without the relevant written permission or licence, those goods may be seized and the offender could face penalties or imprisonment, or both. The number of detections are influenced by factors outside of the ABF's control, however, the maintenance of strong regulatory settings and interdiction processes continue to improve detection outcomes.</p> <p>In 2020–21, the ABF made the following detections (as recorded in the Goods Management System)⁴⁰</p> <table><tr><th></th><th>Drug detections (major illicit, prohibited and restricted drugs)</th><th>Firearms and firearms related detections</th><th>Tobacco detections</th></tr><tr><td>Number of detections</td><td>58,916</td><td>1,059</td><td>214,336</td></tr><tr><td>Transferred externally to other agencies</td><td>23,041</td><td>37</td><td>88</td></tr><tr><td>Disposed items</td><td>22,700</td><td>380</td><td>211,109</td></tr><tr><td>Held items (in store)</td><td>8,979</td><td>208</td><td>8,803</td></tr></table> <table><tr><th></th><th>Weapons and Dangerous Goods</th><th>Wildlife</th><th>Other goods</th></tr><tr><td>Number of detections</td><td>20,025</td><td>134</td><td>13,024</td></tr><tr><td>Transferred externally to other agencies</td><td>0</td><td>9</td><td>289</td></tr><tr><td>Disposed items</td><td>20,198</td><td>165</td><td>12,318</td></tr><tr><td>Held items (in store)</td><td>2,975</td><td>101</td><td>4,157</td></tr></table> <p><u>Drug detections</u></p> <p>The majority of drugs detected were in New South Wales, followed by Victoria/Tasmania, Western Australia, Queensland, South Australia, Northern Territory and the Australian Capital Territory.</p>		Drug detections (major illicit, prohibited and restricted drugs)	Firearms and firearms related detections	Tobacco detections	Number of detections	58,916	1,059	214,336	Transferred externally to other agencies	23,041	37	88	Disposed items	22,700	380	211,109	Held items (in store)	8,979	208	8,803		Weapons and Dangerous Goods	Wildlife	Other goods	Number of detections	20,025	134	13,024	Transferred externally to other agencies	0	9	289	Disposed items	20,198	165	12,318	Held items (in store)	2,975	101	4,157
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40. Goods that are reported as transferred, destroyed or still held this reporting period may have been detected in a previous reporting period.

PERFORMANCE METRIC	RESULTS
	<p><u>Firearms and firearms related detections</u></p> <p>The majority of detections related to hand guns in the international mail stream. The main port of entry for these detections was Sydney, followed by Perth and Melbourne.</p> <p><u>Tobacco detections</u></p> <p>The majority of detections related to tobacco were in the form of cigarettes in the international mail stream. The main port of entry for these detections was Sydney, followed by Melbourne and Brisbane.</p> <p><u>Weapons and Dangerous Goods</u></p> <p>The majority of detections related to automatic knives in the international mail stream. The main port of entry for these detections was Sydney, followed by Melbourne and Perth.</p> <p><u>Wildlife</u></p> <p>The majority of detections relating to wildlife were leather products in the air cargo stream. The main ports of entry for these detections was Sydney followed by Melbourne and Perth.</p> <p><u>Other goods</u></p> <p>Other prohibited goods include those impacted by intellectual property rights and trademark infringements, cultural heritage goods and objectionable material. Of those detected in 2020–21, ice pipes were the most common items being detected in this category through the international mail stream in Sydney and Melbourne, and through the air cargo stream in Perth.</p>
<p>3.1.1.6: Demonstrate progress against relevant action items within the <i>National Action Plan to Combat Modern Slavery 2020–25</i>.</p> <p>Primary Methodology (Qualitative): Analysis of how the Department and the ABF have performed implementing relevant action items in the <i>National Action Plan to Combat Modern Slavery 2020–25</i>, supported by feedback from key stakeholders.</p> <p>Supported by an assessment of progress implementing action items in the <i>National Action Plan to Combat Modern Slavery Strategy 2020–25</i>, which the Department and ABF have, lead responsibility.</p>	<p>This metric was met.</p> <p>Following its launch in December 2020, the ABF continues to drive whole-of-government implementation of <i>Australia's National Action Plan to Combat Modern Slavery 2020–25</i> (National Action Plan), with 38 of the 46 action items in progress. The ABF engages closely with Commonwealth Government and civil society stakeholders on priorities and approach, including through chairing the following in 2020–21:</p> <ul style="list-style-type: none"> • six meetings of the Interdepartmental Committee on Human Trafficking and Slavery (IDC) (Action Item 32) • nine meetings of the IDC's Operational Working Group (rotational chair) • six meetings of the Government's Modern Slavery Expert Advisory Group (Action Item 35) • two meetings of National Roundtable on Human Trafficking and Slavery. <p>Progress in delivering action items is supported by feedback from key Government and non-government stakeholders on a continual basis as necessary and relevant to each action item being progressed. Specifically the ABF convened:</p> <ul style="list-style-type: none"> • one meeting to seek feedback from thirteen civil society members of the National Roundtable on the implementation of the National Action Plan, including potential areas of collaboration. These non-government stakeholders welcomed Government updates of early progress against action items, identified particular areas of interest, and provided updates on civil society efforts.

PERFORMANCE METRIC	RESULTS
	<ul style="list-style-type: none"> • two meetings of the Interdepartmental Committee to discuss implementation of the National Action Plan. These Government stakeholders engaged with the ABF on key action items, including the development of the monitoring and evaluation framework to measure progress against the National Action Plan (see below), and agreed to the ABF's proposed meeting schedule and template to coordinate and document efforts across Government to implement the National Action Plan. • the sixth meeting of the Modern Slavery Expert Advisory Group, which provides strategic advice to Government on the implementation of the <i>Modern Slavery Act 2018</i> under the National Action Plan. <p>In addition, the ABF received \$10.6 million in the 2020–21 Federal Budget to support implementation of the National Action Plan. This included \$4.4 million in new administered funding to support efforts to combat modern slavery in Australia, and to drive new research.</p> <p>Examples of the ABF's activities in 2020–21</p> <ul style="list-style-type: none"> • Co-designed a monitoring and evaluation framework with the Australian Institute of Criminology (AIC) to enhance data collection and information sharing between Government and with business and civil society organisations). Extensive consultation (led by the AIC) was conducted with civil society, academics, government and business stakeholders, and the framework was finalised in June 2021. • Progressed development of a model for enhanced civil protection and remedies for individuals in or at risk of a forced marriage. The ABF formed and held inaugural meetings of a Government inter-agency working group to guide development of the forced marriage protection order (FMPO) model and to lead a national consultation process, and a civil society advisory group to advise Government on issues related to the development of the FMPO model. • Continued to drive effective implementation of the <i>Modern Slavery Act 2018</i> (the Act) including through efforts to support business and public sector understanding of modern slavery risks in global supply chains and compliance with the reporting requirements of the Act. In support of this, in 2020–21, the ABF: <ul style="list-style-type: none"> – continued providing support and responses to over 1400 requests through its Modern Slavery Act Email Help Desk – maintained and published over 1700 statements on the Online Register of Modern Slavery Statements – participated in over 150 webinars, workshops and other events with business, industry and civil society on the Act – convened the inaugural meeting of the Inter-Governmental Network on Modern Slavery to harmonise responses to modern slavery risks in public sector procurement with state and territory governments. <p>The ABF also continued to deliver capacity building and technical assistance in the Indo Pacific region to promote effective and coordinated responses to modern slavery. This included co-chairing two meetings of the Bali Process Working Group on Trafficking in Persons, and providing practical support through developing new regional resources and tools, and delivering bi-lateral assistance to partners in Indonesia and Vietnam. ABF's international engagements also facilitated ABF's continued promotion of human rights internationally.</p>

PERFORMANCE METRIC	RESULTS
<p>3.1.1.7: Deliver initial components of the Simplified Trade System.</p> <p>Primary methodology (Qualitative): Analysis of how the Department performed in implementing the Simplified Trade System supported by case studies and feedback from key stakeholders, including the Joint Ministerial Taskforce and Industry Advisory Council on Simplified Trade.</p> <p>Supported by an assessment of the number and percentage of initiatives within the Simplified Trade System delivered in line with project milestones.</p>	<p>This metric was met.</p> <p>In 2020–21, the ABF, in collaboration with key partner agencies, delivered the first phase of the Simplified Trade System (STS) agenda, which included the establishment of a whole-of-government STS Implementation Taskforce (STS Taskforce) in the Trade Portfolio.</p> <p>The STS Taskforce, announced in the 2021–22 Budget, will lead the STS reform agenda across Government and work with Australian businesses in order to simplify Australia's trade regulations, modernise ICT systems and strengthen Australia's economic resilience. The STS Taskforce has superseded the ABF-led Trade Single Window Taskforce.⁴¹</p> <p>While the STS was under ABF's remit, the ABF delivered and progressed a number of components.</p> <p>Examples of the ABF's activities in 2020–21</p> <ul style="list-style-type: none"> • Leading the whole-of-government strategic policy development and planning for the STS agenda, including the development of the STS Taskforce • Development and consultation with industry on a new Regulatory Sandbox within the customs legislation to enable small-scale, time limited trials with industry that will build the evidence base to inform longer-term and enduring regulatory reforms • Trials with industry to develop paperless trade capabilities, including a successful proof of concept trial in December 2020 with the Singapore Government to create verifiable Certificates of Origin utilising the Intergovernmental Ledger—a block chain-enabled digital verification platform • Extending periodic payments by Australian Trusted Traders to more charges that are usually payable on lodgement of an import declaration, which improves business cash flow. The legislation came into effect 1 July 2021. The Duty Deferral Plus benefit, as it will be known will be rolled out to eligible Trusted Traders in Quarter 1 2021–22 • Ongoing development of options for a new cargo intervention model for sea and air cargo to improve our efficiency and effectiveness at the border, as announced in the 2020–21 Budget.

MEASURE 3.1.2:

Border revenue laws and processes increase revenue collection and reduce revenue evasion.

<p>3.1.2.1: Total revenue collected from customs duty, Import Processing Charge and Passenger Movement Charge achieves Portfolio Additional Estimates Statements (PAES).</p> <p>Primary Methodology (Quantitative): Assessment of revenue collected from customs duty, Import Processing Charge and Passenger Movement Charge, in comparison to PAES and previous reporting periods.</p>	<p>This metric was partially met.⁴²</p> <p>In 2020–21, the Department collected a total of \$18.6 billion from Customs Duties, Import Processing Charge and Passenger Movement Charges. This revenue was \$2.2 billion lower than collections in 2019–20, and \$0.7 billion (or 3 per cent) lower than anticipated in the PAES target of \$19.3 billion.</p> <p>In 2020–21, the Department collected the following revenue:</p> <ul style="list-style-type: none"> • Customs Duty: \$18.1 billion collected in 2020–21 against a target of \$18.8 billion, a decrease of \$1.4 billion from 2019–20 results (\$19.5 billion). Collection in 2019–20 included a one-off additional revenue recognition of tobacco stock held in Excise Equivalent warehouses on 1 July 2019 as part of the Black Economy Package – combatting illicit tobacco Measure, approximately \$3.1 billion.
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41. Activities undertaken by the STS Taskforce under the Trade Portfolio, have not been reported on.

42. For consistency throughout the Department of Home Affairs 2020–21 Annual Report, quantitative data, including financial information has been provided as at one (1) decimal point.

PERFORMANCE METRIC	RESULTS
<p>Supported by an analysis of how the Department performed in achieving the forecasted revenue estimates, and factors affecting performance.</p>	<ul style="list-style-type: none"> • Import Processing Charge (IPC): \$439.2 million was collected in 2020–21 against a target of \$409.0 million, an increase of \$30.5 million from 2019–20 results (\$408.7 million). The number of import declarations exceeded pre-pandemic levels in 2020–21, signalling a strong return in consumer confidence and underscoring increasing demand from household consumption. • Passenger Movement Charge (PMC): \$38.8 million was collected in 2020–21 against a target of \$37.4 million, a decrease of \$824.1 million from 2019–20 results (\$862.9 million). Collections on PMC were impacted significantly by the ongoing border restrictions associated with COVID-19.
<p>3.1.2.2: Refunds and drawbacks achieve service standards.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of refunds and drawbacks that were delivered within service standards, which are 90 percent of claims finalised within 30 calendar days of receipt of all necessary information.</p>	<p>This metric was met.</p> <p>In 2020–21, the ABF delivered \$504.5 million in drawbacks, an increase of 20.3 per cent from \$419.4 million in drawbacks delivered in 2019–20. This increase is due to the continued effect of <i>Australian Customs Notice (ACN) 2018/35 – Amendments to the Customs Act 1901</i> Collecting tobacco duties at the border, which was introduced within a set of measures to combat the illicit tobacco trade as part of the 2018–19 Budget Black Economy Package. The package included a measure removing the option for importers to enter tobacco products into a licensed warehouse.</p> <p>Drawbacks has experienced an ongoing increased trend in tobacco claims since the implementation of this ACN. Previously the imported tobacco would have remained in a warehouse, with no duty paid, and then would have been exported from that warehouse as required, thereby precluding a need to claim a duty drawback on the exported product. The total figure reported for 2020–21 includes one tobacco drawback claim for \$28 million, which was paid in June 2021.</p> <p>2191 drawbacks claims were lodged in 2020–21. This is a decrease of 14.4 per cent from 2559 in 2019–20. This decrease is a result of clients consolidating claims to assist administrative processing. It is expected that COVID-19 has impacted the volume of drawback claims.</p> <p>92.0 per cent of claims met client service standards (processed within 30 days of receiving all required information). This was a decrease from 95.2 per cent in 2019–20. This slight decrease is linked to the large number, value and complexity of tobacco claims, which required assessment during 2020–21.</p> <p>The ABF processed 103,348 refunds in 2020–21, a 12.8 per cent decrease compared to 118,489 in 2019–20. The value of the paid refunds decreased from \$249.4 million in 2019–20 to \$224.8 million in 2020–21. Despite the business continuity challenges of COVID-19, 98.4 per cent of all refunds were paid within the client service standards, a slight decrease from 98.7 per cent in 2019–20 however well above the required 90.0 per cent. In addition to this, refunds were prioritised when claims for COVID-19 financial hardship were received, assisting industry and contributing to Australia's economic prosperity.</p>

PERFORMANCE METRIC	RESULTS
<p>3.1.2.3: Effective risk-based intervention activities deter and detect trade based crimes and prohibited goods across the border continuum.</p> <p>Primary Methodology (Quantitative): Assessment of detected revenue evasion compared to previous reporting periods and the number of pre and post border disruption actions undertaken by the Illicit Tobacco Task Force (ITTF), and the number of disruptions and amount of revenue detected.</p> <p>Supported by an analysis of trends in compliance with Australian border laws, and of ABF's performance in identifying and supporting the collection of evaded revenue.</p>	<p>This metric was met.</p> <p>In 2020–21, the Department and the ABF identified \$188.8 million of revenue evasion as a result of Investigation and Compliance activities. This was an increase of 35.7 per cent from \$139.1 million in 2019–20, and an increase of 46.2 per cent from \$129.1 million in 2018–19. Activities included post transaction verifications, pre-clearance interventions, voluntary disclosures, refused refund and the general monitoring program.</p> <p>Factors contributing to these results in 2020–21 included:</p> <ul style="list-style-type: none"> • Voluntary Disclosure (VD) cases totalling \$95.9 million in duty, Goods and Services Tax (GST), WET (Wine Equalisation Tax) and LCT (Luxury Car Tax) • Post Transaction Verifications totalling \$69.3 million in duty, GST, WET and LCT • Pre Clearance Interventions totalling \$16.2 million in duty, GST, WET and LCT • Refused Refunds totalling almost \$7.0 million in duty, GST, WET and LCT <p>The ABF has increased the use of real-time assessments while the goods are still held at the border to treat instances of understated revenue for dumping and countervailing. Some dumping cases are still subject to post-transaction audit activity, particularly where a longer history of misreporting is identified and revenue is to be recovered over a longer period.</p> <p>The ABF also continues to identify revenue understated through the misuse of GST exemptions, particularly in relation to food products and precious metals. The commensurate increase in targeted compliance activities has resulted in substantial revenue detections during 2020–21.</p> <p>Voluntary Disclosure cases are unpredictable due to their voluntary nature and past results cannot be used to reliably predict future disclosures. The ABF has educated the public and industry as to their financial reporting responsibilities and this may have impacted the high revenue identified through VD in 2020–21.</p> <p>Illicit Tobacco Taskforce</p> <p><u>Post Border Disruptions</u></p> <p>In 2020–21, the Illicit Tobacco Taskforce (ITTF) detected 130 instances of revenue evasion (detections/seizures). These detections related to the protection of approximately \$312.2 million (ex. GST) in potential revenue evasion. In comparison, the ITTF detected 76 instances of revenue evasion (detections/seizures) in 2019–20 and 61 in 2018–19. These detections related to the protection of approximately \$189 million (ex. GST) in potential revenue evasion for 2019–20 and the protection of approximately \$195.8 million (ex. GST) in potential revenue evasion in 2018–19.</p> <p>The variations in each financial year's figures relating to instances of revenue evasion being detected can be attributed to a number of factors including:</p> <ul style="list-style-type: none"> • consumer demand for illicit tobacco • the size and amount of the commodity being detected (i.e. cigarette sticks or loose-leaf tobacco) • increase in the duty on tobacco over the past three years, with the latest increase being effected on 1 September 2020.

PERFORMANCE METRIC	RESULTS
	<p><u>Pre-Border Disruptions</u>⁴³</p> <p>Through 2020–21, the ITTF worked on joint operations involving numerous countries, including but not limited to the Philippines, Indonesia and New Zealand. The ITTF sent 175 Detection reports and products to at least 20 different countries or locations, an increase of 22.4 per cent compared to 2019–20, when the ITTF sent 143 reports to at least 17 recipient countries or locations. This increase demonstrates the ABF’s maturing relationships with partner agencies and effective performance in identifying and supporting the collection of evaded revenue. These reports and products are sent to ABF’s offshore-posted officers and/or offshore partner agency representatives such as Her Majesty’s Revenue and customs (HMRC), US Homeland Security Investigations (HSI) or Immigration and Customs Enforcement (ICE). Some offshore Posts cover more than one country in the region, such as China Post, which covers both China and South Korea.</p>

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43. The number of pre border disruptions is measured via the distribution of products to other countries.

ACTIVITY 3.2

Summary of performance

Effective border security and maritime surveillance.

Effective border management has been, and continues to be, one of Australia's strongest defences against the spread of COVID-19 into our community from high-risk countries. With limited exemptions to travel, the continuation of strong border measures has significantly reduced the volume of traveller streams across Australia's air and maritime borders. During 2020–21, the ABF's ongoing management of unprecedented border restrictions has been essential in maintaining low levels of COVID 19 in Australia, overall reducing the economic costs of the pandemic, and strengthening our recovery.

The establishment of Operation Baritone by the ABF has also supported state, territory and Commonwealth partner agencies in ensuring non-citizen compliance with Government regulations on mandatory quarantine, self-isolation and social distancing public health orders in order to minimise the spread of COVID-19. During 2020–21, as a result of this operation, there have been 25 field enforcement activities, 349 warnings issued, 15 notices of intention to consider visa cancellation and eight cancelled visas.

Throughout 2020–21, the ABF remained focused on targeting and preventing border-related criminality and detecting and deterring the unlawful movement of goods and people across the border. This included identifying and disrupting plans and networks at their source and investigating the channels being exploited. Despite the impact of COVID-19 in 2020–21, the ABF continued to deliver strong outcomes that contribute to the protection, security and management of our borders. For example, the ABF achieved significant improvements across both maritime patrol days and air surveillance hours while successfully negotiating to state and territory COVID-19 movement restrictions to ensure that our civil maritime security obligations could continue to be met.

The continued success of Operation Sovereign Borders (OSB) in 2020–21 has strengthened domestic and international partnerships in preventing and responding to maritime people smugglers targeting Australia. The ABF continued to focus its strong collaboration with domestic and international law enforcement partners in combating transnational crime to send a strong message that people smugglers and non-Australian citizens considering illegal travel to Australia by boat have zero chance of success. International movement controls associated with COVID-19 have also helped to further suppress maritime people smuggling. In 2020–21, OSB's engagements with key partners relied on the use of virtual and digital communication, which has continued to suppress Australia's maritime people smuggling threat.

To support Australia's pre-border intervention mission, the ABF operates a global network of officers overseas including the Airline Liaison Officers (ALOs). During 2020–21, the Airline Liaison (AL) Program continued to focus on maintaining partnerships with airlines, airport security groups, host governments and foreign liaison counterparts. These partnerships include the provision of training and education on Australia's border policies and requirements, to disrupt offshore threats, primarily through interdictions and offloads of illegitimate travellers. As a result of these engagements, during 2020–21, the AL program interdicted 28 travellers who attempted to travel with fraudulent documentation. The AL Program also facilitated the offloading of 71 travellers from flights to Australia as a result of ALO recommendations. In the majority of cases, the traveller posed a significant risk to the Australian community noting their criminal history.

In an ongoing effort to disrupt criminal activity at our physical border the ABF actioned 100 per cent of intelligence-informed national security alerts received, including those alerts from our partner agencies and maintained a strong presences in the detection of illicit and prohibited drugs, firearms and firearms parts, undeclared tobacco, and objectionable material in trade and traveller streams. Throughout 2020–21, the total number of detection across all streams increased by approximately 36.0 per cent.

To protect the Australian community from threats once they have passed the Australian border, the ABF work with state and territory law enforcement agencies to further advance border security outcomes, specifically those related to migrants and non-citizens. For example, over the 2020–21 new year period, Queensland Police Service (QPS) identified an illegal backpackers' rave party on a private property at Imbil State Forest with over 2000 participants in attendance, and requested ABF assistance with visa status checks. QPS issued a French national an infringement notice for contravening a declared public health emergency direction and for their part in organising the illegal rave during a pandemic. The French national's working holiday visa was cancelled by the ABF and he was removed from Australia. A German national who was also involved in organising the illegal rave was charged by police in relation to drug offences. His visa was also cancelled and he was removed from Australia.

Ongoing COVID-19 response

In 2020–21, effective management of the Immigration Detention Network remained a priority for the ABF. The ABF coordinated with state and territory organisations, including health, law-enforcement agencies and other Commonwealth entities, to advance the safety, security and sustainability of the Immigration Detention Network. In particular, this collaboration resulted in the development of COVID-19 Outbreak Management Plans being implemented across immigration detention facilities and alternative places of detention. As at 30 June 2021, and as result of the effective ongoing implementation of the plans, no detainee has tested positive to COVID-19. The ABF continues to closely monitor the COVID-19 situation in all jurisdictions and associated public health advice to determine the impact on the Immigration Detention Network, including as it relates to scaling up and down the immigration visits program.

In the second half of 2020-21, quarantine free travel arrangements were introduced between Australia and New Zealand. The introduction of the ‘travel bubble’ between Australia and New Zealand was supported by dedicated ALO’s who provided relevant training and guidance to airlines. This included the placement of ALO’s in Auckland and Christchurch on short-term missions to support the established arrangements. With support from New Zealand border authorities, 29 travellers were identified and offloaded from flights due to not meeting quarantine free travel requirements.

CASE STUDY

Enhance border measures in the Torres Strait Protect Zone

During 2020–21, and as part of the whole-of-government response to COVID-19 to enhance border measures in the Torres Strait Protected Zone (TSPZ), the ABF has led efforts to protect Australia's northernmost region through Operation OVERARCH. Operation OVERARCH elements include ABF, Australian Defence Force (ADF) and Queensland Police Service maritime, land and air assets. These assets are used to conduct daily surveillance of maritime approaches to the Australian mainland, through the Torres Strait as well as the Timor Sea, Arafura Sea and Gulf of Carpentaria.

ABF has reinforced the aerial and on-water response in the Torres Strait, and is providing a permanent presence on most vulnerable Torres Strait Islands, to prevent, deter, detect and respond to PNG nationals arriving onto Australian territory from Treaty villages. The operational posture was increased in March 2021, in response to a rise in outbreaks of COVID-19 in PNG. Prior to the closure of the border with PNG, approximately 15,000 boat arrivals into the TSPZ occurred annually. This closure, supported by enhanced strategic communications and the strengthened operational posture, has resulted in only 146 PNG boat arrivals since March 2020. These arrivals includes 181 passengers seeking medical treatment and four instances involving five PNG nationals requiring ABF intervention after entering the Torres Strait for illegal, non-medical reasons.

Since the commencement of Operation OVERARCH until 30 June 2021, there had been no known cases of COVID-19 transmission in the Torres Strait.

CASE STUDY

Detector Dog COVID-19 Detection Training

The ABF remains at the forefront of technologies and capabilities being developed to ensure that it is well placed to enhance border control measures to protect the Australian community, slow the transmission of COVID-19 across our international borders and keep travellers and supply chains moving. Detector dogs play a significant role in protecting the Australian community from prohibited and restricted goods including narcotics, firearms, explosives, currency and tobacco. In 2020–21, the ABF established a project to determine the feasibility of training detector dogs to identify asymptomatic people with COVID-19.

In November 2020, the ABF formally partnered with the University of Adelaide to undertake controlled trials of fifteen dogs (thirteen provided by the ABF) to detect the COVID-19 virus through sweat samples. The Department of Agriculture, Water and the Environment and the South Australian Metropolitan Fire Service have also joined the University of Adelaide to support its research.

Positive results from controlled trials at the University of Adelaide and the National Detector Dog Program Facility in Melbourne indicated that detector dogs may be able to provide an accurate indication of whether a person is infectious. These trials led to an operational feasibility study (field trials) at Sydney International Airport in March 2021, with further testing continuing at Adelaide International Airport from June 2021. The ABF will continue to partner with key stakeholders to undertake further research during 2021–22, with results from the testing in June 2021 to be available in the second half of 2021.

CASE STUDY

Taskforce Sentry

The high frequency of import consignments of border controlled drugs⁴⁴ (BCDs) and border controlled plants⁴⁵ (BCPs), related goods and other illicit commodities through Aviation Goods (mail and air cargo) presents considerable risk of harm to the Australian community. In response, Taskforce Sentry (the Taskforce) was established in January 2021 for an initial period of 12 months. The Taskforce is a multi-agency initiative involving representatives from the Department, the ABF, the Australian Federal Police (AFP) and the Queensland Police Service (QPS).

The Taskforce has provided an opportunity to test and develop a more strategic approach to targeting importers of BCD and BCP that exploit vulnerabilities in the international mail and air cargo streams. The increased enforcement activities undertaken by the Taskforce will assist to further advance the Department's intelligence strengthened profiling and increased detections at the border.

The Taskforce's primary focus is to conduct investigations targeting criminal syndicates working in Queensland, using the high volume/frequency methodology to import BCD and BCPs. As at 30 June 2021, after five months of operation, the Taskforce has achieved significant success including accepting 197 referrals resulting in 162 investigations that led to the seizure of \$15,501,158 worth of drugs or weapons bound for Queensland and approximately \$2,602,112 cash (seized or restrained).

During 2020–21, as a result of tactical action of the Taskforce or through direct referral to regional investigators, there have been a total of 79 persons charged with a combined 384 offences. In addition, as a result of two AFP Operation Ironside referrals to the Taskforce, there were additional seizures of two firearms, approximately \$369,782 in cash, \$1,406,920 funds being restrained, along with other assets and luxury items, and drugs with a value of \$354,970.

44. As defined in s4 of the *Customs Act 1901* by reference to Part 9.1 (s301.4) of the *Criminal Code Act 1995 (Cth)*.

45. As defined in s4 of the *Customs Act 1901* by reference to Part 9.1 (s301.5) of the *Criminal Code Act 1995 (Cth)*.

Performance information

Table 16: Activity 3.2 – Performance information

ACTIVITY 3.2: Effective border security and maritime surveillance.																									
MEASURE 3.2.1: Border security and contemporary maritime surveillance activities reduce the number of people and goods crossing Australian Borders that pose a risk.																									
PERFORMANCE METRIC		RESULTS																							
3.2.1.1: Interventions are proportionate to the level of risk and contribute to enhanced border security. Primary Methodology (Quantitative): Assessment of: <ul style="list-style-type: none">Detections of illicit and prohibited drugs, firearms and firearms parts, undeclared tobacco, and objectionable material in trade and traveller streams.All high-risk traveller alerts actioned on behalf of partner agencies, against a target of 100 per cent.Number of interdictions and immigration refusals pre-border and at the border compared to previous reporting periods. Supported by an analysis of the outcomes of the Department's investigations including the number and proportion for which a prosecution is initiated, including those interventions referred to other law enforcement agencies for investigation or other enforcement action.		This metric was met. Detections in trade and travel streams A core function of the ABF is to target and prevent border-related criminality and to detect and deter unlawful movement of goods and people across the border. The ABF contributes to national security through these border protection and enforcement activities, including disrupting activities offshore. The ABF works with partner agencies and international entities to employ an intelligence-informed approach to manage threats. The ABF looks at the end-to-end movement of people and goods, and aims to disrupt activity pre-border as much as possible. The ABF works to identify the causes rather than managing the symptoms and where possible, trace where the issue originates, and deal with the supply. This includes identifying and disrupting plans and networks at their source and conducting assessments regarding the reason for the demand, the channels that are being exploited, and consideration of potential upstream and downstream for opportunities to affect a disruption. Leveraging international and domestic partnerships is critical, and serves to magnify the ABF's presence by providing a broader suite of outcomes than would ordinarily be available to Australia alone, including the Airline Liaison Officer Program. For example, between 1 July 2020 to 30 June 2021, 28 interdicted passengers attempted travel to Australia (with fraudulent documentations, or were imposters) and were prevented from arriving into Australia. The estimated cost to manage each traveller, including processing, detention and/or removal, had these travellers arrived in Australia (processing/detention/removal) was estimated to be in excess of \$675,000.																							
		<table><tr><th rowspan="2">Detections by type</th><th colspan="2">Total number of detections</th><th rowspan="2">% increase / decrease</th></tr><tr><th>2020–21</th><th>2019–20</th></tr><tr><td>Drugs⁴⁶</td><td>32,718</td><td>20,954</td><td>+56.2%</td></tr><tr><td>Firearms</td><td>1,059</td><td>2,368</td><td>-55.3%</td></tr><tr><td>Tobacco</td><td>214,336</td><td>157,555</td><td>+36.0%</td></tr><tr><td>Objectionable material</td><td>212</td><td>389</td><td>-45.5%</td></tr></table>	Detections by type	Total number of detections		% increase / decrease	2020–21	2019–20	Drugs ⁴⁶	32,718	20,954	+56.2%	Firearms	1,059	2,368	-55.3%	Tobacco	214,336	157,555	+36.0%	Objectionable material	212	389	-45.5%	
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Tobacco	214,336	157,555	+36.0%																						
Objectionable material	212	389	-45.5%																						

46. Major illicit drugs are Amphetamine-type Substances, Cannabis, Cocaine, Heroin, MDMA, New Psychoactive Substances and Precursors.

PERFORMANCE METRIC	RESULTS																
	<table><tr><th rowspan="2">Detections by type</th><th colspan="2">Total Weight of Detection (approximate)</th><th rowspan="2">% increase / decrease</th></tr><tr><th>2020–21</th><th>2019–20</th></tr><tr><td>Drugs</td><td>23,131 kg</td><td>11,061 kg</td><td>+109.1%</td></tr><tr><td>Tobacco</td><td>1,248.5 tonnes</td><td>484.65 tonnes.</td><td>+157.6 %</td></tr></table>			Detections by type	Total Weight of Detection (approximate)		% increase / decrease	2020–21	2019–20	Drugs	23,131 kg	11,061 kg	+109.1%	Tobacco	1,248.5 tonnes	484.65 tonnes.	+157.6 %
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<u>Drug detections</u>																	
Deployment of ABF staff from the aviation traveller stream to the cargo and mail streams assisted targeting efforts in 2020–21 by providing further capability to focus on the targeting and detection of illicit drugs and precursors. The disruption in passengers and cargo entering Australia due to COVID-19 travel restrictions has also seen an increase in larger detections in the cargo stream. Detections of cannabis accounted for the largest increase in detection counts for a commodity. Detections of precursors accounted for the largest increase in detection weight by commodity.																	
<u>Firearms detections</u>																	
The decrease in firearms detections can be attributed to the disruption in passengers and cargo entering Australia due to COVID-19 travel restrictions. In particular, the significant reductions in passenger volumes have resulted in a consequential reduction in the detection of undeclared firearms in passenger baggage.																	
<u>Tobacco detections</u>																	
The number and weight of tobacco detections have increased compared to 2019–20, despite lower air and sea passenger movements following COVID-19 border measures. This growth is attributed to increased efforts on targeting and intervention in the cargo and mail streams.																	
<u>Objectionable material detections</u> ⁴⁷																	
The decrease in detection of objectionable material has been driven by COVID-related reductions in passenger volumes and to a lesser extent reductions in international mail volumes, which have impacted the ABF's detections in both the trade and traveller streams. Despite the unprecedented disruptions, the ABF focused on targeting high-risk consignments across all Operational Priorities in 2020–21.																	
High-risk traveller alerts																	
In 2020–21, 100 per cent of the intelligence-informed national security alerts were received and actioned at the border, ⁴⁸ including alerts on behalf of partner agencies, consistent with results in 2019–20.																	
In 2020–21, 1041 high-risk traveller alerts were received and actioned on behalf of partner agencies. By comparison, 9954 alerts were received and actioned in 2019–20.																	
This significant decrease in volumes reflects the reduction in traveller numbers subject to alert, due to COVID-19 travel restrictions.																	
Airline Liaison Officer (ALO) interdictions and immigration refusals																	
Prior to the COVID-19 pandemic, the focus of the Airline Liaison (AL) Program was on detection and deterrence of fraudulently documented and non-genuine travellers.																	

47. This includes detections under *Regulation 4A of the Customs (Prohibited Imports) Regulations 1956* (imports) and only includes detections not released to importer.

48. 'Actioned at the border' means that an alert was triggered at the border and was recorded in the Alerts Management System as being a 'confirmed match' during that period.

PERFORMANCE METRIC	RESULTS															
	<p>In 2020–21, 28 persons were interdicted by the ALO in addition to 211 people being refused immigration clearance at the border (0.02 per cent of total traveller arrivals). By comparison, in 2019–20, there were 361 persons interdicted and 2274 people were refused immigration clearance (0.01 per cent of total traveller arrivals).</p> <p>The above data represents a continual increase in interdictions tempered by the closure of the international border in March 2020.</p> <p>Since the COVID-19 outbreak, the AL Program has adapted processes to the changing border measures. Focus activity has been to advise airlines on new entry requirements, such as the Australian Travel Declaration (ATD) and the introduction of polymerase chain reaction (PCR) testing as part of the check-in process. The network has also assisted the whole of government efforts to return vulnerable Australians home.</p> <p>ALOs continue work with airlines and stakeholders to offload travellers that do not meet identity and bona-fide requirements. Before COVID-19, the AL Program was supported by automated targeting systems, and profile analysis. Profiles, post COVID, are going be different, with a focus on health requirements, which will require a more manual and physical presence to identify trends and risks.</p> <p>In the three years prior to COVID-19, there was an upwards trend in ALO interdictions. This was a result of improved risk profiling, engagement and training activities offshore. Due to COVID-19, many ALOs were withdrawn from overseas ports. As at 30 June 2021, 10 ALOs were located in posts across Middle East, Asia and the Pacific (including New Zealand). These placements are focused on rebuilding relationships with airlines as they start to restore flights to Australia in the next program year. Plans to return ALOs to post are subject to continued Department of Foreign Affairs and Trade (DFAT) advice of local conditions in country and the restoration of international flights to Australia.</p> <p>Border Operations Centre (BOC) Interdictions</p> <table><tr><th>BOC activities</th><th>2020–21</th><th>2019–20</th></tr><tr><td>Passengers and crew arrived or departed Australia by air</td><td>Approx. 1.6 million</td><td>Approx. 32.6 million</td></tr><tr><td>BOC interdictions of improperly documented passengers attempting travel</td><td>0</td><td>343</td></tr><tr><td>Passengers denied uplift by BOC on inbound and outbound air travel</td><td>3,167</td><td>11,229</td></tr><tr><td>Government overrides by BOC to authorise inbound and outbound travel</td><td>250,885</td><td>84,753</td></tr></table> <p>In 2020–21, there was a significant increase in the proportion of uplifts denied by BOC as a proportion of the total number of passengers travelling inbound and outbound through air travel. Denied uplift of passengers is largely related to not meeting requirements for a travel exemption as travel to or from Australia remains strictly controlled to help prevent the spread of COVID-19. Denied uplift passengers also included nine passengers who were the subject of an alert and 12 travellers attempting travel on travel documents reported on the Interpol Stolen and Lost Travel Documents Database.</p>	BOC activities	2020–21	2019–20	Passengers and crew arrived or departed Australia by air	Approx. 1.6 million	Approx. 32.6 million	BOC interdictions of improperly documented passengers attempting travel	0	343	Passengers denied uplift by BOC on inbound and outbound air travel	3,167	11,229	Government overrides by BOC to authorise inbound and outbound travel	250,885	84,753
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PERFORMANCE METRIC	RESULTS												
	<p>Due to the change in Advance Passenger Processing (APP) rules in response to COVID-19, in 2020–21, there was a 196.0 per cent increase in BOC authorised Government overrides to authorise inbound and outbound travel.</p> <p>The ABF provides specialist investigation and enforcement capabilities to detect, disrupt and treat serious complex border crime systemic vulnerabilities to facilitate legitimate trade across Australia's border and migration systems. Investigation conducted by the Department also secures supply chains against ever-evolving security threats, such as revenue evasion and fraud, illicit drugs and organised crime.</p> <p>Investigators are also out-posted to other agencies including the Australian Centre to Counter Child Exploitation, the AFP or joint taskforces such as the Joint Organised Crime Taskforce, to work collaboratively on serious and organised crime priorities. Investigation teams aim to work collaboratively with internal and external stakeholders to leverage capability to deliver the most effective disruption effects, including cancellation of licenses and visas, prosecution and offshore disruption.</p> <p>Prosecutions</p> <table><tr><th>Prosecutions-related activity</th><th>2020–21</th><th>2019–20</th></tr><tr><td>Investigations commenced</td><td>440</td><td>580</td></tr><tr><td>Prosecutions initiated</td><td>35</td><td>51</td></tr><tr><td>Investigations referred to other law enforcement agencies</td><td>196</td><td>270</td></tr></table> <p>Prosecution figures may fluctuate due to a number of elements. In determining whether to prosecute, the ABF refers matters to the Commonwealth Director of Public Prosecutions (CDPP) in consideration of Prosecution Policy of the Commonwealth and the Legal Services Directions 2017. Regarding referrals to another law enforcement agency, the ABF considers the subject matter, which varies on a case-by-case basis.</p>	Prosecutions-related activity	2020–21	2019–20	Investigations commenced	440	580	Prosecutions initiated	35	51	Investigations referred to other law enforcement agencies	196	270
Prosecutions-related activity	2020–21	2019–20											
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Investigations referred to other law enforcement agencies	196	270											
<p>3.2.1.2: Maritime patrol days and aerial surveillance hours are maintained or increased compared to previous reporting periods.</p> <p>Primary Methodology (Quantitative): Assessment of maritime patrol days and aerial surveillance hours are maintained or increased, compared to previous reporting periods.</p> <p>Supported by an analysis of environmental influences that made possible or impeded the Department's ability to meet its target.</p>	<p>This metric was met.</p> <p>In 2020–21, the ABF achieved 2485 patrol days, an improvement of 8.1 per cent compared to 2019–20 (2,298 patrol days).</p> <p>The ABF has applied significant effort to ensure marine crew adhered to state and territory health advice, while still being able to deploy to patrol to minimise impacts to patrol days.</p> <p>The ABF increased its flying hours in 2020–21 to that completed in 2019–20. The combined flying hours completed in 2020–21 across both service providers resulted in the achievement of 93.1 per cent (16,009.8 hours) of the budgeted aerial surveillance hours of 17,200. This is comparable to 2019–20, where 93.6 per cent (15,212.9 hours) were completed of the maximum budgeted aerial surveillance hours of 16,250.</p> <p>The maritime patrol days and aerial surveillance hours directly contribute to national and maritime security outcomes delivered by the ABF. ABF apports available surveillance and response assets to conduct intelligence-informed and risk based operations to deter, identify and respond to civil maritime security threats in its area of responsibility.</p>												

PERFORMANCE METRIC	RESULTS
<p>3.2.1.3: 100 per cent of identified disruptive or noncompliant activities occurring in the Australian Maritime Domain were subject to a prioritised, risk-based law enforcement response.</p> <p>Primary Methodology (Quantitative): Assessment of the number of vessels interdicted, on water marine hazards (such as ghost nets or fish aggregating devices) retrieved, and boarding, education and disembarkation of foreign vessels conducted in the Australian Maritime Domain compared to previous reporting periods.</p> <p>Supported by an analysis of activities conducted by Maritime Border Command in order to combat and deter civil maritime security threats.</p>	<p>This metric was met.</p> <p>In 2020–21, 100 per cent of identified non-compliant vessels operating in the Australian Maritime Domain (AMD) were subject to a prioritised, risk-based law enforcement response, consistent with results for 2019–20 (100 per cent). Through 2020–21, the ABF's operational activities continued to support prevention, deterrence, detection and response effects to reduce illegal activity within the AMD to acceptable levels.</p> <p>In 2020–21, the ABF carried out the following risk-based law enforcement response activities</p> <ul style="list-style-type: none"> • 104 boarding and/or education activities with foreign fishing vessels adhering to COVID-19 protocol, compared to 92 in 2019–20 • Two vessel interdictions, resulting in approximately two tons of narcotics seized by the Australian Federal Police, compared to two vessel interdictions in 2019–20. • Nil apprehension of illegal foreign fishing fishers compared to four apprehensions in 2019–20. • 85 legislative forfeitures involving illegal foreign fishing vessels having equipment and catch confiscated or disposed of at sea. Additionally, 12 unseaworthy vessels were disposed of at sea. This compares to no legislative forfeitures in 2019–20. • 20 fish aggregating devices retrieved, 52 ghost nets were detected of which nine were retrieved. These when unregulated, may become navigational hazards and result in damage to Australia's maritime ecosystems. <p>The ABF's COVID-19 response impacted a number of essential activities undertaken by operational units. The ABF changed its approach to boarding activities to meet additional safety requirements, including development of a set of procedures and physical measures to ensure that maritime interdictions and deterrence capabilities continued. These proved successful and law enforcement efforts in the civil maritime space have also not been hampered. This has resulted in an increase in legislative forfeitures of gear and catch and a decrease in boarding activities and apprehensions of foreign fishing vessels.</p>
<p>3.2.1.4: Effective management of national security risks, including terrorist threats and counter proliferation.</p> <p>Primary Methodology (Qualitative): Analysis of activities in place to mitigate border risks, including support to whole-of-government activities to counter national security threats to Australia, supported by case studies.</p>	<p>This metric was met.⁴⁹</p> <p>In 2020–21, the ABF's border assessment and intervention activities effectively mitigated border risks and countered national security threats to Australia. The ABF's counter proliferation activities relate to the pre border assessment of military and dual-use goods to ensure goods subject to permit requirements have a valid permit in place prior to their export from Australia, and the export of unregulated goods will not contravene Australia's international obligations. The ABF's counter terrorism activities relate to the pre-border assessment of suspected Foreign Fighters, families and associates subject to interventions upon arrival or departure.</p>

49. Due to classification sensitivities, a number of data sets that support the Department's assessment against the primary and supporting methodology have not been included within the 2020–21 Annual Performance Statement. The results of these data sets have informed the overall outcomes and subsequent assessment of this metric.

PERFORMANCE METRIC	RESULTS
<p>Supported by an assessment of the number of counter proliferation dual use goods and Weapons of Mass Destruction assessed pre border that were subject to an ABF intervention. The number of Foreign Terrorist Fighters, families and associates that were subject to an ABF intervention.</p>	<p>ABF Counter Proliferation (CP)</p> <p>The proliferation of Weapons of Mass Destruction (WMD) is a significant threat to regional and global security. Australia takes a leading role in protecting communities worldwide by controlling the movement of regulated goods covered by international non-proliferation agreements and sanctions legislation. The ABF works closely with a range of Australian and international government agencies to administer a series of controls to ensure Australia upholds its international obligations through the responsible export of military and dual-use goods and technology.</p> <p>In 2020–21, 100 per cent of goods lodged for export were subject to a risk-based compliance assessment against export control legislation. The ABF's activities scrutinising exports ensures a valid export permit is in place for goods subject to permit requirements, permits are validated against the conditions of the permit and that goods exported from Australia will not contribute to a WMD program of concern or contravene sanctions legislation. This is consistent with the approach to risk based compliance checks in 2019–2020. During 2020–21, the ABF refined its intervention approach to focus its efforts on the highest risks to the border, while facilitating legitimate trade. The ABF is committed to continue to target high-risk persons, entities and consignments, as well as interdict and seize goods, and investigate persons and entities for proliferation and sanctions related offences.</p> <p>In 2020–21, the ABF conducted approximately 20 CP educational, capacity building, targeting and disruption interagency workgroups, including 10 CP awareness sessions to frontline ABF officers to enhance the ABF's capability when targeting the export of dual-use goods. Building and maintaining these relationships are a key component of Australia's CP strategy.</p> <p>Throughout 2020–21, there was heightened international tensions around the threat of WMD proliferation. The ABF ensured Australia's CP efforts were pursued in international forums. The ABF chaired the Enforcement Exchange section of the Australia Group, which coordinates national export control measures among 42 member countries and the European Union to contain the spread of WMD to countries of proliferation concern and non-state actors.</p> <p>ABF Counter Terrorism (CT)</p> <p>The ABF continues to prioritise contribution to whole-of-government efforts to detect, deter and disrupt potential terrorist acts and actors affecting the safety, cohesion and wellbeing of Australian society, including returning foreign terrorist fighters and violent extremists.</p> <p>In 2020–21, the ABF effectively managed national security risks by enforcing Australia's customs and immigration laws to prevent the passage of violent extremists and goods used to support terrorist activities across Australia's border.</p> <p>In 2020–21, 100 per cent of persons known to ABF that are of national security interest were subject to ABF intervention, including all suspected Foreign Terrorist Fighters, families and associates, consistent with 2019–20. However, in 2020–21 there was a 50.0 per cent decrease in the number of ABF interventions on persons of national security interest due to the COVID-19 related restrictions on international travel.</p> <p>The ABF continues to drive activities across the Home Affairs Portfolio to advance and protect Australia's interests focusing on preventing Australian citizens from travelling to conflict areas, detecting returning suspected Australian foreign fighters, preventing the movement of funds for terrorism and detecting extremist images and material that were divisive and offensive to the Australian community and its values.</p>

PERFORMANCE METRIC	RESULTS
	<p>Case Study</p> <p>In July 2020, the ABF referred information to a State Police Force based on findings of an ABF CT Project to identify non-citizens suspected of importing prohibited items. As a result of the referral, the Police Force served a Firearms Prohibition Order and a Weapons Prohibition Order on an individual who was arrested for possession of a prohibited weapon and two counts of falsifying or altering records. In March 2021, the person of interest pleaded guilty to four weapons offences and was sentenced to a 12-month community corrections order and fined \$300. Due to this conviction, the Department is assessing the individual's suitability to remain the holder of an Australian visa.</p>
<p>3.2.1.5: Operation Sovereign Borders (OSB) responds to IMAs consistent with government policies and legal obligations.</p> <p>Primary Methodology (Quantitative): Assessment of the total numbers of:</p> <ul style="list-style-type: none"> Identified maritime people smuggling ventures that were intercepted and detained under the <i>Maritime Powers Act 2013</i>. Maritime people smuggling ventures that reached Australia without intervention. People on-board maritime people smuggling ventures targeting Australia that were safely returned to their country of departure or their home country consistent with government policy and legal obligations. Strategic communications materials issued through contracted arrangements with communication service providers. Disruptions of maritime people smuggling ventures made by authorities in source and transit countries. <p>Supported by an analysis of the quantitative data, which demonstrates the effectiveness of OSB Joint Agency Taskforce key lines of effort, and identifies operational constraints and environmental influences that made possible / impeded the Department's ability to undertake effective law enforcement responses to IMAs.</p>	<p>This metric was met.</p> <p>In 2020–21, Australia's border protection policies under Operation Sovereign Borders (OSB) remain an effective deterrent to maritime people smuggling ventures. The threat of maritime people smuggling remains suppressed, but not defeated.</p> <p>In 2020–21, no vessels were intercepted and detained under the <i>Maritime Powers Act 2013</i> for maritime people smuggling, and no maritime people smuggling vessels reached Australia without intervention. This represents a decrease from the three vessels intercepted and detained in 2019–20, and two vessels in 2018–19.</p> <p>As there were zero maritime people smuggling ventures intercepted in 2020–21, there was no requirement for Australian authorities to return any potential illegal immigrants (PIIs) to their country of origin or departure, consistent with Australian Government border protection policies and Australia's international protection obligations.</p> <p>OSB contributing agencies continued to exchange intelligence and cooperate with regional partners throughout 2020–21 to further deter and disrupt maritime people smuggling activity in source and transit countries. Since the commencement of OSB, foreign law enforcement agencies have disrupted 84 maritime people smuggling ventures, and disrupted 2674 PIIs from attempting illegal travel to Australia.</p> <p>In 2020–21, regional partners disrupted one maritime people smuggling venture and nine PIIs known to be targeting Australia as a final destination. This brings the total number ventures disrupted by foreign law enforcement agencies to 84 since the commencement of OSB, and the total number of disrupted PIIs to 2674. This line of effort is crucial for the success of OSB. Disruptions in source and transit countries, coupled with effective strategic communication efforts, reduce the number of PII risking their lives on dangerous and illegal maritime journeys to Australia.</p> <p>OSB continued to deliver the Zero Chance messaging campaign in 2020–21 — a critical component of the multi-layered OSB deterrence campaign, launched in June 2019 to suppress people smuggling activities. In 2020–21, the campaign contributed to a significant reduction in the willingness of PIIs to consider risking an illegal maritime journey to Australia.</p> <p>The 'Zero Chance' branded online advertising generates thousands of views of deterrence messaging each month through YouTube, Facebook, Google, online gaming, mobile apps and popular websites. In 2020–21, the Zero Chance campaign (online elements) had 3.8 million additional persons reached in source and transit countries over the reporting period. This amounts a total audience reach of 40,626,580 up from a total reach of 36,825,333 reported in 2019–20.</p>

PERFORMANCE METRIC	RESULTS																					
MEASURE 3.2.2: Enforcing the integrity of Australia’s migration system and compliance with Australia’s migration laws pre, at and post the border.																						
3.2.2.1: Number of significant incidents in immigration detention ⁵⁰ facilities decreases compared to previous reporting period. Primary Methodology (Quantitative): Assessment of the number of significant incidents per 1000 detainees in immigration detention, including major disturbance, escape, self-harm or death, compared to previous reporting periods. Supported by an analysis of ABF’s efforts concerning safety and security in detention.	<p>This metric was met.</p> <p>COVID-19 continued to pose a challenge to management of the Immigration Detention Network (IDN) throughout 2020–21. In response to community transmission occurring spontaneously and erratically across Australia, the detainee visits program, detainee Programs and Activities (P&A) and facility room search operations, were reduced or suspended at various times during 2020–21. This occurred in line with advice provided by state and territory health departments and guidance contained in the <i>Communicable Diseases Network Australia (CDNA) National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Correctional and Detention Facilities in Australia</i>.</p> <p>The suspension of P&A removed incentive-based participation programs intended to promote positive engagement and behaviour by detainees, which may have impacted the number of incidents that occurred. Removal operations were limited throughout 2020–21 due to international travel restrictions temporarily prolonging the length of immigration detention for some detainees and creating discontent within the IDN.</p> <p>In 2020–21, the total number of critical incidents in immigration detention facilities (IDF) (including major disturbances and actual self-harm) was 259 (171.1 per 1000 detainees, based on the average number people in detention for 2020–21 as 1514), compared to 254 (179.6 per 1000 detainees) in 2019–20. This is an increase of 1.9 per cent for critical incidents but represents a lower incident rate per 1000 detainees.</p> <p>As at 30 June 2021, of the 1492 people in IDFs, 1250 (83.8 per cent) have a criminal history. This cohort has resulted in the creation of a criminal and prison-like culture characterised by increased attempts to smuggle contraband into facilities (including illicit drugs) via varying methods, standover tactics and associated assaults.</p> <p>In August 2020, the Government announced the re-activation of North West Point Immigration Detention Centre (NWPIDC) to alleviate the COVID-19 related immigration detention capacity pressures including the constrained ability to remove detainees from Australia.</p> <p>Reported significant incidents in immigration detention in 2020–21</p> <table><tr><th>Category</th><th>Total</th><th>Per 1000 detainees</th></tr><tr><td>Major disturbances</td><td>22</td><td>14.5</td></tr><tr><td>Sexual assault</td><td>34</td><td>22.5</td></tr><tr><td>Escapes</td><td>4</td><td>2.6</td></tr><tr><td>Deaths⁵¹</td><td>4</td><td>2.6</td></tr><tr><td>Actual self-harm</td><td>195</td><td>128.8</td></tr><tr><td>Serious public health risks</td><td>0</td><td>0</td></tr></table>	Category	Total	Per 1000 detainees	Major disturbances	22	14.5	Sexual assault	34	22.5	Escapes	4	2.6	Deaths ⁵¹	4	2.6	Actual self-harm	195	128.8	Serious public health risks	0	0
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50. Immigration detention includes people in immigration detention facilities and alternative places of detention.

51. Deaths in immigration detention are investigated by a state or territory coroner.

PERFORMANCE METRIC	RESULTS
	<p><u>Major disturbances</u></p> <p>During 2020–21, COVID-19 provided significant causal factors for major disturbances in terms of a stagnant immigration detention population due to the limited ability to remove detainees (including those voluntary to their removal), regional suspension of in-person visits in line with public health advice and community outbreaks of COVID-19, and restrictions on detainee P&A.</p> <p>To mitigate disturbance risk, the ABF actively implemented measures such as regular messaging to detainees on the COVID-19 situation and impact on removals, planning and the delivery of COVID-safe P&A for detainees, provision of phone cards during suspension of visits to facilitate detainee contact with family and friends, and the resumption of in-person visits when safe to do so in accordance with state/territory public health advice.</p> <p>The transfer of detainees from mainland centres to NWPIDC, including the Western Australian Government and Indian Ocean Territories requirement to complete 14-day mandatory quarantine in Perth, also provided a catalyst for disturbance activity by some detainees, including a major disturbance at NWPIDC in January 2021.</p> <p><u>Sexual assaults</u></p> <p>Sexual assaults in the IDN are classified as Category 3 – Critical incidents. All sexual assaults are recorded the same whether they are allegations or reasonable suspicion of sexual assault. This can include physical assaults, harassment, unwanted sexual advances, obscene remarks, indecent exposure, gestures, physical touching or passing comments.</p> <p>In 2020–21, all sexual assaults have been reported as Category 3 – Critical incidents. There were no recorded Category 2 – Major or Category 1 – Minor sexual assault incidents.</p> <p><u>Escapes</u></p> <p>Of the four escapes in 2020–21:</p> <ul style="list-style-type: none"> • One detainee escaped from an Alternative Place of Detention (APOD) in Brisbane and returned the same day. • One detainee escaped Villawood Immigration Detention Centre while attending an offsite medical appointment and was charged with Escape from detention, being lawful immigration detention contrary to s197A under <i>Migration Act 1958</i>. The detainee was returned to immigration detention. • One detainee escaped from an APOD in Melbourne. • One detainee escaped from Adelaide Immigration Transit Accommodation <p>Information regarding the remaining two detainees and their escapes have been shared with relevant state/territory police. The detainees have not been located at the time of reporting.</p>

PERFORMANCE METRIC	RESULTS																																																																			
<p>3.2.2.2: Average number of people in detention.</p> <p>Primary Methodology (Quantitative): Assessment of the number of people in immigration detention by detainee cohort, compared to previous reporting periods.</p> <p>Supported by an analysis of detainee trends within Australian detention facilities and the effects on the Department's resources.</p>	<p>This metric was met.</p> <p>In 2020–21, the average number of persons in held immigration detention was 1514. This represents an increase of 100 (7.1 per cent) when compared to the average of 1414 in 2019–20.</p> <p>Average end of month detainee population by facility</p> <table><tr><th rowspan="2">Average end of month detainee population by facility</th><th colspan="2">2020–21</th><th>2019–20</th></tr><tr><th>Population</th><th>Operating Capacity</th><th>Population</th></tr><tr><td>Adelaide ITA</td><td>24</td><td>25</td><td>26</td></tr><tr><td>Brisbane ITA</td><td>180</td><td>119</td><td>206</td></tr><tr><td>Melbourne ITA</td><td>290</td><td>263</td><td>317</td></tr><tr><td>North West Point IDC</td><td>187</td><td>462</td><td>621</td></tr><tr><td>Northern APOD</td><td>15</td><td>44</td><td>9</td></tr><tr><td>Perth IDC</td><td>25</td><td>34</td><td>26</td></tr><tr><td>Christmas Island APOD⁵²</td><td>4</td><td>667</td><td>3</td></tr><tr><td>Villawood IDC</td><td>484</td><td>480</td><td>469</td></tr><tr><td>Yongah Hill IDC</td><td>306</td><td>379</td><td>359</td></tr></table> <p>Average end of month detainee population in detention by reason</p> <table><tr><th>Average end of month detainee population by reason</th><th>2020–21</th><th>2019–20</th></tr><tr><td>Air-arrivals non-immigration cleared</td><td><15</td><td>38</td></tr><tr><td>Illegal maritime arrivals (IMAs)</td><td>442</td><td>485</td></tr><tr><td>Over stayers</td><td>161</td><td>146</td></tr><tr><td>S501(Character grounds) visa cancellation</td><td>745</td><td>621</td></tr><tr><td>Visa cancellation other</td><td>152</td><td>120</td></tr><tr><td>Illegal foreign fishers (IFF)</td><td>0</td><td><5</td></tr><tr><td>Seaport arrivals</td><td><5</td><td><5</td></tr></table> <p>COVID-19 has effectively reduced the operating capacity of all IDFs due to requirements to manage COVID-vulnerable detainees whilst also maintaining operational and medical quarantine capacity, including contingency capacity in the event of an outbreak. Throughout 2020–21, the Department and the ABF adhered to the requirements under the <i>Communicable Diseases Network Australia (CDNA) National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Correctional and Detention Facilities in Australia</i>.</p>	Average end of month detainee population by facility	2020–21		2019–20	Population	Operating Capacity	Population	Adelaide ITA	24	25	26	Brisbane ITA	180	119	206	Melbourne ITA	290	263	317	North West Point IDC	187	462	621	Northern APOD	15	44	9	Perth IDC	25	34	26	Christmas Island APOD ⁵²	4	667	3	Villawood IDC	484	480	469	Yongah Hill IDC	306	379	359	Average end of month detainee population by reason	2020–21	2019–20	Air-arrivals non-immigration cleared	<15	38	Illegal maritime arrivals (IMAs)	442	485	Over stayers	161	146	S501(Character grounds) visa cancellation	745	621	Visa cancellation other	152	120	Illegal foreign fishers (IFF)	0	<5	Seaport arrivals	<5	<5
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52. APODs may include hospitals, aged-care facilities, mental health inpatient facilities, as well as hotel and apartment style accommodation.

PERFORMANCE METRIC	RESULTS
	<p>The ABF's ability to facilitate removals of those held in immigration detention was impacted by flight restrictions, the availability of commercial aircraft operations and travel bans resulting from the Australian Government's response to COVID-19. This was and will continue to be a stressor on the immigration detention population, and will continue to affect the ABF's field operations, including efforts to re-balance the IDN population between IDFs. At the same time, inflows have remained steady, including prison releases, high community risk compliance detentions and transitory persons for medical treatment. Inflows exceeded outflows throughout 2020–21.</p>
<p>3.2.2.3: 100 per cent of identified visa and migration breaches are subject to a risk based enforcement activity.</p> <p>Primary Methodology (Quantitative): Assessment of the number and percentage of individuals identified as having breached their visa and/or migration conditions that are removed, detained, or managed in the community.</p> <p>Supported by an analysis of the Department's performance in identifying and responding to visa and migration breaches, and of the outcomes of the enforcement activities.</p>	<p>This metric was met.</p> <p>During 2020–21, there were 3897 identified <i>Migration Act 1958</i> breaches referred to ABF Field Operations that were assessed against the ABF Field Prioritisation Matrix and given a priority rating from Priority 1 to Priority 4. The risk-based assessment considers the risk to the community, the nature of the breach, Immigration Detention Centre capacity, client removability or eligibility for a Bridging visa, Field Operations resources and regional priorities. The risk rating applied to each referral determines the enforcement action taken. Low priority or Priority 4 rated referrals typically result in limited to no enforcement action and may be closed and/or recorded in departmental systems for future decision making.</p> <p>Of the 3897 matters referred to ABF Field Operations, there were 1535 Priority 1, 655 Priority 2, 286 Priority 3, and 1421 Priority 4 rated referrals. Overall, 77.0 per cent of referral cases were finalised by way of some form of enforcement action (36.0 per cent) or declined (41.0 per cent) due to insufficient resources, evidence or priority. At the end of 2020–21, there were 887 (23.0 per cent) referred matters that remained open or active and in the initial stages of assessment or enforcement that is consistent with the approach of the risk-based assessment and enforcement model. These cases will likely be closed during 2021–22.</p> <p>The ABF undertakes field operations based on threat and intelligence assessments to locate unlawful non-citizens (UNCs) as well as lawful non-citizens working in breach of visa conditions. Field Operations activity continued to focus on locating, detaining and removing high threat targets in 2020–21. The ABF's enforcement activities contribute to the law enforcement strategic outcomes including combatting organised crime and human trafficking.</p> <p>UNCs are located, detained and removed in accordance with rigorous prioritisation based on threat and harm to the Australian community, including:</p> <ul style="list-style-type: none"> • persons targeted in specific ABF operational activity • persons pursuant to cancellations under section 501 of the <i>Migration Act 1958</i> (character and serious criminalities) • persons who have completed custodial sentences and have no lawful requirement to remain in Australia. <p>The effective identification and removal of non-compliant UNCs contributes to the integrity of Australia's Migration Program, removal of high-risk individuals to the Australian community and upholds the ABF's enforcement of the <i>Migration Act 1958</i>.</p>

PERFORMANCE METRIC	RESULTS
	<p>Location events⁵³</p> <p>A location event is where a person has initiated contact with the Department or where a person has been located during a field operation or by the police.</p> <p>In 2020–21, there were 1835 non-voluntary location events, 17.8 per cent less than the 2231 non-voluntary location events during 2019–20. These location events are attributed to UNC's being located in a field operation or by the police. The decrease in location events in 2020–21 was due the impact of COVID-19 on the ability to conduct site visits as well as a focus on targeting higher threat targets.</p> <p>UNC's detained in Australia</p> <p>In 2020–21, 1570 UNC's were detained in Australia under section 189 of the <i>Migration Act 1958</i>. This is a decrease of 64.1 per cent compared to the 4374 UNC's detained in Australia under section 189 of the <i>Migration Act 1958</i> in 2019–20.</p> <p>If eligible, non-citizens may be granted a Bridging Visa E to regularise their status (ensure they remain in Australia lawfully) or UNC's may be detained for the purpose of removal from Australia. Individuals who may pose a high-risk to the community are prioritised through the Field Operations Priority Matrix.</p> <p>Removals from Immigration detention⁵⁴</p> <p>The Removals program contributes to the integrity of the Australian Migration Program by facilitating the removal of UNC's who have no entitlement to remain in Australia. This may include people who have:</p> <ul style="list-style-type: none"> • overstayed their visa • had their visa cancelled or refused • arrived in Australia without a visa • not made, or have withdrawn, any claims for Australia's protection • had their visa applications finally determined. <p>COVID-19 continued to pose significant challenges to traditional field compliance activities and to removal operations in 2020–21. However, both activities have continued throughout the pandemic.</p> <p>In 2020–21, there were 1034 removals from onshore immigration detention a 68.5 per cent decrease from 2019–20. By comparison, in 2019–20, there had been 3284 removals from onshore immigration detention.</p> <p>The number of UNC's removed from Australia by the ABF has decreased as a direct result of COVID-19. This is primarily due to border closures, a lack of commercial flights (thus relying on chartered flights), home countries not accepting the return of their nationals, and an inability to perform escorted removals of high-risk persons on commercial flights.</p>

53. Some non-citizens may have been located more than once in any given program year, as each location event is counted. Previous reporting on location events also included 'voluntary locations'. Voluntary locations are attributed by UNC's initiating contact with the Department to regularise their visa status, rather than being located in a field operation or by the police.

54. These data account for onshore removals and do not include departures of non-citizens from Offshore Processing Centres.

PERFORMANCE METRIC	RESULTS
<p>3.2.2.4: Effective risk based enforcement activities to deter and disrupt foreign worker exploitation.</p> <p>Primary Methodology (Quantitative): Assessment of the number of employer awareness activities, number of location events of illegal workers and the number of Illegal Worker Warning Notices and sanctions issued compared to previous reporting periods.</p> <p>Supported by an analysis of the effectiveness of employer awareness activities on the deterrence of foreign worker exploitation through education activities, sponsor monitoring and investigations, supported by case studies.</p>	<p>This metric was met.</p> <p>In 2020–21, the ABF continued to undertake effective risk based enforcement activities to deter and disrupt foreign worker exploitation.</p> <p>As at 30 June 2021, the number of employer awareness activities was 831, compared to 585 in 2019–20, representing a 42.1 per cent increase in 2020–21.</p> <p>Since the closure of Australia's borders in March 2020, the inflow of temporary visa holders with work rights in seasonal industries has dramatically reduced. This shortfall has impacted non-compliance rates with the issue of absconding, non-meritorious protection visa applications and foreign worker exploitation rising as unscrupulous labour hire intermediaries (LHIs) and illegal providers of immigration advice (IPIA) are targeting the small pool of available visa holders with work rights. This, coupled with national Operation RESONATE looking at visa holder compliance in the sex industry, has seen the ABF focus on increasing employer compliance activity in an effort to reduce foreign worker exploitation.</p> <p>As at 30 June 2021:</p> <ul style="list-style-type: none"> • The number of non-voluntary location events of illegal workers was 230, compared to 536 in 2019–20, representing a 57.0 per cent decrease in 2020–21. • The number of Illegal Worker Warning Notices and sanctions decreased by 18.5 per cent, with 150 issued, compared to 184 in 2019–20. • The number of Infringement Notices issued was 19, compared to eight in 2019–20, representing 137.5 per cent increase in 2020–21. <p>Case Study: Operation BATTENRUN</p> <p>On 3 December 2018, Operation BATTENRUN was established to respond to the scale and prevalence of illegal labour hire activities within cash driven industries. Its intent is to detect, deter and disrupt unscrupulous Labour Hire Intermediaries (LHIs) and complicit entities (persons of interest, businesses and employers).</p> <p>In 2020–21, the ABF conducted non-warrant activity at a take away shop in rural Queensland. During the activity, the ABF identified exploitation of foreign workers and indications of human trafficking, the latter of which was referred to the Australian Federal Police (AFP).</p> <p>As a result of the information identified by the ABF, the ABF, AFP and the Fair Work Ombudsmen (FWO) conducted subsequent joint activities in rural Queensland and a connected residential address in Victoria.</p> <p>A large number of documents and electronic items were seized for further examination by the AFP. Information gathered revealed the financial exploitation of foreign worker and migration systems, specifically the Protection visa program. FWO interviewed the foreign workers in relation to excessive work hours for under award rates in cash, in breach of the <i>Fair Work Act 2009</i>.</p>

PERFORMANCE METRIC	RESULTS
	<p>This joint collaboration between federal agencies demonstrates the strong relationships and enhances national coordination of efforts involving allegations of serious criminal migration fraud targeting foreign workers, including human trafficking, slavery and slave-like practices. This case has been referred to the AFP via current MoU referral protocols.</p> <p>As at 30 June 2021, under Operation BATTENRUN, the following outcomes have been achieved:</p> <ul style="list-style-type: none"> • 228 employer awareness activities (this includes Employer Awareness Campaigns (EACs) and employer education visits) • 368 location events • 99 Illegal Worker Warning Notices and sanctions issued • Eight Infringement Notices issued.

PART 3:

REPORT ON FINANCIAL PERFORMANCE

REPORT ON FINANCIAL PERFORMANCE

The Department of Home Affairs' (the Department) complete financial results for 2020–21 are available in the financial statements that form Part 4 of this Annual Report.

Departmental operating result

The 2020–21 financial statements report a \$322.9 million operating deficit compared with the \$424.5 million operating deficit in 2019–20. The Australian Government has not funded depreciation and amortisation expenses since 2010–11, and introduced new net cash reporting arrangements in 2019–20 to reflect lease accounting arrangements under AASB 16 Leases. In 2020–21, the Department incurred \$606.4 million in depreciation and amortisation expenses (including for right-of-use leased assets) and \$259.5 million in principal repayments for leased assets. After adjusting for these items, the 2020–21 operating result is a surplus of \$23.9 million. This surplus includes approximately \$18.0 million as a result of the changes in government bond rates on the valuation of employee leave provisions.

Administered program performance

The Department's 2020–21 administered expenses were \$2.60 billion, compared to \$2.58 billion in 2019–20. Lower expenses on the Refugee Humanitarian and Settlement program due to combined effect of border closures and COVID-19 restrictions were largely offset by increased Disaster Recovery payments.

Net assets

Overall, the Department's 2020–21 net asset position of \$1.2 billion (assets minus liabilities) is consistent with the net asset position of \$1.2 billion in 2019–20.

All outcomes—summary expense and capital expenditure 2020–21

Table 17: Summary expense and capital expenditure 2020–21

	Budget 2020–21 ⁵⁵ \$'000	Actual expenses 2020–21 \$'000
Administered		
Expenses funded through revenue appropriations		
Outcome 1: Protect Australia's sovereignty, security and safety through its national security, emergency management system, law enforcement, and managing its border, including managing the stay and departure of all non-citizens.	2,215,873	1,998,233
Outcome 2: Support a prosperous and inclusive society, and advance Australia's economic interests through the effective management of the visa, multicultural and citizenship programs and the provision of refugee and humanitarian assistance and settlement and migrant services.	442,597	421,204
Outcome 3: Advance Australia's economic interests through the facilitation of the trade of goods to and from Australia and the collection of border revenue.	-	-
Total administered expenses funded through revenue appropriations	2,658,470	2,419,437
Total administered capital expenditure	48,379	21,208
Departmental		
Expenses funded through revenue appropriations⁵⁶		
Outcome 1: Protect Australia's sovereignty, security and safety through its national security, emergency management system, law enforcement, and managing its border, including managing the stay and departure of all non-citizens.	1,935,763	1,881,658
Outcome 2: Support a prosperous and inclusive society, and advance Australia's economic interests through the effective management of the visa, multicultural and citizenship programs and the provision of refugee and humanitarian assistance and settlement and migrant services.	945,589	927,216
Outcome 3: Advance Australia's economic interests through the facilitation of the trade of goods to and from Australia and the collection of border revenue.	120,136	113,912
Total departmental expenses funded through revenue appropriations	3,001,488	2,922,786
Total departmental capital expenditure	349,356	246,884

55 Budget relates to the estimated actuals for 2020–21 which incorporates the measures provided in the *Portfolio Additional Estimates Statements (PAES) 2020–21*.

56 Departmental and administered appropriations combines ordinary annual services (*Appropriation Acts No.1 and No. 3*), special appropriations, special accounts, emergency appropriation (Coronavirus Economic Response Package) Act (No. 1) and retained revenue receipts under s74 of the *Public Governance, Performance and Accountability Act 2013 (PGPA Act)*. Expenses funded through revenue appropriations exclude depreciation and amortisation, writedown and impairment of assets, non-cash gifting of capital assets, concessional loan discount and resources received free of charge, offset by the lease payments.

PART 4:

FINANCIAL STATEMENTS

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INDEPENDENT AUDITOR'S REPORT



INDEPENDENT AUDITOR'S REPORT

To the Minister for Home Affairs

Opinion

In my opinion, the financial statements of the Department of Home Affairs (the Entity) for the year ended 30 June 2021:

- (a) comply with Australian Accounting Standards – Reduced Disclosure Requirements and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2021 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2021 and for the year then ended:

- Statement by the Secretary and Chief Finance Officer;
- Statement of comprehensive income;
- Statement of financial position;
- Statement of changes in equity;
- Cash flow statement;
- Administered schedule of comprehensive income;
- Administered schedule of assets and liabilities;
- Administered reconciliation schedule;
- Administered cash flow statement; and
- Notes to and forming part of the financial statements, comprising a summary of significant accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by me. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

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Key audit matter**Completeness and accuracy of customs duty**

Refer to Note 2.1A 'Taxation revenue' and Note 4.1B 'Taxation receivables'

The Entity recognises revenue for customs duty arising on imported goods. The calculation of duty payable is dependent upon information provided by importers. Due to the self-assessment nature of customs duty collections, the Entity has implemented a framework for monitoring importers' compliance with disclosure requirements. The compliance framework is risk based and driven by intelligence collected by the Entity.

I focused on this area given:

- the significant value of customs duty revenue;
- the importance that compliance risk management plays in the completeness and accuracy of customs duty revenue; and
- the complexity of the information technology (IT) environment used to manage customs duty.

For the year ended 30 June 2021, \$18.120 billion customs duty revenue and \$130 million customs duty receivables were recognised.

How the audit addressed the matter

To audit the completeness and accuracy of customs duty, I performed the following procedures:

- evaluated the design and operating effectiveness of the Entity's compliance risk management processes by benchmarking the Entity's compliance framework against the Organisation for Economic Cooperation and Development's principles of what constitutes an effective taxation compliance program;
- assessed the design and operating effectiveness of the Entity's risk identification, risk assessment, and risk prioritisation processes; and the risk treatment strategies and associated reporting relevant to evasion of customs duty and the integrity of the Entity's supply chain;
- evaluated key IT systems and tested relevant controls, system calculations and reconciliations to confirm the completeness and accuracy of customs duty collected; and
- assessed the accuracy of customs duty collected by evaluating the appropriateness of tariff rates to relevant legislation and exchange rates being applied and by testing a sample of transactions to supporting documentation.

Key audit matter**Completeness and accuracy of visa application charges**

Refer to Note 2.1A 'Taxation revenue' and Note 4.1B 'Taxation receivables'

The Entity recognises revenue for visa applications. I focused on this area given:

- the significant value of visa application charges;
- the decentralised approach to the collection of visa revenue which occurs in a number of locations domestically and internationally, using a number of payment mechanisms; and
- the complexity of the IT environment used to collect and process visa application charges.

For the year ended 30 June 2021, \$1.633 billion visa application charges revenue and \$7.2 million visa application charges receivables were recognised.

How the audit addressed the matter

To audit the completeness and accuracy of visa application charges and receivables, I performed the following procedures:

- assessed the design, implementation and operating effectiveness of controls over the revenue collection and reporting process, including the effectiveness of cash receipting and related reconciliation processes;
 - evaluated the design, implementation and operating effectiveness of key IT systems and controls relevant to the completeness and accuracy of visa revenue. This includes assessing whether visa revenue is accurately reflected in the financial management information system;
 - assessed the accuracy of visa pricing applied within business systems to published schedules; and
 - tested, on a sample basis, visa applications and receipts. This testing included agreeing receipts to valid application forms and testing that the receipt processed agreed to the approved schedule of pricing from the associated regulations.
-

Key audit matter**Accuracy of detention and regional processing centres' expenses**

Refer to Note 2.2A 'Suppliers'

I focused on this area given:

- the significance of expenses and complexity of contracts associated with managing the detention and regional processing centres; and
- the variability of the costs associated with administering the detention and regional processing network, as the level of expenses is dependent on the rate of arrival and the time these persons are held in detention.

For the year ended 30 June 2021, \$1.645 billion was recognised for suppliers services rendered. Detention and regional processing centres expenditure represents a significant proportion of this balance.

How the audit addressed the matter

To audit the accuracy of detention and regional processing centres expenses, I performed the following procedures:

- assessed the design and operating effectiveness of key controls supporting contract payments to service providers including compliance with contract requirements and the accuracy of expenditure recorded;
- tested, on a sample basis, the accuracy of detention and regional processing centres expenses including: evaluating underlying cost drivers and invoices; and
- performed detailed analysis of regional processing centre expenditure against contract requirements.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Secretary is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Reduced Disclosure Requirements and the rules made under the Act. The Secretary is also responsible for such internal control as the Secretary determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Secretary is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Secretary is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;

- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Authority, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office



Grant Hehir
Auditor-General

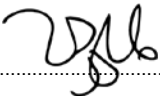
Canberra
8 September 2021

STATEMENT BY THE SECRETARY AND CHIEF FINANCE OFFICER

Department of Home Affairs
Statement by the Secretary and the Chief Finance Officer


In our opinion, the attached financial statements for the year ended 30 June 2021 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Department of Home Affairs will be able to pay its debts as and when they fall due.

Signed.....

Michael Pezzullo AO
Secretary

8 September 2021

Signed.....

Stephanie Cargill
Chief Finance Officer

8 September 2021

FINANCIAL STATEMENTS

Department of Home Affairs Statement of comprehensive income For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
Net cost of services				
Expenses				
Employee benefits	6.1A	1,536,831	1,550,827	1,445,980
Suppliers	1.1A	1,098,066	1,114,524	1,182,997
Depreciation and amortisation	3.2A	606,358	650,546	640,272
Impairment loss on trade and other receivables		17,620	16,627	-
Write-down and impairment of non-financial assets	1.1B	7,751	27,772	-
Finance costs	1.1C	28,018	23,350	28,143
Other expenses		2,797	1,912	9,436
Total expenses		3,297,441	3,385,558	3,306,828
Own-source income				
Own-source revenue				
Revenue from contracts with customers	1.2A	211,608	220,179	243,960
Rental income	1.2B	3,922	3,930	3,997
Other revenue	1.2C	1,968	3,640	18,091
Total own-source revenue		217,498	227,749	266,048
Gains	1.2D	3,406	9,457	2
Total gains		3,406	9,457	2
Total own-source income		220,904	237,206	266,050
Net cost of services		(3,076,537)	(3,148,352)	(3,040,778)
Revenue from Government		2,753,629	2,723,874	2,700,095
Deficit attributable to the Australian Government		(322,908)	(424,478)	(340,683)
Other comprehensive income				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		56,909	32,882	-
Total other comprehensive income		56,909	32,882	-
Total comprehensive loss		(265,999)	(391,596)	(340,683)

The above statement should be read in conjunction with the accompanying notes.
Refer to Note 8.3 for explanations of major budget variances.

Department of Home Affairs
Statement of financial position
As at 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
Assets				
Financial assets				
Cash and cash equivalents	3.1A	4,966	5,577	7,490
Trade and other receivables	3.1B	656,196	542,950	530,065
Other financial assets		687	848	11,817
Total financial assets		661,849	549,375	549,372
Non-financial assets ^a				
Land	3.2A	19,402	23,396	23,399
Buildings	3.2A	1,982,788	1,424,946	1,630,221
Leasehold improvements	3.2A	340,723	212,772	243,423
Vessels	3.2A	274,249	295,440	263,739
Plant and equipment	3.2A	473,666	533,261	476,042
Computer software	3.2A	481,717	521,267	492,303
Inventories held for distribution		21,416	21,166	21,166
Prepayments		56,570	87,678	87,680
Total non-financial assets		3,650,531	3,119,926	3,237,973
Assets held for sale	3.2A	1,365	-	-
Total assets		4,313,745	3,669,301	3,787,345
Liabilities				
Payables				
Suppliers	3.3A	220,697	211,819	211,820
Other payables	3.3B	51,116	45,768	45,771
Total payables		271,813	257,587	257,591
Interest bearing liabilities				
Leases	3.5A	2,281,875	1,676,931	1,833,603
Total interest bearing liabilities		2,281,875	1,676,931	1,833,603
Provisions				
Employee provisions	6.1B	525,352	516,391	516,392
Other provisions	3.4A	57,480	49,763	49,761
Total provisions		582,832	566,154	566,153
Total liabilities		3,136,520	2,500,672	2,657,347
Net assets		1,177,225	1,168,629	1,129,998
Equity				
Contributed equity		3,595,651	3,321,056	3,623,334
Asset revaluation reserve		367,899	310,990	310,992
Accumulated deficit		(2,786,325)	(2,463,417)	(2,804,328)
Total equity		1,177,225	1,168,629	1,129,998

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.3 for explanations of major budget variances.

a. Right-of-use assets are included in land, buildings and plant and equipment.

Department of Home Affairs
Statement of changes in equity
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
Contributed equity				
Opening balance				
Balance carried forward from previous period		<u>3,321,056</u>	<u>3,103,347</u>	<u>3,321,244</u>
Adjusted opening balance		<u>3,321,056</u>	<u>3,103,347</u>	<u>3,321,244</u>
Transactions with owners				
Distributions to owners				
Return of contributed equity ^a		(48)	-	-
Contributions by owners				
Equity injection – appropriations		117,279	96,638	144,726
Departmental capital budget		157,364	121,168	157,364
Restructuring	8.2A	-	(97)	-
Total transactions with owners		<u>274,595</u>	<u>217,709</u>	<u>302,090</u>
Closing balance as at 30 June		<u>3,595,651</u>	<u>3,321,056</u>	<u>3,623,334</u>
Asset revaluation reserve				
Opening balance				
Balance carried forward from previous period		<u>310,990</u>	<u>278,109</u>	<u>310,992</u>
Adjusted opening balance		<u>310,990</u>	<u>278,109</u>	<u>310,992</u>
Comprehensive income				
Other comprehensive income				
Changes in asset revaluation surplus				
Non-financial assets		67,950	32,882	-
Provision for restoration		(11,041)	-	-
Total comprehensive income		<u>56,909</u>	<u>32,882</u>	<u>-</u>
Other movements		-	(1)	-
Closing balance as at 30 June		<u>367,899</u>	<u>310,990</u>	<u>310,992</u>

a. The return of contributed equity relates to the repeal of *Appropriation Act (No. 2) 2017-18*.

Department of Home Affairs
Statement of changes in equity
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
<u>Accumulated deficit</u>				
Opening balance				
Balance carried forward from previous period		(2,463,417)	(2,150,579)	(2,463,600)
Adjustment on initial application of AASB 16		-	111,640	-
Adjusted opening balance		(2,463,417)	(2,038,939)	(2,463,600)
Comprehensive income				
Deficit for the period		(322,908)	(424,478)	(340,683)
Total comprehensive income		(322,908)	(424,478)	(340,683)
Transactions with owners				
<i>Distributions to owners</i>				
Restructuring		-	-	(45)
Total transactions with owners		-	-	(45)
Closing balance as at 30 June		(2,786,325)	(2,463,417)	(2,804,328)
Total equity		1,177,225	1,168,629	1,129,998

The above statement should be read in conjunction with the accompanying notes.
Refer to Note 8.3 for explanations of major budget variances.

Department of Home Affairs
Cash flow statement
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
<u>Operating activities</u>				
Cash received				
Appropriations		3,053,705	3,038,173	2,954,178
Goods and services		147,623	129,105	235,435
Net GST ^a received		130,140	122,045	84,599
Other		77,302	76,019	70,587
Total cash received		3,408,770	3,365,342	3,344,799
Cash used				
Employees		1,533,751	1,496,262	1,445,980
Suppliers		1,227,407	1,281,020	1,307,568
Section 74 receipts transferred to OPA ^b		355,749	322,805	252,167
Interest payments on lease liabilities		26,992	22,804	28,143
Other		725	801	9,436
Total cash used		3,144,624	3,123,692	3,043,294
Net cash from operating activities		264,146	241,650	301,505
<u>Investing activities</u>				
Cash received				
Proceeds from sale of property, plant and equipment		4,244	105	-
Total cash received		4,244	105	-
Cash used				
Purchase of property, plant and equipment		237,772	194,786	314,700
Total cash used		237,772	194,786	314,700
Net cash used by investing activities		(233,528)	(194,681)	(314,700)

a. Goods and Services Tax (GST)

b. Official Public Account (OPA)

Department of Home Affairs
Cash flow statement
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
<u>Financing activities</u>				
Cash received				
Contributed equity		<u>228,301</u>	<u>213,655</u>	<u>302,090</u>
Total cash received		<u>228,301</u>	<u>213,655</u>	<u>302,090</u>
Cash used				
Principal payments of lease liabilities		<u>259,530</u>	<u>260,929</u>	<u>286,979</u>
Total cash used		<u>259,530</u>	<u>260,929</u>	<u>286,979</u>
Net cash from/(used by) financing activities		<u>(31,229)</u>	<u>(47,274)</u>	<u>15,111</u>
Net increase/(decrease) in cash held		<u>(611)</u>	<u>(305)</u>	<u>1,916</u>
Cash and cash equivalents at the beginning of the reporting period		<u>5,577</u>	<u>5,882</u>	<u>5,574</u>
Cash and cash equivalents at the end of the reporting period	3.1A	<u>4,966</u>	<u>5,577</u>	<u>7,490</u>

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.3 for explanations of major budget variances.

Department of Home Affairs
Administered schedule of comprehensive income
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
Net cost of services				
Income				
Revenue				
Taxation revenue				
Customs duty	2.1A	18,120,097	19,506,682	18,839,450
Visa Application Charges	2.1A	1,632,989	2,157,168	1,671,659
Passenger Movement Charges	2.1A	38,772	862,895	38,257
Import Processing Charges	2.1A	439,247	408,707	410,516
Total taxation revenue		20,231,105	22,935,452	20,959,882
Non-taxation revenue				
Revenue from contracts with customers	2.1B	61,476	59,942	58,177
Interest on concessional loans		1,894	2,407	1,603
Other revenue	2.1C	24,842	28,205	50,495
Total non-taxation revenue		88,212	90,554	110,275
Total revenue		20,319,317	23,026,006	21,070,157
Gains	2.1D	56,924	4,270	-
Total income		20,376,241	23,030,276	21,070,157
Expenses				
Suppliers	2.2A	1,645,133	1,714,567	2,043,100
Personal benefits	2.2B	556,922	428,324	270,972
Gifting, grants and contributions	2.2C	273,066	260,427	149,786
Depreciation and amortisation	4.2A	117,655	108,368	92,736
Write-down and impairment of financial assets		-	20,512	-
Write-down and impairment of non-financial assets	2.2D	124	48,241	11,000
Interest on lease liabilities		82	109	1,228
Other expenses	2.2E	2,380	2,400	4,661
Total expenses		2,595,362	2,582,948	2,573,483
Net contribution by services		17,780,879	20,447,328	18,496,674
Surplus		17,780,879	20,447,328	18,496,674
Other comprehensive income				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		117,034	(42,604)	-
Total other comprehensive income		117,034	(42,604)	-
Total comprehensive income		17,897,913	20,404,724	18,496,674

The above schedule should be read in conjunction with the accompanying notes.
Refer to Note 8.3 for explanations of major budget variances.

Department of Home Affairs
Administered schedule of assets and liabilities
As at 30 June 2021

	Notes	2021 \$'000	2020 \$'000	Original Budget \$'000
Assets				
Financial assets				
Cash and cash equivalents	4.1A	79,360	146,790	164,200
Taxation receivables	4.1B	200,850	189,249	133,902
Trade and other receivables	4.1C	93,536	94,066	59,038
Total financial assets		373,746	430,105	357,140
Non-financial assets ^a				
Land	4.2A	82,255	62,275	62,275
Buildings	4.2A	534,305	516,803	482,864
Leasehold improvements	4.2A	87,878	52,398	48,957
Plant and equipment	4.2A	193,296	216,429	197,293
Computer software	4.2A	507	784	497
Prepayments		208	256	256
Total non-financial assets		898,449	848,945	792,142
Assets held for sale	4.2A	6,650	7,075	7,075
Total assets administered on behalf of Government		1,278,845	1,286,125	1,156,357
Liabilities				
Payables				
Suppliers		384,851	333,706	333,705
Personal benefits	4.3A	15,935	20,720	20,721
Grants and contributions		5,249	5,192	5,192
Unearned income		20,453	17,378	17,378
Other payables		8,569	39,383	39,383
Total payables		435,057	416,379	416,379
Interest bearing liabilities				
Leases	4.4A	7,091	9,822	9,822
Total interest bearing liabilities		7,091	9,822	9,822
Provisions				
Bonds and security deposits	4.5A	9,502	12,185	12,185
Total liabilities administered on behalf of Government		451,650	438,386	438,386
Net assets		827,195	847,739	717,971

The above schedule should be read in conjunction with the accompanying notes.

Refer to Note 8.3 for explanations of major budget variances.

a. Right-of-use assets are included in buildings and plant and equipment.

Department of Home Affairs
Administered reconciliation schedule
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000
Opening assets less liabilities as at 1 July		847,739	1,303,879
Net (cost of)/contribution by services			
Income		20,376,241	23,030,276
Expenses		(2,595,362)	(2,582,948)
Other comprehensive income			
Administered revaluations to/(from) reserves		117,034	(42,604)
Transfers (to)/from the Australian Government			
Appropriation transfers from the OPA			
Annual appropriation for administered expenses		2,026,928	2,268,511
Administered assets and liabilities appropriations		22,480	15,867
Special appropriations (unlimited)			
Payments to entities other than corporate Commonwealth entities	5.1C	1,249,859	949,748
Appropriation transfers to the OPA			
Transfers to the OPA		(21,259,758)	(24,089,875)
Restructuring	8.2B	-	(5,115)
Transfer from the Department of Finance	4.2A	42,034	-
Other movements			-
Closing assets less liabilities as at 30 June		827,195	847,739

The above schedule should be read in conjunction with the accompanying notes.

Accounting policy

Administered cash transfers to and from the OPA

Revenue collected by the Department for use by Government, rather than the Department, is classified as administered revenue. Collections are transferred to the OPA maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the Department on behalf of Government and reported as such in the administered reconciliation schedule and the administered cash flow statement.

Department of Home Affairs
Administered cash flow statement
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000
<u>Operating activities</u>			
Cash received			
Customs duty		18,074,928	19,800,206
Immigration fees and charges		1,674,265	2,196,917
Passenger Movement Charge		50,784	904,397
Import Processing Charges and licenses		453,033	423,864
GST received		104,275	109,509
Special Account		24,940	23,166
Bonds received		645	9,924
Security deposits		1,038	924
Other		170	10,807
Total cash received		20,384,078	23,479,714
Cash used			
Suppliers		1,706,491	1,856,725
Personal benefits		560,549	426,918
Grants		213,089	246,117
Tourist Refund Scheme		21,152	197,643
Refunds of GST (on imports), WET ^a and LCT ^b		20,026	22,884
Bonds paid		2,687	10,380
Security deposits		1,710	3,643
Interest payments on lease liabilities		82	109
Other		944	-
Total cash used		2,526,730	2,764,419
Net cash from operating activities		17,857,348	20,715,295
<u>Investing activities</u>			
Cash received			
Proceeds from sale of property, plant and equipment		1,498	-
Repayment of loans by state and territory governments		18,115	17,486
Total cash received		19,613	17,486
Cash used			
Purchase of property, plant and equipment		17,515	13,782
Loans made to state and territory governments		4,947	3,057
Total cash used		22,462	16,839
Net cash from/(used by) investing activities		(2,849)	647

Department of Home Affairs
Administered cash flow statement
For the period ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000
<u>Financing activities</u>			
Cash received			
Contributed equity		22,480	15,867
Total cash received		22,480	15,867
Cash used			
Principal payments on lease liabilities		2,731	2,703
Total cash used		2,731	2,703
Net cash from financing activities		19,749	13,164
Net increase in cash held		17,874,248	20,729,106
Cash and cash equivalents at the beginning of the reporting period		146,790	68,402
Cash from Official Public Account			
Appropriations		3,276,787	3,218,259
Refunds of GST (on imports), WET ^a and LCT ^b		20,026	22,884
Tourist Refund Scheme		21,757	200,161
Total cash from Official Public Account		3,318,570	3,441,304
Cash to Official Public Account^d			
Administered receipts		21,259,643	24,089,504
Return of Tourist Refund Scheme drawings		605	2,518
Total cash to Official Public Account		21,260,248	24,092,022
Cash on hand or on deposit at the end of the reporting period		74,781	140,307
Cash in special accounts at the end of the reporting period ^c		4,579	6,483
Cash and cash equivalents at the end of the reporting period	4.1A	79,360	146,790

The above statement should be read in conjunction with the accompanying notes.

a. Wine Equalisation Tax (WET)

b. Luxury Car Tax (LCT)

c. Special accounts receipts and payments are disclosed in Note 5.3.

d. Changes to comparatives were made to remove cash flows to/from special accounts where those cash flows were also included in the balance of cash held in special accounts.

Department of Home Affairs

Notes to and forming part of the financial statements

Overview

Objectives of the Department

The Department of Home Affairs (the Department) is an Australian Government controlled not-for-profit entity. The Department's vision is to achieve a prosperous, secure and united Australia. The Department is responsible for centrally coordinated strategy and policy leadership in relation to domestic and national security arrangements, law enforcement, counter-terrorism, cyber security, social cohesion, the protection of our sovereignty and the integrity of our border, and the resilience of our national infrastructure. The Department also delivers services including strengthening the cohesiveness of Australian society through our migration program and advancing Australia's interest through the facilitation of the trade of goods to and from Australia and the collection of border revenue. The Department manages and assists temporary and permanent migrants and those people participating in humanitarian and refugee programs, and confers citizenship.

The Department is structured to meet three outcomes.

Outcome	Activity
Outcome 1: Protect Australia's sovereignty, security and safety through its national security, emergency management system, law enforcement, and managing its border, including managing the stay and departure of all non-citizens.	Program 1.1: Border Enforcement (departmental) Program 1.2: Border Management (departmental and administered) Program 1.3: Onshore Compliance and Detention (departmental and administered) Program 1.4: Illegal Maritime Arrivals Offshore Management (departmental and administered) Program 1.5: Regional Cooperation (departmental and administered) Program 1.6: Transport Security (departmental and administered) Program 1.7: National Security and Criminal Justice (departmental and administered) Program 1.8: Cyber Security (departmental) Program 1.9: Counter-Terrorism (departmental and administered) Program 1.10: Australian Government Disaster Financial Support Payments (administered)
Outcome 2: Support a prosperous and inclusive society, and advance Australia's economic interests through the effective management of the visa, multicultural and citizenship programs and provision of refugee and humanitarian assistance and settlement and migrant services.	Program 2.1: Multicultural Affairs and Citizenship (departmental and administered) Program 2.2: Migration (departmental) Program 2.3: Visas (departmental and administered) Program 2.4: Refugee Humanitarian, Settlement and Migrant Services. (departmental and administered)
Outcome 3: Advance Australia's economic interests through the facilitation of the trade of goods to and from Australia and the collection of border revenue.	Program 3.1: Border Revenue Collection (departmental and administered) Program 3.2: Trade Facilitation and Industry Engagement (departmental)

Department of Home Affairs

Notes to and forming part of the financial statements

Details of planned activities for the year can be found in the Department's Portfolio Budget Statements and Portfolio Additional Estimates Statements which have been tabled in Parliament. The Department's programs have been restructured for the 2021-22 financial year as published in the 2021-22 Portfolio Budget Statements. The continued existence of the Department in its present form and with its present programs is dependent on Government policy and on continuing funding by Parliament for the Department's administration and programs.

Basis of preparation of the financial statements

These financial statements are general purpose financial statements as required by section 42 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and have been prepared in accordance with:

- the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- Australian Accounting Standards and Interpretations – Reduced Disclosure Requirements issued by the Australian Accounting Standards Board that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities which have been reported at fair value. Except where stated, no allowance has been made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

The accounting policies described throughout the notes to the financial statements are applied consistently across all activities, whether departmental or administered. Disclosures about administered accounting policies include only items or treatments which are specific to administered activities.

New Accounting Standards

AASB 1059 Service Concession Arrangements – Grantors

AASB 1059 takes effect for reporting periods on or after 1 January 2020 and addresses the accounting for a service concession arrangement by a grantor that is a public sector entity.

An arrangement within the scope of this standard typically involves a private operator providing public services related to the service concession asset on behalf of the public sector grantor for a specified period of time, and managing at least some of those services under its own direction, rather than at the direction of the public sector grantor.

The standard requires a grantor to:

- recognise a service concession asset or reclassify an existing asset as a service concession asset
- measure the service concession asset at current replacement cost at initial recognition
- in most cases, recognise a corresponding liability relating to the service concession asset adjusted for any other consideration between the grantor and operator, using either the financial liability model or the grant of a right to the operator model or both.

AASB 1059 makes a fundamental change as the grantor moves from a 'risks and rewards' approach to a 'control approach' which has a consequential effect on the balance sheet and operating statements.

The Department has assessed contracts for potential service concession arrangements and has determined there is no material effect on the Department's financial statements in relation to this standard.

There were no other new standards or interpretations that were issued prior to the signing of the Statement by the Secretary and the Chief Finance Officer that are applicable to the current reporting period that had a material effect of the Department's financial statements.

Department of Home Affairs

Notes to and forming part of the financial statements

Reporting of administered activities

Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the Department in its own right whereas administered activities are controlled or incurred by Government. Administered revenues, expenses, assets, liabilities and cash flows that are managed or overseen by the Department on behalf of Government (including accounting policies applicable only to administered activities) are distinguished from departmental items using shading.

Taxation

The Department is exempt from all forms of taxation except Fringe Benefits Tax and GST. Receivables and payables are recognised inclusive of GST. All other revenues, expenses, assets and liabilities are recognised net of GST except where the amount of GST incurred is not recoverable from the ATO. Appropriations and special accounts are disclosed on a recoverable GST exclusive basis.

Key accounting judgements and estimates

In applying the Department's accounting policies, management has made a number of accounting judgements and applied estimates and assumptions to future events. Judgements and estimates that are material to the financial statements are found within:

- 3.5 Departmental – Leases
- 4.4 Administered - Leases
- 2.1 Administered – Income
- 3.1 Departmental – Financial assets
- 4.2 Administered – Non-financial assets
- 3.2 Departmental - Non-financial assets
- 4.1 Administered – Financial assets
- 6.1 Departmental employee expenses and provisions

Impact of COVID-19

In 2019-20 and 2020-21, the Department played a lead role in protecting Australian communities by coordinating the whole-of-government response to the non-health aspects of COVID-19, such as supply chains, essential services and transport links. This has impacted both of the Department's Administered and Departmental functions.

Departmental expenses have decreased compared to 2019-20 as employees are travelling less and there are fewer contractors in place. This is offset by an increase in information technology and communication costs with employees working differently under the current circumstances. Administered revenue has continued to be impacted in 2020-21 by lower passenger movements across Australian borders and reduced imports.

Administered expenses have been impacted by pandemic leave payments to individuals who are unable to earn an income because they must self-isolate or quarantine, or are caring for someone with COVID-19. In addition, the Government announced in June 2021 it would provide two new payments to assist those affected by state and territory government decisions relating to:

- the Pandemic Leave Disaster Payment for those directed to self-isolate or quarantine (or a close contact of someone who is); and
- the COVID-19 Disaster Payment for those whose income is affected by state and territory government restrictions on movement or lockdowns following COVID-19 outbreaks.

Additional funding was provided to the Department in 2019-20 for support of COVID-19 response activities and revenue associated with variable funding mechanisms frozen by Government in 2019-20 and 2020-21 to mitigate the impact of COVID-19 on funding. During 2021-22, the Department will support economic recovery through implementing COVID-19 safe travel requirements to assist with reopening the international border.

Department of Home Affairs

Notes to and forming part of the financial statements

Management has assessed the impact on the financial statements, including obtaining independent expert advice on the measurement of assets held at fair value and employee provisions. COVID-19 is not expected to have a material impact on other transactions and balances recorded in the financial statements.

Events after the reporting period

On 5 May 2021, the Prime Minister announced the Government will establish a new national agency to help support local communities respond to large-scale natural disasters and undertake new initiatives to manage the impact of future events and the changing climate. As a result, responsibility for disaster recovery and disaster risk reduction functions within the Department transferred to the National Recovery and Resilience Agency (NRRA) on 1 July 2021.

Assets and liabilities associated with these functions were transferred as at 1 July 2021 and will be disclosed as a restructuring of administrative arrangements in the 2021-22 financial statements.

Department of Home Affairs

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Department of Home Affairs

Notes to and forming part of the financial statements

1. Departmental financial performance

1.1 Expenses

	2021	2020
	\$'000	\$'000
Note 1.1A: Suppliers		
Goods and services supplied or rendered		
Information technology and communications	269,348	233,797
Contractors	239,013	256,009
Vessel expenses	96,811	104,642
General operational expenses	108,016	100,335
Insurance, legal and litigation	89,733	80,539
Property operating	90,245	80,552
Staff related expenses	59,122	77,972
Client operations	55,288	50,917
Travel	24,213	50,386
Bank and merchant fees	19,416	26,251
Consultants	8,929	18,446
Coastal surveillance	10,108	10,504
Total goods and services supplied or rendered	1,070,242	1,090,350
Other suppliers		
Short-term leases	-	2,080
Variable lease payments	1,188	947
Workers compensation expenses	26,636	21,147
Total other suppliers	27,824	24,174
Total suppliers	1,098,066	1,114,524

The Department does not have any short-term lease commitments as at 30 June 2021.

Accounting Policy

Short-term leases and leases of low-value assets

The Department has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). The Department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Note 1.1B: Write-down and impairment of non-financial assets

Land and buildings	400	-
Leasehold improvements	60	85
Plant and equipment	277	271
Computer software	7,014	27,416
Total write-down and impairment of non-financial assets	7,751	27,772

Department of Home Affairs

Notes to and forming part of the financial statements

	2021	2020
	\$'000	\$'000
Note 1.1C: Finance costs		
Interest on lease liabilities	26,992	22,804
Other interest payments	1,026	546
Total finance costs	28,018	23,350

Accounting Policy

All borrowing costs are expensed as incurred.

Department of Home Affairs

Notes to and forming part of the financial statements

1.2 Own-source revenue and gains

2021	2020
\$'000	\$'000

Note 1.2A: Revenue from contracts with customers

Rendering of services	211,145	219,663
Sale of goods	463	516
Total revenue from contracts with customers	211,608	220,179

Disaggregation of revenue from contracts with customers

Cost recovery	73,117	83,909
ATO service agreement	56,200	50,465
Translating and Interpreting Service	37,695	35,706
Document Verification Service	18,252	12,948
AusCheck	10,438	11,715
Other	15,906	25,436
Total revenue from contracts with customers	211,608	220,179

Note 1.2B: Rental income

Subleasing right-of-use assets	3,922	3,930
Total rental income	3,922	3,930

The Department has sub-leases for commercial properties with other government agencies. Due to the nature of these arrangements the risk associated with any rights it retains in the underlying assets is low.

The following table sets out a maturity analysis of lease payments from sub-leasing arrangements to be received in the future. The amounts are undiscounted.

Within 1 year	3,605	3,561
One to two years	2,052	1,858
Two to three years	2,007	1,877
Three to four years	2,009	1,912
Four to five years	2,088	1,953
More than 5 years	18,558	16,110
Total undiscounted lease payments receivable	30,319	27,271

Department of Home Affairs

Notes to and forming part of the financial statements

	2021	2020
	\$'000	\$'000
<u>Note 1.2C: Other revenue</u>		
Resources received free of charge		
Property related	-	1,227
Remuneration of auditors	1,100	1,100
Other resources received free of charge	172	747
Other revenue	696	566
Total other revenue	1,968	3,640
 <u>Note 1.2D: Gains</u>		
Gain on sale of non-financial assets	341	81
Foreign exchange gains	948	739
Reversal of impairment for financial instruments	740	2,546
Reduction in provision for restoration obligations	135	5,196
Other	1,242	895
Total gains	3,406	9,457

Department of Home Affairs

Notes to and forming part of the financial statements

Accounting policy

Revenue from contracts with customers

Revenue from contracts with customers is recognised when all associated performance obligations have been met, either at a point in time where the ownership or control of the goods or services is passed to the customer or over time where the services are provided and consumed simultaneously. Contracts are considered to be enforceable through equivalent means where there are specific rights specified in agreement, the parties can reasonably be expected to act on their obligations, there are consequences for non-performance and/or unspent funds must be refunded.

The Department requires customers to pay in accordance with payment terms. Trade receivables are due for settlement within 30 days.

Cost recovery

Significant contributors to this category include merchant fees, recovery of legal costs, electronic travel fees and the undertaking of functions or incurring costs on behalf of other Australian Government entities in accordance with a Memorandum of Understanding (MoU). Revenue is recognised over time as costs are incurred where there is an expectation that they will be recovered.

ATO service agreement

The Department has entered into a MoU with the Australian Taxation Office to support the GST administration relating to taxable importations. The agreed annual service fee under the MoU is recognised proportionally over the course of the year.

Translating and Interpreting Service

The Translating and Interpreting Service (TIS) provides an interpreting service for non-English speakers, and for agencies and businesses that need to communicate with their non-English speaking clients. TIS operates on a user-pays basis and sets its fees to recover its costs depending on the type of services provided. Revenue is recognised over time as costs are incurred and where there is an expectation costs will be recovered.

Document Verification Service

The Document Verification Service (DVS) confirms that the details on an Evidence of Identity document match the records held by the government authority that issued said document. DVS operates on a user-pays basis and sets its fees to recover its costs. Revenue is recognised over time as costs are incurred where there is an expectation they will be recovered.

AusCheck

The AusCheck Background Checking Service coordinates national security background checks and related functions for the aviation, maritime and national health security sectors. AusCheck operates on a cost recovery basis. Revenue is recognised over time as costs are incurred where there is an expectation costs will be recovered.

Resources received free of charge

Resources received free of charge are recognised as revenue when the 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 gains at their fair value when the asset qualifies for recognition, unless received from another Government entity as a consequence of a restructuring of administrative arrangements.

Department of Home Affairs

Notes to and forming part of the financial statements

2. Income and expenses administered on behalf of Government

2.1 Administered – income

	2021	2020
	\$'000	\$'000
<u>Note 2.1A: Taxation revenue</u>		
Indirect tax		
Customs duty	18,120,097	19,506,682
Visa Application Charges	1,632,989	2,157,168
Passenger Movement Charges	38,772	862,895
Import Processing Charges	439,247	408,707
Total taxation revenue	20,231,105	22,935,452
<u>Note 2.1B: Revenue from contracts with customers</u>		
Immigration fees	47,980	42,226
Licence fees	13,201	14,612
Other	295	3,104
Total revenue from contracts with customers	61,476	59,942
<u>Note 2.1C: Other revenue</u>		
Special Account	21,752	21,852
Fines, penalties and prosecution	2,942	6,146
Recovery of detention costs	148	207
Total other revenue	24,842	28,205
<u>Note 2.1D: Gains</u>		
Reversal of prior year revaluation decrement	47,581	-
Recovery of prior year expenditure	5,075	4,229
Reversal of impairment for financial assets	3,700	41
Gains from sale of assets	568	-
Total gains	56,924	4,270

Accounting policy

Administered revenues relate to ordinary activities performed by the Department on behalf of Government.

Taxation revenue

Administered taxation revenue is recognised when Government gains control of, and can reliably measure or estimate, the future economic benefit that will flow to Government from the revenue items administered by the Department. Revenues are measured at the fair value of consideration received or receivable. In line with the relevant applicable legislative provisions, the revenue recognition policy adopted for the major classes of administered revenues is described as follows.

Department of Home Affairs

Notes to and forming part of the financial statements

Customs duty

Customs duty comprises Commonwealth charges levied on imported goods as a condition of their importation. These charges are determined by the classification of goods within the *Customs Tariff Act 1995*. Customs duty rates vary and depend on a number of factors, such as the type of goods and country of origin. Customs duty is reported by the Department in the financial statements as a net value. Net duty collections reflect gross duty less refunds paid on duty and drawbacks. Customs duty is levied on the following items:

- excise equivalent goods which includes petroleum products, tobacco products and alcohol;
- passenger motor vehicles;
- textiles, clothing and footwear; and
- other (including machinery, base metals, plastics and rubber, furniture, live animals, foodstuffs, chemical products, pulp and paper).

Visa application charges

Fees are charged for visa applications and migration applications under the *Migration Act 1958* (Migration Act) and in accordance with the *Migration (Visa Application) Charge Act 1997*. As these fee amounts are only refundable in specific, prescribed circumstances, administered revenues are recognised when collected by the Department. In some instances, payments are made in Australia in advance of visa applications being lodged overseas. These payments are not recognised as revenue until matched with a lodged application.

Passenger movement charge (PMC)

PMC is levied under the *Passenger Movement Charge Act 1978*. It is recognised when passengers depart Australia and collected by carriers under formal arrangements with Government. PMC is recognised within the reporting period when a passenger departs Australia, subject to certain legislative exemptions.

Import processing charges (IPC)

The IPC recovers the costs associated with the Department's trade activities for goods imported by air, sea, mail, or other means. These charges are set by the *Import Processing Charges Act 2001*. IPC is levied on Full Import Declarations relating to goods greater than \$1,000 in value.

Revenue from contracts with customers

Revenue from contracts with customers is recognised when all associated performance obligations have been met, either at a point in time where the ownership or control of the goods or services is passed to the customer or over time where the services are provided and consumed simultaneously. Contracts are considered to be enforceable through equivalent means where there are specific rights specified in an agreement, the parties can reasonably be expected to act on their obligations, there are consequences for non-performance and/or unspent funds must be refunded.

Immigration fees

A citizenship fee is the fee imposed on Australian citizenship applications. Fees vary depending on the type of application being submitted. Fees are imposed on Australian citizenship applications in accordance with the *Australian Citizenship Act 2007*. Revenue is recognised at the point in time when both an application has been submitted and the associated fee paid.

Department of Home Affairs

Notes to and forming part of the financial statements

Licence fees

The licences are considered to be non-contractual licences arising from statutory requirements. They consist of depot, warehouse, and broker licences issued under the *Customs Act 1901*, and migration agent licenses issued under the *Migration Act 1958* (Migration Act). Revenue is recognised at the time when a licence is issued or on a straight-line basis over the licence term, dependent on the nature of the licence.

Other

Relates to various miscellaneous revenue obtained by the Department, including processing visitor and working holiday makers. Revenue is recognised at the point in time when both an application has been submitted and the associated fee paid.

Other revenue

Fines, penalties and prosecutions

Other border related collections are fines which are charged for non-compliance with the Migration Acts and Customs Acts. Administered fines are recognised in the period in which the breach occurs.

Recovery of removal costs

The recovery of removal costs relates to removed or deported non-citizens, who are liable for removal or deportation costs (Migration Act). Revenue is recognised at the point in time when it becomes probable that it will be received.

Key accounting judgements and estimates

Customs duty

An estimate for Customs duty is recognised for those goods that have entered into home consumption during the reporting period, but for which duty has not yet been paid. Under legislative arrangements, goods can be moved into home consumption with certain importers having seven days from the date of release to make the requisite payment. The value of revenue recognised for this seven day period is estimated based on historical information and receipts subsequent to the reporting date.

Department of Home Affairs

Notes to and forming part of the financial statements

2.2 Administered – expenses

	2021	2020
	\$'000	\$'000
Note 2.2A: Suppliers		
Services rendered		
Support and settlement services	582,802	743,462
Garrison and accommodation	500,752	422,514
Security	295,374	257,700
Health services	121,533	119,013
Travel and transport	58,721	73,898
Property	28,125	43,722
Insurance legal and litigation	19,518	26,518
Information technology and communications	18,665	10,546
Contractors	18,092	12,166
Consultants	610	3,941
Other	941	1,087
Total services rendered	1,645,133	1,714,567
Total suppliers	1,645,133	1,714,567

Note 2.2B: Personal benefits

Status resolution, refugee and humanitarian services		
Direct	30,576	41,621
Indirect	68,061	91,404
State payments - refugee minors - indirect	15,012	9,969
Total status resolution, refugee and humanitarian services	113,649	142,994
Payment to victims of natural disasters - direct	442,823	284,104
Other services - direct	450	1,226
Total personal benefits	556,922	428,324

Accounting policy

Direct personal benefits comprise current transfers provided directly to individuals or households. Indirect personal benefits comprise benefits provided to households as social transfers and delivered by a third party (for example, medical and pharmaceutical benefits). Personal benefits are recognised when payments are made, or the Department has a present obligation either to a service provider or directly to recipients. Personal benefits do not require any economic benefit to flow back to Government.

Department of Home Affairs

Notes to and forming part of the financial statements

	2021 \$'000	2020 \$'000
<u>Note 2.2C: Gifting, grants and contributions</u>		
Gifting of public property ^a	61,265	21,807
Current grants and contributions ^b		
Non-profit organisations	148,065	198,504
Private sector organisations	1,075	31,397
Individuals ^c	46,931	-
Overseas organisations	15,730	8,719
Total current grants and contributions	211,801	238,620
Total gifting, grants and contributions	273,066	260,427

a. Gifting of public property includes the carrying amount of items of property, plant, and equipment totalling \$60.021 million that was gifted to the Government of the Republic of Nauru (2019-20: \$21.689 million gifted to the Government of Papua New Guinea).

b. These amounts will change significantly from year to year within each program.

c. Pandemic leave payments to individuals.

Accounting policy

Gifting of public property

Gifting of public property comprise transfers of assets that are surplus to Government requirements and expressly authorised by law. Public property is gifted in circumstances where the assets are of low value and otherwise uneconomical to dispose. Gifting may also occur in circumstances that support the achievement of Government policy objectives or where there is special significance to the proposed recipient and compelling reasons justifying gifting to that recipient. An expense equal to the carrying amount of the gifted assets is recognised when control of the underlying property is transferred.

Current grants and contributions

The Department administers a number of grant and subsidy schemes on behalf of the Government. Grant and subsidy liabilities are recognised to the extent (i) the service 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. When the Government enters into an agreement to make these grants and services but services have not been performed or criteria satisfied, this is considered a commitment.

Note 2.2D: Write-down and impairment of non-financial assets

Land and buildings	7	14,792
Leasehold improvements	23	19,979
Plant and equipment	94	13,470
Total write-down and impairment of non-financial assets	124	48,241

Note 2.2E: Other expenses

Foreign exchange losses – Non-speculative	603	751
Act of grace payments	909	279
Debt waivers	10	3
Other	858	1,367
Total other expenses	2,380	2,400

Department of Home Affairs
Notes to and forming part of the financial statements

3. Departmental financial position

3.1 Financial assets

	2021	2020
	\$'000	\$'000
<u>Note 3.1A: Cash and cash equivalents</u>		
Cash at bank	4,871	5,463
Cash on hand or on deposit	95	114
Total cash and cash equivalents	4,966	5,577
<u>Note 3.1B: Trade and other receivables</u>		
Goods and services receivables (gross)	31,640	26,160
Appropriation receivables		
Existing programs	560,882	461,944
Accrued for additional outputs	8,967	5,938
Total appropriation receivables	569,849	467,882
Other receivables		
Statutory receivables	27,239	31,470
Other ^a	28,080	12,248
Legal recoveries	56,154	53,189
Total other receivables (gross)	111,473	96,907
Total trade and other receivables (gross)	712,962	590,949
Less impairment loss allowance	(56,766)	(47,999)
Total trade and other receivables (net)	656,196	542,950

a. Other receivables related to a refund due from the ATO for FBT, Office of the Special Investigator related items and other intra-government receivables.

Department of Home Affairs

Notes to and forming part of the financial statements

Accounting policy

Financial assets are measured at amortised cost using the effective interest method less allowances for impairment losses. Contractual receivables arising from the sale of goods, rendering of services and recovery of costs have 30 day trading terms and are initially recognised at the nominal amounts due. Allowances for impairment losses on contractual receivables are recognised using a simplified approach for calculating expected credit losses (ECLs). Receivables that are statutory in nature are amounts determined under legislation or by court order. Allowances for impairment losses on statutory receivables are recognised when:

- indicators that an impairment loss event occurring exist; and
- the expected recoverable amount is less than the statutory value.

Key accounting judgements and estimates

Impairment of financial assets

Impairment losses are recognised for contractual and statutory receivables. The allowance for contractual receivables is determined based on historical credit loss experience which is used to estimate future ECLs. The allowance based on historical credit loss experience is adjusted for forward-looking factors specific to individual debtors. The recoverable amount for statutory receivables is assessed either for individual debtors when a particular loss event is identified or based on historical loss experience when debtors are assessed collectively. Impairment losses are recognised in the statement of comprehensive income.

Department of Home Affairs

Notes to and forming part of the financial statements

3.2 Non-financial assets

Note 3.2A: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles

	Land \$'000	Buildings \$'000	Leasehold improvements \$'000	Vessels \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2020							
Gross book value	24,945	1,610,185	226,028	302,842	688,535	1,433,059	4,285,594
Accumulated depreciation, amortisation and impairment	(1,549)	(185,239)	(13,256)	(7,402)	(155,274)	(911,792)	(1,274,512)
Total as at 1 July 2020	23,396	1,424,946	212,772	295,440	533,261	521,267	3,011,082
Additions							
Purchased	-	820	121,093	6	99,783	28,888	250,590
Internally developed	-	-	-	-	-	91,485	91,485
Right-of-use assets	-	690,316	-	-	17,728	-	708,044
Remeasurement of right-of-use assets	-	45,666	-	-	17,014	-	62,770
Revaluations and impairments recognised in other comprehensive income	(212)	946	53,449	5,836	7,931	-	67,950
Reclassifications	-	3,065	(1,718)	-	11,251	(12,598)	-
Depreciation and amortisation	-	(2,946)	(44,787)	(27,033)	(98,110)	(140,310)	(313,186)
Depreciation on right-of-use assets	(1,548)	(176,713)	-	-	(114,911)	-	(293,172)
Disposals of right-of-use assets	-	(401)	-	-	-	-	(401)
Disposals	(1,885)	(1,987)	(27)	-	(4)	-	(3,903)
Writedowns and impairments	-	-	(59)	-	(278)	(7,014)	(7,351)
Other movements	1	1	-	-	1	(1)	2
Total as at 30 June 2021	19,842	1,983,713	340,723	274,249	473,666	481,717	3,573,910

Department of Home Affairs

Notes to and forming part of the financial statements

Note 3.2A: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles

	Land \$'000	Buildings \$'000	Leasehold improvements \$'000	Vessels \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
Total as at 30 June 2021 represented by							
Gross book value – fair value (recurring)							
Assets under construction	-	-	26,239	-	79,223	-	105,462
Other assets in use	17,955	37,900	325,395	278,929	260,250	-	920,429
Gross book value – at cost							
Internally developed – assets under construction	-	-	-	-	-	119,099	119,099
Internally developed – assets in use	-	-	-	-	-	1,259,831	1,259,831
Purchased	-	-	-	-	-	115,963	115,963
Right-of-use assets	4,497	2,240,948	-	-	390,667	-	2,636,112
Accumulated depreciation, amortisation and impairment							
Right-of-use assets	(3,050)	(295,082)	-	-	(228,323)	-	(526,455)
Other assets in use	-	(978)	(10,911)	(4,680)	(28,151)	(1,013,176)	(1,057,896)
Subtotal of property, plant and equipment and intangibles	19,402	1,982,788	340,723	274,249	473,666	481,717	3,572,545
Assets held for sale	440	925	-	-	-	-	1,365
Total as at 30 June 2021	19,842	1,983,713	340,723	274,249	473,666	481,717	3,573,910
Carrying amount of right-of-use assets	1,447	1,945,866	-	-	162,344	-	2,109,657

Department of Home Affairs

Notes to and forming part of the financial statements

Other than assets classified as held for sale, there are no material property, plant and equipment or intangibles expected to be sold or disposed of within the next twelve months. No indicators of impairment, other than those adjusted for, were found for property, plant and equipment or intangibles as at 30 June 2021.

Revaluation of non-financial assets

All revaluations were conducted in accordance with the revaluation policy stated below. The Department engaged the services of Jones Lang LaSalle, IP, Inc. to conduct the revaluations as at 30 April 2021 and there were no material changes identified as at 30 June 2021.

Contractual commitments for the acquisition of property, plant and equipment and intangible assets

As at 30 June 2021, contractual commitments for the acquisition of property, plant and equipment and intangible assets amounted to \$29.770 million (2019-20: \$12.740 million).

Accounting policy

Non-financial 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. Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to restructuring.

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. Where an obligation exists under a lease arrangement to restore a property to its original condition, an initial estimate of these costs is included in the value of the Department's leasehold improvements and a corresponding provision for the restoration obligations is recognised.

Asset recognition threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than \$5,000, 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 Department's intangible assets primarily comprise purchased and internally developed computer software for internal use. The recognition thresholds for internally developed software (IDS) are \$250,000 for new IDS assets, \$100,000 for enhancements to existing IDS assets, and \$100,000 for purchased software. Purchases below these thresholds are expensed in the year of acquisition.

Leased right-of-use (ROU) assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

An impairment review is undertaken for any ROU assets that show indicators of impairment and an impairment loss is recognised against any ROU assets that are impaired.

Revaluations

Following initial recognition at cost, property, plant and equipment (excluding ROU assets) are carried at fair value less subsequent accumulated depreciation and impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The Department has adopted a strategic three year revaluation cycle based on an assessment as to the volatility of movements in market conditions and other inputs affecting the relevant assets.

Department of Home Affairs

Notes to and forming part of the financial statements

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 reversed a previous revaluation decrement recognised for the same asset class. Revaluation decrements for a class of assets are recognised directly in the deficit attributable to the Australian Government except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset is then restated to the revalued amount.

Depreciation and amortisation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives using the straight-line method of depreciation. In all but limited cases, new assets are assigned useful lives as identified below. In some limited cases, specific management advice may result in a useful life for a particular asset being assigned outside these ranges. Amendments have been made in 2020-21 to the Department's useful life policy based on recommendations from the external valuer. The change in useful lives did not have a material impact on the Department.

- Buildings on freehold land – up to forty years (2019-20: up to forty years)
- Leased land – the lease term (2019-20: the lease term)
- Leasehold improvements – up to fifteen years and usually aligned with the initial lease term (2019-20: lesser of the useful life of the asset or the lease term)
- Vessels – five to twenty years (2019-20: lesser of the useful life of the asset (up to twenty years) or the lease term)
- Plant and equipment – three to thirty years (2019-20: lesser of the useful life of the asset (up to ten years) or the lease term)

Intangible assets are carried at cost less accumulated amortisation and accumulated impairment losses. Computer software is amortised on a straight-line basis over its anticipated useful life. The useful life of the Department's software is three to ten years (2019-20: three to seven years). Useful lives of intangible assets are determined by the business unit responsible for the asset upon capitalisation based on its expected usage.

The policies applied for the selection of non-financial asset useful lives are consistent with prior reporting periods. The remaining useful lives and residual values for non-financial assets are reviewed at each reporting date and necessary adjustments are recognised in the current and future reporting periods.

Componentisation of non-financial assets

Major assets, such as vessels and internally developed software, are componentised if it is likely that the components will have useful lives that differ significantly from the other parts of the asset. The useful lives of components are determined with reference to the individual component or the primary asset, whichever is shorter.

Impairment

All non-financial assets not reported at fair value are assessed for impairment at the end of the reporting period where indicators of impairment exist. An impairment adjustment is made if the asset's estimated recoverable amount is less than its carrying amount. The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the Department were deprived of the asset, its value in use is taken to be its current replacement cost.

Department of Home Affairs

Notes to and forming part of the financial statements

Assets under construction

Assets under construction (AUC) are initially recorded at acquisition cost. They include expenditure to date on various capital projects carried as AUC. AUC projects are reviewed annually for indicators of impairment and all AUC older than twelve months at reporting date are externally revalued to fair value. Prior to rollout into service, the accumulated AUC balance is reviewed to ensure accurate capitalisation of built and purchased assets.

De-recognition

Non-financial assets are derecognised upon disposal or when no further future economic benefit is expected from its use or disposal. The difference between the net disposal proceeds and the carrying amount of the asset is recognised as a gain or loss in the period of de-recognition.

Key accounting judgements and estimates

Fair value measurement

The Department engages the services of an independent appraiser to conduct asset materiality reviews of all non-financial assets held at fair value as at reporting date and relies upon those outcomes to establish carrying amounts. An annual assessment is undertaken to determine whether the carrying amount of assets differs materially from the fair value. Comprehensive valuations are undertaken at least once every three years. The fair value of property, plant and equipment is determined using either the Market Approach or the Cost Approach.

Market Approach

The Market Approach seeks to estimate the current value of an asset in its highest and best use with reference to recent market evidence including transactions of comparable assets. Certain items of land, buildings, leasehold improvements, vessels, plant and equipment are valued using the Market Approach. Inputs utilised under the Market Approach comprise market transactions of comparable assets adjusted to reflect differences in price sensitive characteristics including:

- recent market sales of comparable land and buildings adjusted for size and location;
- sales of comparable commercial offshore supply vessels; and
- current prices for comparable or substitute items of leasehold improvements, plant and equipment available within local second-hand markets or adjusted for location.

Cost Approach

The Cost Approach seeks to estimate the amount required to replace the service capacity of an asset in its highest and best use. In cases where sufficient observable market evidence is unavailable, the Cost Approach is applied and determined as either the Replacement Cost of New Assets (RCN) or the Current Replacement Cost (CRC).

AUC is valued at RCN determined as the amount a market participant would pay to acquire or construct a new substitute asset of comparable utility and relevant to the asset's location. Inputs including current local market prices for asset components such as materials and labour costs are utilised in determining RCN.

Certain items of land, buildings, leasehold improvements, vessels, plant and equipment are valued using CRC. Under CRC, the replacement costs of new assets are adjusted for physical depreciation and obsolescence such as physical deterioration, functional or technical obsolescence and conditions of the economic environment specific to the asset. This is determined based on the estimated physical, economic and external obsolescence factors relevant to the asset under consideration. For all leasehold improvements, the consumed economic benefit/asset obsolescence deduction is determined based on the term of the associated lease. Physical depreciation and obsolescence for buildings, vessels, plant and equipment is determined based on the asset's estimated useful life.

Department of Home Affairs

Notes to and forming part of the financial statements

3.3 Payables

	2021	2020
	\$'000	\$'000
Note 3.3A: Suppliers		
Trade creditors and accruals	220,697	211,819
Total suppliers	220,697	211,819
Note 3.3B: Other payables		
Wages and salaries	22,968	18,503
Superannuation	4,150	3,296
Unearned income	18,683	15,348
Separations and redundancies	5,275	8,576
Other	40	45
Total other payables	51,116	45,768

Accounting policy

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received irrespective of whether an invoice has been received.

Department of Home Affairs

Notes to and forming part of the financial statements

3.4 Provisions

Note 3.4A: Other provisions

	Restoration obligations ^a	Claims for damages or legal costs ^b	Total
	\$'000	\$'000	\$'000
As at 1 July 2020	44,015	5,748	49,763
Amounts reversed	(135)	-	(135)
Amounts used	(1,021)	(3,135)	(4,156)
Revaluation	11,041	-	11,041
Unwinding of discount or change in discount rate	967	-	967
Total as at 30 June 2021	54,867	2,613	57,480

a. The Department has 270 (2019-20: 270) agreements for leased premises both in Australia and overseas with obligations that require the premises to be restored to their original condition at the conclusion of the lease. The Department has made a provision to reflect the present value of these obligations.

b. The Department has taken up a provision for legal costs relating to current claims not yet settled.

Accounting policy

Provisions are recognised when the Department has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of economic resources will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation. If the effect of the time value of money is material, provisions are discounted using a rate that reflects the risks specific to the liability. When discounting is used, the increase in the provision due to the unwinding of the discount or change in the discount rates is recognised in the statement of comprehensive income.

Provision for restoration obligations

Provisions for restoration obligations are recognised where the Department is required to restore premises upon termination of a lease. The original estimates for future costs associated with restoration obligations are determined by independent valuation and discounted to their present value. The original provisions are adjusted for changes in expected future costs and the discount rate.

Provision for claims for damages or legal costs

Provisions for legal matters are recognised when a present obligation exists and is probable that an outflow will be required to settle that obligation. The original estimates for future costs associated with claims for damages or costs are discounted to their present value.

Department of Home Affairs

Notes to and forming part of the financial statements

3.5 Interest bearing liabilities

	2021	2020
	\$'000	\$'000
Note 3.5A: Leases		
Lease liabilities	2,281,875	1,676,931
	2,281,875	1,676,931
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	240,216	252,648
Between 1 to 5 years	751,189	508,400
More than 5 years	1,569,338	1,082,719
Total leases	2,560,743	1,843,767

The total cash outflow for leases in 2020-21 was \$286.52 million (2019-20: \$283.733 million).

The Department has a large, diverse and geographically dispersed lease portfolio which includes land, property, motor vehicles, and equipment. The majority of the lease liability balance relates to onshore property leases which are typically long term and contain both extension options and escalation clauses.

The Department in its capacity as lessee has leasing arrangements with below market terms. These are mainly located at the International Airports and Sea Ports around Australia for operational purposes.

Accounting policy

For all new contracts entered into, the Department considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Department of Home Affairs
Notes to and forming part of the financial statements

4. Assets and liabilities administered on behalf of Government

4.1 Administered – financial assets

	2021	2020
	\$'000	\$'000
<u>Note 4.1A: Cash and cash equivalents</u>		
Cash on hand or on deposit	74,781	140,307
Cash in special accounts	4,579	6,483
Total cash and cash equivalents	79,360	146,790
<u>Note 4.1B: Taxation receivables</u>		
Indirect tax		
Customs duty	130,131	122,010
Visa application charges	7,210	857
Passenger movement charge	99,121	111,133
Import processing charges and licences	853	924
Total taxation receivables (gross)	237,315	234,924
Less impairment loss allowance	(36,465)	(45,675)
Total taxation receivables (net)	200,850	189,249
<u>Note 4.1C: Trade and other receivables</u>		
Personal benefits	16,676	19,022
Penalties, fines and prosecutions	6,245	6,282
Statutory receivables	30,512	27,485
Loans receivable – state and territory governments	48,144	60,562
Licence fees	953	671
Other	9,619	524
Total trade and other receivables (gross)	112,149	114,546
Less impairment loss allowance	(18,613)	(20,480)
Total trade and other receivables (net)	93,536	94,066

Department of Home Affairs

Notes to and forming part of the financial statements

Accounting policy

Taxation receivables

Taxation revenue related receivables are statutory in nature with amounts determined under legislation or by court order. Administered taxation receivables are held at statutory value less allowances for impairment losses.

Non-taxation receivables

Non-taxation receivables that are statutory in nature are held at statutory value less amounts for impairment loss allowances. Contractual non-taxation receivables with fixed or determinable payments and receipts are initially recognised at cost unless the transaction price differs from fair value in which case, initial recognition is at fair value. Any difference between cost and fair value is recognised as a loss in the statement of comprehensive income. Non-taxation receivables are subsequently measured at amortised cost using the effective interest method less allowances for impairment losses.

Key accounting judgements and estimates

Valuation of loans receivable

A difference between cost and fair value is identified for loans provided with conditions that are more favourable than would otherwise be available in the market. Fair value is assessed as the discounted present value of future payments and receipts using the prevailing market rate.

Impairment of loans receivable

Impairment loss allowances are recognised for loans and receivables determined based on a twelve month ECL approach. Lifetime ECLs are estimated based on the portion of ECLs that result from possible default events on the loan within the twelve months after reporting date. Estimates are used to determine possible default events and the likelihood of these occurring. If there is a significant increase in credit risk since initial recognition, the impairment loss allowance is measured at an amount equal to lifetime ECLs.

Department of Home Affairs

Notes to and forming part of the financial statements

4.2 Administered – non-financial assets

Note 4.2A: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles

	Land ^a \$'000	Buildings \$'000	Leasehold improvements \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2020						
Gross book value	69,350	530,981	56,370	227,179	1,657	885,537
Accumulated depreciation, amortisation and impairment	-	(14,178)	(3,972)	(10,750)	(873)	(29,773)
Total as at 1 July 2020	69,350	516,803	52,398	216,429	784	855,764
Additions						
Purchased	-	6,185	303	14,720	-	21,208
Transfer from the Department of Finance through Equity ^c	-	23,584	-	18,450	-	42,034
Reclassifications	-	(11,262)	293	10,933	36	-
Depreciation and amortisation	-	(60,433)	(20,898)	(33,259)	(313)	(114,903)
Depreciation on right-of-use assets	-	(80)	-	(2,672)	-	(2,752)
Disposals	(775)	-	-	(155)	-	(930)
Write-downs	-	(7)	(23)	(94)	-	(124)
Revaluation through Profit and Loss	350	13,781	19,980	13,470	-	47,581
Revaluations and impairments recognised in other comprehensive income	19,980	50,262	35,825	10,967	-	117,034
Gifting of public property	-	(4,528)	-	(55,493)	-	(60,021)
Other movements	-	(1)	-	-	-	(1)
Total as at 30 June 2021	88,905	534,305	87,878	193,296	507	904,891
Total as at 30 June 2021 represented by						
Gross book value – fair value (recurring)						
Assets in use	82,255	535,398	93,921	181,579	-	893,153
Assets under construction	-	10,218	-	11,519	-	21,737
Gross book value – at cost						
Right-of-use assets	-	597	-	11,928	-	12,525
Internally developed – assets in use	-	-	-	-	1,234	1,234
Purchased	-	-	-	-	459	459
Accumulated depreciation, amortisation and impairment ^b						
Right-of-use assets	-	(159)	-	(5,344)	-	(5,503)
Other assets in use	-	(11,749)	(6,043)	(6,386)	(1,186)	(25,364)
Subtotal of property, plant and equipment and intangibles	82,255	534,305	87,878	193,296	507	898,241
Assets held for sale	6,650	-	-	-	-	6,650
Total as at 30 June 2021	88,905	534,305	87,878	193,296	507	904,891
Carrying amount of right-of-use assets	-	438	-	6,584	-	7,022

a. Land includes assets held for sale.

b. The accumulated depreciation, amortisation and impairment balance includes the impact of the revaluation process.

c. Transfer of assets that were project managed by the Department of Finance.

Department of Home Affairs

Notes to and forming part of the financial statements

No indicators of impairment, other than those adjusted, were found for property, plant and equipment or intangibles as at 30 June 2021.

Contractual commitments for the acquisition of administered property, plant and equipment and intangible assets

As at 30 June 2021, contractual commitments for the acquisition of administered property, plant and equipment and intangible assets amounted to \$6.783 million (2019-20: \$4.628 million).

Department of Home Affairs

Notes to and forming part of the financial statements

4.3 Administered – payables

	2021	2020
	\$'000	\$'000
<u>Note 4.3A: Personal benefits</u>		
Direct	790	1,155
Indirect	11,564	17,928
State payments - refugee minors - indirect	3,581	1,637
Total personal benefits	15,935	20,720

4.4 Administered – interest bearing liabilities

<u>Note 4.4A: Leases</u>		
Lease liabilities	7,091	9,822
Total leases	7,091	9,822
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	2,812	2,812
Between 1 to 5 years	4,368	7,138
More than 5 years	-	42
Total leases	7,180	9,992

The total cash outflow for leases in 2020-21 was \$2.812 million (2019-20: \$2.812 million).

The Department's administered function contains one aircraft lease and one property lease.

The Department in its capacity as lessee does not have any administered leasing arrangement with below market terms.

Department of Home Affairs

Notes to and forming part of the financial statements

4.5 Administered – provisions

Note 4.5A: Bonds and security deposits

	Bonds	Security deposits	Total
	\$'000	\$'000	\$'000
As at 1 July 2020	5,766	6,419	12,185
Additional provisions made	1,769	1,021	2,790
Amounts refunded	(2,702)	(1,927)	(4,629)
Amounts forfeited	(844)	-	(844)
Total as at 30 June 2021	3,989	5,513	9,502

Accounting policy

Provision for bonds and security deposits

The Department collects and repays bonds on behalf of Government for the purposes of compliance with the *Migration Act 1958* and associated regulations. The Department collects three types of bonds, namely compliance bonds, visitor visa bonds and professional development visa securities.

The Department also collects and repays security deposits on behalf of Government for the purposes of compliance with the *Customs Act 1901*. Securities are held in relation to:

- dumping and countervailing;
- intellectual property rights for both copyright and trademarks;
- temporary imports (including inter-governmental);
- warehouse and general; and
- other by-law (including those with an end-use provision).

Receipts from these bonds and security deposits are treated as liabilities and provided for until such time as they are either forfeited or refunded to customers. Revenue is only recognised at the point of forfeiture.

Department of Home Affairs

Notes to and forming part of the financial statements

5. Funding

5.1 Appropriations

Note 5.1A: Annual appropriations (recoverable GST exclusive)

Annual appropriations for 2021

	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2021 (current and prior years) ^d \$'000	Variance ^e \$'000
	Annual appropriation ^a \$'000	Emergency appropriation ^b \$'000	Section 74 receipts \$'000	Section 75 transfers \$'000			
Departmental							
Ordinary annual services	2,755,499	-	219,733	-	2,975,232	(2,918,251)	56,981
Capital budget ^c	157,364	-	-	-	157,364	(139,602)	17,762
Other services							
Equity injections	117,279	-	-	-	117,279	(88,747)	28,532
Total Departmental	3,030,142	-	219,733	-	3,249,875	(3,146,600)	103,275
Administered							
Ordinary annual services							
Administered items	2,426,794	-	-	-	2,426,794	(1,914,001)	512,793
Capital Budget ^c	21,307	-	-	-	21,307	(17,532)	3,775
Other services							
Administered assets and liabilities	15,221	-	-	-	15,221	(4,947)	10,274
Total Administered	2,463,322	-	-	-	2,463,322	(1,936,480)	526,842

Department of Home Affairs

Notes to and forming part of the financial statements

Annual appropriations for 2020

	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2020 (current and prior years) ^d \$'000	Variance ^e \$'000
	Annual appropriation ^a \$'000	Emergency appropriation ^b \$'000	Section 74 \$'000	Section 75 \$'000			
Departmental							
Ordinary annual services	2,740,562	17,952	200,185	14,703	2,973,402	(2,920,682)	52,720
Capital Budget ^c	120,899	-	-	269	121,168	(114,918)	6,250
Other services							
Equity	115,236	-	-	-	115,236	(98,737)	16,499
Total Departmental	2,976,697	17,952	200,185	14,972	3,209,806	(3,134,337)	75,469
Administered							
Ordinary annual services							
Administered items	2,453,597	751	-	299,145	2,753,493	(2,178,576)	574,917
Capital Budget ^c	21,008	-	-	-	21,008	(10,579)	10,429
Other services							
Administered assets and liabilities	719	-	-	-	719	(5,289)	(4,570)
Total Administered	2,475,324	751	-	299,145	2,775,220	(2,194,444)	580,776

a. Appropriations as per Appropriation Acts (1 through 4). Departmental appropriations do not lapse at financial year end, however the responsible Minister may decide that part or all of a departmental or administered appropriation is not required and request that the Finance Minister reduce that appropriation. The reduction in the appropriation is reflected by the Finance Minister's determination. Such determinations for the 2020-21 year are reflected in the relevant line.

b. Emergency Appropriation (Coronavirus Economic Response Package) Act (No. 1) 2019-2020.

c. Capital Budgets are appropriated through Appropriation Act (No.1, No.3 and No.5 where applicable). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts.

d. Department of Social Services made payments of \$109,315m (2020: \$190,921m) on behalf of the Department.

Department of Industry, Science, Energy and Resources made payments of \$31,097m (2020: \$65,535m) on behalf of the Department.

3. The Departmental 'Other services' equity variance relates to drawdowns from prior year appropriations. The Administered 'Other services' 'Administered assets and liabilities' variance relates to drawdowns from prior year appropriations. The Administered 'Ordinary annual services' variance relates to not yet paid liabilities under outcomes.

Department of Home Affairs

Notes to and forming part of the financial statements

Note 5.1B: Unspent annual appropriations (recoverable GST exclusive)

	2021	2020
	\$'000	\$'000
Departmental		
<i>Appropriation Act (No. 1) 2017-2018^{a,c}</i>	-	48
<i>Appropriation Act (No. 2) 2017-2018^{a,d}</i>	-	319
<i>Appropriation Act (No. 1) 2018-2019^{b,f}</i>	43,086	43,086
<i>Appropriation Act (No. 2) 2018-2019^{b,g}</i>	18,279	18,279
<i>Appropriation Act (No. 3) 2018-2019^{b,h}</i>	17,779	17,779
<i>Appropriation Act (No. 4) 2018-2019^{b,i}</i>	166	166
<i>Appropriation Act (No. 1) 2019-2020 - Cash at Bank</i>	-	5,577
<i>Appropriation Act (No. 1) 2019-2020</i>	-	253,002
<i>Supply Act (No. 2) 2019-2020</i>	-	32,803
<i>Appropriation Act (No. 2) 2019-2020</i>	7,692	63,636
<i>Appropriation Act (No. 3) 2019-2020</i>	-	104,301
<i>Appropriation Act (No. 4) 2019-2020</i>	8,154	8,154
<i>Appropriation Act (No. 1) 2020-2021 - Cash at Bank</i>	4,966	-
<i>Appropriation Act (No. 1) 2020-2021</i>	362,749	-
<i>Supply Act (No. 2) 2020-2021</i>	31,668	-
<i>Appropriation Act (No. 2) 2020-2021</i>	46,846	-
<i>Appropriation Act (No. 3) 2020-2021</i>	69,909	-
<i>Appropriation Act (No. 4) 2020-2021ⁱ</i>	38,765	-
Total Departmental	650,059	547,150

Department of Home Affairs
Notes to and forming part of the financial statements

	2021	2020
	\$'000	\$'000
Administered		
<i>Appropriation Act (No. 1) 2017-2018^{a,c}</i>	-	62,911
<i>Appropriation Act (No. 2) 2017-2018^{a,d}</i>	-	1,249
<i>Appropriation Act (No. 3) 2017-2018^{a,e}</i>	-	159,895
<i>Appropriation Act (No. 6) 2017-2018^a</i>	-	97
<i>Appropriation Act (No. 1) 2018-2019^{b,f}</i>	119,166	146,895
<i>Appropriation Act (No. 2) 2018-2019^b</i>	206	206
<i>Appropriation Act (No. 3) 2018-2019^{b,h}</i>	199,180	199,180
<i>Appropriation Act (No. 4) 2018-2019^b</i>	285	285
<i>Appropriation Act (No. 1) 2019-2020 - Cash at Bank</i>	-	574
<i>Supply Act (No. 1) 2019-2020</i>	298	10,859
<i>Appropriation Act (No. 1) 2019-2020^k</i>	87,152	293,185
<i>Appropriation Act (No. 3) 2019-2020</i>	424,021	576,680
<i>Appropriation Act (No. 4) 2019-2020</i>	719	719
<i>Appropriation Act (No. 1) 2020-2021 - Cash at Bank</i>	8,327	-
<i>Supply Act (No. 1) 2020-2021</i>	222,767	-
<i>Appropriation Act (No. 1) 2020-2021^l</i>	676,373	-
<i>Appropriation Act (No. 2) 2020-2021</i>	5,130	-
<i>Appropriation Act (No. 3) 2020-2021</i>	6,657	-
<i>Appropriation Act (No. 4) 2020-2021</i>	5,144	-
Total Administered	1,755,425	1,452,735

Department of Home Affairs

Notes to and forming part of the financial statements

- a. Appropriation Acts repealed or lapsed during 2020-21.
- b. Appropriation Acts will lapse on 1 July 2021.
The balances within Note 5.1B include amounts that have been quarantined by the Department of Finance and as such the Department is unable to utilise the amounts detailed below for departmental purposes.
- c. Departmental: Nil (2019-20: \$0.048 million);
Administered: Nil (2019-20: \$33.890 million).
- d. Departmental: Nil (2019-20: \$0.319 million);
Administered: Nil (2019-20: \$0.200 million).
- e. Administered: Nil (2019-20: \$148.068 million).
- f. Departmental: \$43.086 million (2019-20: \$43.086 million). This amount includes \$42.059 million appropriated through the Advance to the Finance Minister Determination (No.2 of 2018-2019);
Administered: \$47.329 million (2019-20: \$146.895 million).
- g. Departmental: \$18.279 million (2019-20: \$18.279 million);
- h. Departmental: \$17.779 million (2019-20: \$17.779 million);
Administered: \$10.346 million (2019-20: \$199.18 million).
- i. Departmental: \$0.166 million (2019-20: \$0.166 million).
- j. Administered: \$21.504 million (2019-20: \$21.504 million).
- k. Includes \$0.751 million appropriated through the Emergency Appropriation (Coronavirus Economic Response Package) Act (No. 1) (2019-2020: \$0.751 million).
- l. Departmental: \$4.9 million (2019-20: Nil).

Accounting policy

Revenue from Government

Departmental amounts appropriated for the financial year (adjusted to reflect the Department's funding model agreements, formal additions and reductions) are recognised as revenue from Government when the Department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. The Department has two funding models which inform appropriations from Government. As part of the annual funding model reconciliation process, any movements in funding earned are recognised as adjustments to revenue from Government in the current financial year. The funding models are:

- the Visa Variable Funding Model, with variable funding adjusted to reflect actual movements in workload drivers including, for example, visa finalisations and citizenship decisions; and
- the Passenger Workload Growth Agreement model which provides a mechanism for the Department to adjust its funding to cater for appropriate impacts in the passenger processing environment.

In both 2019-20 and 2020-21, departmental appropriations related to the two funding models were frozen at previously agreed levels to take into account the impacts of COVID-19 on the Department's workload.

Equity injections

Amounts appropriated which are designated as 'equity injections' for a financial year (less any formal reductions) and departmental capital budgets, are recognised directly in contributed equity in that year.

Department of Home Affairs
Notes to and forming part of the financial statements

			2021 \$'000	2020 \$'000
Note 5.1C: Special appropriations applied (Recoverable GST exclusive)				
Authority	Type	Purpose		
<i>Public Governance, Performance and Accountability Act 2013, section 77</i>	Unlimited account	Repayments required or permitted by law	808,980	699,356
<i>Social Security (Administration) Act 1999, section 242</i>	Unlimited account	To provide for income support payments	440,648	250,384
<i>Customs Act 1901, section 278</i>	Unlimited account	Refunds / repayments of Customs Duty	231	8
Total special appropriations applied			<u>1,249,859</u>	<u>949,748</u>
<p>Payments for refunds of receipts to individuals under the Tourist Refund Scheme (TRS) (Section 16 of the Taxation Administration Act 1953) made in 2019-20 are no longer disclosed in this note. The Department administers the TRS on behalf of the Australian Taxation Office. These refunds are disclosed in Note 5.1D.</p>				

Department of Home Affairs

Notes to and forming part of the financial statements

Note 5.1D: Disclosure by agent in relation to Annual and Special Appropriations (Recoverable GST exclusive)

	2021	2021	2020	2020
	DSS ^a	ATO ^b	DSS ^a	ATO ^b
	\$'000	\$'000	\$'000	\$'000
Total payments	(1,740)	(21,152)	(1,725)	(197,643)

a. The Department made wage supplementation payments from the social and community services pay equity special account administered by the Department of Social Services (DSS) to eligible social and community services workers.

b. The Department administers the Tourist Refund Scheme (TRS) on behalf of the Australian Taxation Office (ATO). The TRS allows for departing Australian international passengers and overseas tourists to claim back the Wine Equalisation Tax and/or Goods and Services Tax on goods purchased in Australia and taken overseas with them.

	2021 \$'000	2020 \$'000
Note 5.1E: Net cash appropriation arrangements		
Total comprehensive loss as per the statement of comprehensive income	(265,999)	(391,596)
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	313,186	347,981
Plus: depreciation right-of-use assets	293,172	302,565
Less: principal repayments - leased assets	(259,530)	(260,929)
Total comprehensive income less expenses previously funded through revenue appropriations	80,829	(1,979)
Changes in asset revaluation reserve	(56,909)	(32,882)
Surplus/(deficit) attributable to the Australian Government less expenses previously funded through revenue appropriation	23,920	(34,861)

Department of Home Affairs

Notes to and forming part of the financial statements

5.2 Statutory conditions for payments from the Consolidated Revenue Fund

Section 83 of the Constitution of Australia provides that no money shall be drawn from the Consolidated Revenue Fund except under appropriation made by law. The Department has assessed one category of payments as high risk of non-compliance with the requirements of section 83.

Collection and refund of Customs Duty

The Department operates under a self-assessment regime for its Customs Duty collection and refunds, which facilitates trade and ensures collection of border related revenue in a cost effective manner. This process involves importers and brokers undertaking self-assessments to determine duty payable and refunds of that duty. This self-assessment regime is supported by a compliance function that targets high risk transactions with a view to identifying intentional misstatement and fraud.

The enactment of the amendment to the *Customs Act 1901* effected by the *Home Affairs Legislation Amendment (Miscellaneous Measure) Act 2019* on 1 March 2019 provided that overpayments made in good faith no longer give rise to a breach of section 83. The Department, however, continues to follow up potential overpayments and seek recovery where applicable.

The Department's compliance governance and management oversight arrangements for the collection of Customs Duty are in place to provide oversight of high risk transactions and subsequently provide stakeholders with assurance of compliance with the requirements of section 83. The analysis for 2020-21 identified 13 (2019-20:52) breaches, totalling approximately \$7,440 (2019-20: \$72,374) in relation to payments made under section 77 of the PGPA Act. As at 30 June 2021, all of these amounts had been recovered or offset (2019-20: \$72,374).

Department of Home Affairs

Notes to and forming part of the financial statements

Note 5.3A: Special accounts (recoverable GST exclusive)

Special account (administered)	POCA ^a	SOETM	POCA	SOETM
	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
Balance brought forward from previous period	5,144	1,339	546	657
Increases				
Other receipts	21,967	2,973	22,258	908
Total increases	21,967	2,973	22,258	908
Total available for payments	27,111	4,312	22,804	1,565
Decreases				
Administered				
Payments made to grant recipients	(23,880)	-	(17,654)	(98)
Payments made to suppliers	-	(2,019)	-	-
Payments made - property, plant and equipment	-	-	-	(128)
Payments made - other expenses	-	-	(6)	-
Funds returned to Confiscated Assets Account	(30)	(738)	-	-
Funds returned to Consolidated Revenue Account	-	(10)	-	-
Funds returned to owner ^b	-	(167)	-	-
Total administered decreases	(23,910)	(2,934)	(17,660)	(226)
Total decreases	(23,910)	(2,934)	(17,660)	(226)
Total balance carried to the next period	3,201	1,378	5,144	1,339
Balance represented by:				
Cash held in entity bank accounts	-	742	-	1,026
Cash held in the Official Public Account	3,201	636	5,144	313
Total balance carried to the next period	3,201	1,378	5,144	1,339

a. Department of Industry, Science, Energy and Resources made payments of \$22.961 million (2020: \$16.681 million) from POCA on behalf of the Department through the Business Grants Hub.

b. Represents the return of funds that were previously seized or unidentified, where the funds were required to be returned to the owners, including owners of unidentified funds where they were subsequently located.

Emergency Response Fund Act 2019 special account

The *Home Affairs Emergency Response Fund* (HAERF) special account was operative from 12 December 2019 under the *Emergency Response Fund Act 2019* for the purpose of paying amounts payable by the Commonwealth under arrangements relating to natural disasters and making grants relating to natural disasters. No receipts or payments were made through this account in 2020-21 (2019-20: Nil).

Proceeds of Crime Act 2002 programs special account

The *Proceeds of Crime Act 2002* programs (POCA) special account was operative from 1 July 2018 under *PGPA Act Determination (POCA Programs Special Account 2018)* for the purpose of receiving amounts from the confiscated assets account (managed by the Australian Financial Security Authority) and other special accounts in order to make payments for POCA programs.

Department of Home Affairs

Notes to and forming part of the financial statements

Services for other entities and trust moneys special account

The services for other entities and trust moneys (SOETM) special account was operative from 1 July 2018 under *PGPA Act Determination (Home Affairs SOETM Special Account 2018)* for the purposes of crediting and disbursing amounts that are seized, found or forfeited to the Department, amounts received from other entities in order to carry out joint activities, and other activities.

Department of Home Affairs

Notes to and forming part of the financial statements

5.4 Regulatory charging summary

Regulatory charging activities are those activities where Government has agreed that a regulatory function is to be charged for on a full or partial cost recovery basis. This note provides industry, the Parliament and the public with assurance that these activities are being managed in a way that aligns expenses and revenues over time.

	2021 \$'000	2020 \$'000
Amounts applied		
Departmental		
Annual appropriations ^a	479,947	416,378
Total amounts applied	479,947	416,378
Expenses		
Departmental	557,788	492,978
Total expenses	557,788	492,978
External revenue		
Departmental ^b	10,882	12,206
Administered	491,174	454,658
Total external revenue	502,056	466,864

a. Annual appropriations include the cash component of expenses and any capital amounts for the given year. This will exclude the non-cash expenses of depreciation and amortisation and movement in provisions.

b. Charges collected for Import Processing Charges (IPC) and AusCheck background checking service as revenue under Section 74 of the PGPA Act.

Cost recovered activities

Australian citizenship applications

The Department implements cost recovery arrangements for processing applications to acquire, renounce or resume Australian citizenship. Activities that are cost recovered include the assessment of applications and management of citizenship test resources, the provision of call centre and online support to applicants, the production and distribution of certificates, and the facilitation of some citizenship ceremonies. Costs are recovered through fees charged on applications, which are administered in nature. Fees differ by the type of application and eligibility of the applicant, and are set to recover the cost of processing each application. Charges recovered in relation to citizenship totalled \$47.979 million (2019-20: \$42.226 million). Expenses totalled \$82.854 million (2019-20: \$85.212 million).

Department of Home Affairs

Notes to and forming part of the financial statements

Import Processing Charges and licensing charges

Import Processing Charges (IPC) and licensing charges recover the costs of the Department's cargo and trade related activities. This includes fees for warehouse, depot and broker licences, warehouse declarations fees, location, time and travel fees along with the processing charges associated with administering the importation of goods into Australia. The majority of charges collected are administered in nature, however Government agreed that some charges be collected as departmental revenue. Charges recovered in relation to IPC and licensing totalled \$443.639 million (2019-20: \$412.923 million). Expenses totalled \$459.918 million (2019-20: \$392.289 million).

AusCheck Background Checking Service

The AusCheck Background Checking Service coordinates national security background checks and related functions for the aviation, maritime and national health security schemes. The enabling legislation is the AusCheck Act 2007 and the AusCheck Regulations 2007. Charges recovered by the Department in relation to AusCheck Background Checking Service totalled \$10.438 million (2019-20: \$11.715 million) and expenses totalled \$15.016 million (2019-20: \$15.477 million).

Department of Home Affairs

Notes to and forming part of the financial statements

6. People

6.1 Employee expenses and provisions

	2021	2020
	\$'000	\$'000
<u>Note 6.1A: Employee benefits</u>		
Wages and salaries	987,634	970,530
Superannuation		
Defined contribution plans	134,934	118,705
Defined benefit plans	101,263	103,082
Leave and other entitlements	248,568	282,709
Separation and redundancies	4,229	5,512
Other employee expenses	60,203	70,289
Total employee benefits	1,536,831	1,550,827
<u>Note 6.1B: Employee provisions</u>		
Leave	521,310	511,870
Other	4,042	4,521
Total employee provisions	525,352	516,391

The 2020-21 average staffing level for the Department was 13,778 (2019-20: 13,751).

Accounting policy

Liabilities for short-term employee benefits (as defined in AASB 119 *Employee Benefits*) and termination benefits expected within twelve months of the end of the reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the amounts expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as the net total of the present value of the obligation at the end of the reporting period less the fair value at the end of the reporting period of plan assets (if any) from which the obligations will be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will apply at the time the leave is expected to be taken, including the Department's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

Department of Home Affairs

Notes to and forming part of the financial statements

Locally engaged employees

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 to ensure compliance with local labour laws and regulations. The individual contracts are supported and expanded upon by the Department's LEE Conditions of Service Handbook which is specific to each post. Where there is conflict between the two documents the individual contract takes precedence.

Provisions for employee entitlements including unfunded liabilities are recognised in accordance with the conditions of service at each post. LEE conditions at some posts include separation payments, for any cessation of employment, based on years of service. The provisions recognised for these entitlements do not represent termination payments.

Separation and redundancy

The Department recognises a provision for termination payments when it has developed a detailed formal plan for the terminations and has informed employees affected that it will carry out the terminations.

Superannuation

The Department's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap), or non-government superannuation funds where employees have exercised choice. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap and all non-government funds are defined contribution schemes.

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. This liability is reported in the Department of Finance's financial statements administered schedules and notes. The Department makes employer contributions to the employee's defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to Government. The Department accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at the reporting date represents outstanding contributions.

Key accounting judgements and estimates

The liability for long service leave has been determined by reference to the work of an actuarial review performed at 30 June 2021. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation. The estimate of future costs requires management and independent actuarial assessment of assumed salary growth rates, future on-cost rates and the experience of employee departures. The future costs are then discounted to present value using market yields on government bonds in accordance with AASB 119 *Employee Benefits*.

Department of Home Affairs

Notes to and forming part of the financial statements

6.2 Key management personnel remuneration

	2021	2020
	\$	\$
<u>Key management personnel remuneration expenses</u>		
Short-term employee benefits		
Short-term employee benefits	6,532,659	6,176,366
Post-employment benefits	1,032,767	981,122
Other long-term employee benefits	161,721	178,379
Total key management personnel remuneration expenses	7,727,147	7,335,867

The number of key management personnel included in the above table is 22 (2019-20: 19). As this number includes managers who were only employed by the Department for part of the year, on the basis of full time equivalency, the number of key management personnel directly remunerated during 2020-21 was 15.97 (2019-20: 15.45).

Total remuneration for key management personnel includes resources received free of charge amounting to \$430,470 (2019-20: \$570,265).

Key management personnel remuneration

Key management personnel are identified as those people having the authority and responsibility for planning, directing and controlling the activities of the Department, either directly or indirectly. Key management personnel includes officers serving as: Portfolio Ministers; Cabinet Ministers; the Secretary; Australian Border Force Commissioner; Deputy Secretaries; Deputy Commissioners; Group Managers; and other officers serving in positions in line with this level of authority and responsibility. This includes officers who have acted in any of the aforementioned roles for a continuous period of three months or more.

The remuneration of key management personnel within the table above excludes the remuneration and other benefits of Portfolio and Cabinet Ministers. Portfolio and Cabinet Ministers' remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the Department.

6.3 Related party relationships

The Department is an Australian Government controlled entity. The Department's related parties are key management personnel (including Portfolio and Cabinet Ministers) and other Australian Government entities.

Transactions with related parties

Given the breadth of Government activities, related parties may transact within the Government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of duties, taxes or other fees. Additionally, related parties may transact within the government sector as part of ordinary operations that are subject to standard processes for procurement and employment. These transactions have not been separately disclosed in this note.

The Department is responsible for the provision of common administrative services with the Office of the Special Investigator (OSI).

Giving consideration to relationships with related parties, and transactions entered into during the reporting period, it has been determined that there are no other related party transactions to be separately disclosed.

Department of Home Affairs

Notes to and forming part of the financial statements

7. Managing uncertainties

7.1 Contingent assets and liabilities

As at 30 June 2021, the Department had one quantifiable contingent asset of \$0.594 million relating to an insurance claim for damages to a vessel (2019-20: nil) and had nil quantifiable contingent liabilities (2019-20: nil).

Unquantifiable contingencies

The Department has a number of legal claims lodged against it for damages and costs. The Department is responding to these claims in accordance with its obligations under the *Legal Services Directions 2017*. It is not possible to estimate the amount and timing of any eventual payments that may be required in relation to these claims.

The Department has unquantifiable contingencies in relation to potential underpayments of employee on costs.

Accounting policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in this note. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable, but not virtually certain and contingent liabilities are disclosed when the probability of settlement is greater than remote. Other contingent assets comprise potential future benefits under contractual arrangements which are contingent on future events that cannot be reliably predicted.

Department of Home Affairs

Notes to and forming part of the financial statements

7.2 Administered – contingent assets and liabilities

As at 30 June 2021 the Department had no quantifiable contingent assets (2019-20: nil) or liabilities (2019-20: nil).

Unquantifiable administered contingencies

Claims and legal actions

The Department has a number of claims and legal actions lodged against it for damages and costs. The Department is responding to these claims in accordance with its obligations under the *Legal Services Directions 2017*. It is not possible to estimate the amount and timing of any eventual payments that may be required in relation to these claims.

Revenue collection securities

The Department holds a number of contingent assets in the form of securities held as part of revenue collection processes. Securities that may be surrendered to the Commonwealth due to failure to meet legislative requirements cannot be estimated and the amount is not quantifiable. From time to time the Department needs to enforce these securities and recognises an associated gain.

Indemnities provided to state and territory governments

The Department has arrangements with state and territory governments for the provision of various services (including health, education, corrections and policing services) to immigration detention facilities and people in immigration detention. Certain jurisdictions are indemnified by the Australian Government for the provision of these services under these arrangements. These indemnities are contingent on potential losses or damages arising out of, or incidental to, the provisions of services under these arrangements and cannot be quantified.

Financial assistance for Australian victims of terrorism overseas

The *Social Security Act 1991* provides for support to Australian victims of terrorism overseas whereby eligible recipients may receive payments of financial assistance. Future payments are contingent on the eligibility of potential claims and cannot be quantified.

Natural disaster relief and recovery arrangements

The Australian Government provides funding to state and territory governments to assist with natural disaster relief and recovery costs as set out in the *Natural Disaster Relief and Recovery Arrangements Determination*. For major disasters, Government may approve payments to individuals under the *Social Security Act 1991*. These include the Disaster Recovery Payment and Disaster Recovery Allowance. Future funding and payments are contingent on the eligibility of potential claims that meet the relevant requirements and cannot be quantified.

Limited liabilities

The Department contracts service providers to deliver various services for the Australian Government. In certain circumstances, the Department may agree to limit service providers' maximum liability in connection with contracted services, which may give rise to a material contingent liability for the Department. The Department's potential losses or damages under these arrangements are contingent on amounts exceeding specified limits and other circumstances, and are not quantifiable.

Department of Home Affairs

Notes to and forming part of the financial statements

7.3 Financial instruments

	2021	2020
	\$'000	\$'000
Note 7.3A: Categories of financial instruments		
Financial assets at amortised cost		
Cash and cash equivalents	4,966	5,577
Trade and other receivables	57,015	36,572
Other financial assets	687	848
Total financial assets at amortised cost	62,668	42,997
Total financial assets	62,668	42,997
Financial liabilities		
Financial liabilities measured at amortised cost		
Suppliers	220,697	211,819
Total financial liabilities measured at amortised cost	220,697	211,819
Total financial liabilities	220,697	211,819

Note 7.3B: Categories of administered financial instruments

Financial assets at amortised cost		
Cash and cash equivalents	79,360	146,790
Non-taxation receivables	57,591	60,997
Total financial assets at amortised cost	136,951	207,787
Total financial assets	136,951	207,787
Financial liabilities measured at amortised cost		
Suppliers	384,851	333,706
Grants and contributions payable	5,249	5,192
Total financial liabilities at amortised cost	390,100	338,898
Total financial liabilities	390,100	338,898

Department of Home Affairs

Notes to and forming part of the financial statements

8. Other information

8.1 Current/non-current distinction for assets and liabilities

	2021 \$'000	2020 \$'000
Note 8.1A: Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	4,966	5,577
Trade and other receivables	656,196	542,950
Assets held for sale - Land	440	-
Assets held for sale - Buildings	925	-
Inventories held for distribution	21,416	21,166
Prepayments	39,815	57,892
Total no more than 12 months	723,758	627,585
More than 12 months		
Land	19,402	23,396
Buildings	1,982,788	1,424,946
Leasehold improvements	340,723	212,772
Vessels	274,249	295,440
Plant and equipment	473,666	533,261
Computer software	481,717	521,267
Prepayments	16,755	29,786
Other financial assets	687	848
Total more than 12 months	3,589,987	3,041,716
Total assets	4,313,745	3,669,301
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	220,697	211,819
Other payables	51,116	45,768
Leases	213,340	281,714
Employee provisions	129,227	140,800
Other provisions	15,120	23,594
Total no more than 12 months	629,500	703,695
More than 12 months		
Leases	2,068,535	1,395,217
Employee provisions	396,125	375,591
Other provisions	42,360	26,169
Total more than 12 months	2,507,020	1,796,977
Total liabilities	3,136,520	2,500,672

Department of Home Affairs
Notes to and forming part of the financial statements

	2021	2020
	\$'000	\$'000
Note 8.1B: Administered - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	79,360	146,790
Taxation receivables	200,851	189,249
Trade and other receivables	62,883	50,989
Prepayments	208	256
Assets held for sale	6,650	7,075
Total no more than 12 months	349,952	394,359
More than 12 months		
Trade and other receivables	30,653	43,077
Land	82,255	62,275
Buildings	534,305	516,803
Leasehold improvements	87,878	52,398
Plant and equipment	193,296	216,429
Computer software	507	784
Total more than 12 months	928,894	891,766
Total assets	1,278,846	1,286,125
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	384,851	333,706
Personal benefits	15,935	20,720
Grants and contributions	5,249	5,192
Unearned income	14,132	12,040
Other payables	8,569	39,383
Leases	2,730	2,812
Bonds and security deposits	6,426	8,795
Total no more than 12 months	437,892	422,648
More than 12 months		
Unearned income	6,321	5,338
Leases	4,361	7,010
Bonds and security deposits	3,076	3,390
Total more than 12 months	13,758	15,738
Total liabilities	451,650	438,386

Department of Home Affairs
Notes to and forming part of the financial statements

8.2 Restructuring

In May 2019, the Government announced Administrative Arrangement Orders that the Department would assume responsibility for settlement services for refugees and humanitarian migrants and adult migrant education. These arrangements took effect from 1 July 2019.

No functions were transferred to or from the Department in 2020-21.

Function assumed	Year/s of transfer	Losing entity
Settlement services for refugees and humanitarian migrants	2019-20	DSS ^a
Adult migrant education	2019-20	Education ^b

- a. Department of Social Services
- b. Department of Education

Department of Home Affairs

Notes to and forming part of the financial statements

Note 8.2A: Departmental restructuring - functions assumed

	Total	DSS	Education	Total
	2021	2020	2020	2020
	\$'000	\$'000	\$'000	\$'000
Assets acquired				
Trade and other receivables	-	3,578	674	4,252
Total assets acquired	-	3,578	674	4,252
Liabilities assumed				
Suppliers	-	468	-	468
Employee provisions	-	3,204	677	3,881
Total liabilities assumed	-	3,672	677	4,349
Net assets acquired	-	(94)	(3)	(97)
Income for functions assumed				
Total income for functions assumed	-	-	-	-
Expenses for functions assumed				
Recognised by the Department	-	12,914	2,715	15,629
Total expenses for functions assumed	-	12,914	2,715	15,629

Department of Home Affairs
Notes to and forming part of the financial statements

Note 8.2B: Administered restructuring – functions assumed

	Total	DSS	Education	Total
	2021	2020	2020	2020
	\$'000	\$'000	\$'000	\$'000
Assets acquired				
Trade and other receivables	-	1	-	1
Total assets acquired	-	1	-	1
Liabilities assumed				
Suppliers	-	2,079	-	2,079
Grants and contributions	-	74	-	74
Other payables	-	2,963	-	2,963
Total liabilities assumed	-	5,116	-	5,116
Net assets acquired	-	(5,115)	-	(5,115)
Income for functions assumed				
Recognised by the Department	-	294	-	294
Total income for functions assumed	-	294	-	294
Expenses for functions assumed				
Recognised by the Department	-	186,980	217,745	404,725
Total expenses for functions assumed	-	186,980	217,745	404,725

Department of Home Affairs

Notes to and forming part of the financial statements

8.3 Budgetary reporting

The following provides an explanation of the variance between the original budget figures as presented in the 2020-21 Portfolio Budget Statements (PBS) and the 2020-21 final actual result. The budget is not audited. The budget figures as published in the PBS have been restated to align with the presentation and classification adopted in the financial statements.

Explanations are provided for major budget variances only. Variances are treated as major when it is considered important for the reader's understanding or is relevant to an assessment of the discharge of accountability and to an analysis of performance of the Department.

The nature and timing of the Commonwealth's Budget Process can contribute to the variances of the Department. For the Department's variance analysis, the major impacts include:

- The original budget as presented in the 2020-21 PBS is amended by the Government throughout the year. The Department's budget for 2020-21 was updated as part of the 2020-21 Portfolio Additional Estimates Statements (PAES) and the 2021-22 PBS; and
- The Department is usually subject to a number of variable funding mechanisms which will automatically increase or decrease the Departmental revenue from government in the event that specified immigration and citizenship related activity levels deviate from those which were anticipated when the budget was prepared. Departmental revenue associated with these mechanisms was frozen for the 2020-21 financial year to mitigate the impact of COVID-19 on funding.

The variance commentary below will make mention of these factors where applicable.

8.3A: Explanations for major budget variances

Departmental Income

Departmental income, including revenue from Government, is \$8.3 million (or 0.3%) higher than the original budget. This is mainly due to:

- increase of \$53.5 million (or 2%) in Revenue from Government as a result of measures outlined in the 2020-21 PAES and 2021-22 PBS,
- increase of \$3.4 million in gains relating to foreign exchange, reduction in the impairment allowance for financial assets and other adjustments; partially offset by
- decrease of \$48.6 million (or 18.5%) in Revenue from contracts with customers and other revenue predominantly due to lower than expected cost recovery revenue for services provided to other entities and lower than budgeted recoveries of merchant bank fees.

Departmental Expenses

Departmental expenses are \$9.4 million (or 0.3%) lower than the original budget. Variances to the original budget between employee and supplier expenses mainly reflect changes in resourcing between employee and contractor expenses to meet departmental priorities.

Depreciation and amortisation expenses are under budget by \$34 million (or 5%) mainly due to lower than expected depreciation expenses on right-of-use assets. This is partially offset by impairment and write-down expenses which are not specifically budgeted.

Other Comprehensive Income

Changes in the asset revaluation reserve recognised through Other Comprehensive Income are not specifically budgeted.

Departmental Assets

Total departmental assets are \$526 million (or 14%) higher than the original budgeted position. This can be predominantly attributed to:

- an increase of \$104 million in appropriation receivables mainly due to the timing of cash payments for operational and capital expenses;
- an increase in building assets of \$353 million mainly due to the recognition of right-of-use assets for leased office premises in Belconnen, ACT; and
- an increase in leasehold improvement assets of \$97 million mainly due to the recognition of office fitout received as lease incentives for office premises in Belconnen, ACT and revaluation of existing assets.

Department of Home Affairs

Notes to and forming part of the financial statements

Departmental Liabilities

Total departmental liabilities are \$479 million (or 18%) higher than the original budgeted position mainly due to the recognition of lease liabilities for office premises in Belconnen, ACT.

Departmental Cash Flow

The amounts reported in the departmental Cash Flow Statement are interrelated with figures disclosed in the Statement of Comprehensive Income and Statement of Financial Position. Consequently, variances in the Statement will be attributable to the relevant variance explanations provided above under departmental expenses, departmental revenue, departmental assets and departmental liabilities.

8.3B: Explanations for major administered budget variances

Administered Income

The total variation between administered income and the original budget estimate is a decrease of \$694 million (or 3%). This can be predominantly attributed to lower than anticipated customs duty received on the importation of tobacco products, partially offset by improved collections of duties on alcohol. Despite the one-off increase in tobacco volumes in 2019-20 associated with the closure of tobacco warehouses as a result of the *Black Economy Package – combatting illicit tobacco* measure, tobacco imports by volume continue to trend downwards over time.

Administered gains of \$57 million reflects the revaluation of non-financial assets and reversal of a revaluation decrement expensed in the 2019-20 financial year which was not specifically budgeted.

Administered Expenses

Administered expenses are \$22 million (or 0.9%) higher than the original budget. This is mainly due to:

- lower supplier expenses of \$398 million (or 19%) largely relating to the effects of COVID-19, including:
 - a decrease of \$507 million due to changes in the ongoing implementation of regional processing arrangements due to COVID-19, including establishment of an enduring regional processing capability which has led to the underspend;
 - a decrease of \$23 million due to COVID-19 restrictions and associated international border closures relating to the Refugee Humanitarian Settlement and Migrant Services program; partially offset by
 - an increase of \$136 million to address ongoing capacity pressures across the Immigration Detention Network due to the impact of the COVID-19 pandemic on the ability to remove unlawful non-citizens from Australia.
- higher personal benefits expenses of \$286 million (or 106%) mainly due to disaster support payments associated with the NSW floods; and
- higher gifting, grants and contribution expenses of \$123 million (or 82%) mainly due to:
 - the gift of assets to the Government of Nauru (\$60 million); and
 - pandemic leave and COVID disaster payments (\$47 million).

Other Comprehensive Income

The variance in Other Comprehensive Income of \$117 million reflects a revaluation increment for non-financial assets taken to the Asset Revaluation Reserve which was not specifically budgeted.

Administered Assets

Total administered assets are \$122 million (or 11%) higher than the original budget estimate mainly due to the revaluation of non-financial assets.

Administered Liabilities

Total administered liabilities are \$13 million (or 3%) higher than the original budget estimate. This is predominantly due to higher accrued expenses offset by lower customs duty refunds payable than anticipated in the original budget.

PART 5:

MANAGEMENT AND ACCOUNTABILITY

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ENTERPRISE GOVERNANCE

Statement of enterprise governance practices

The Department of Home Affairs (the Department) is responsible for administering legislation, developing policy, managing and delivering programs, ensuring compliance, and delivering Government services.

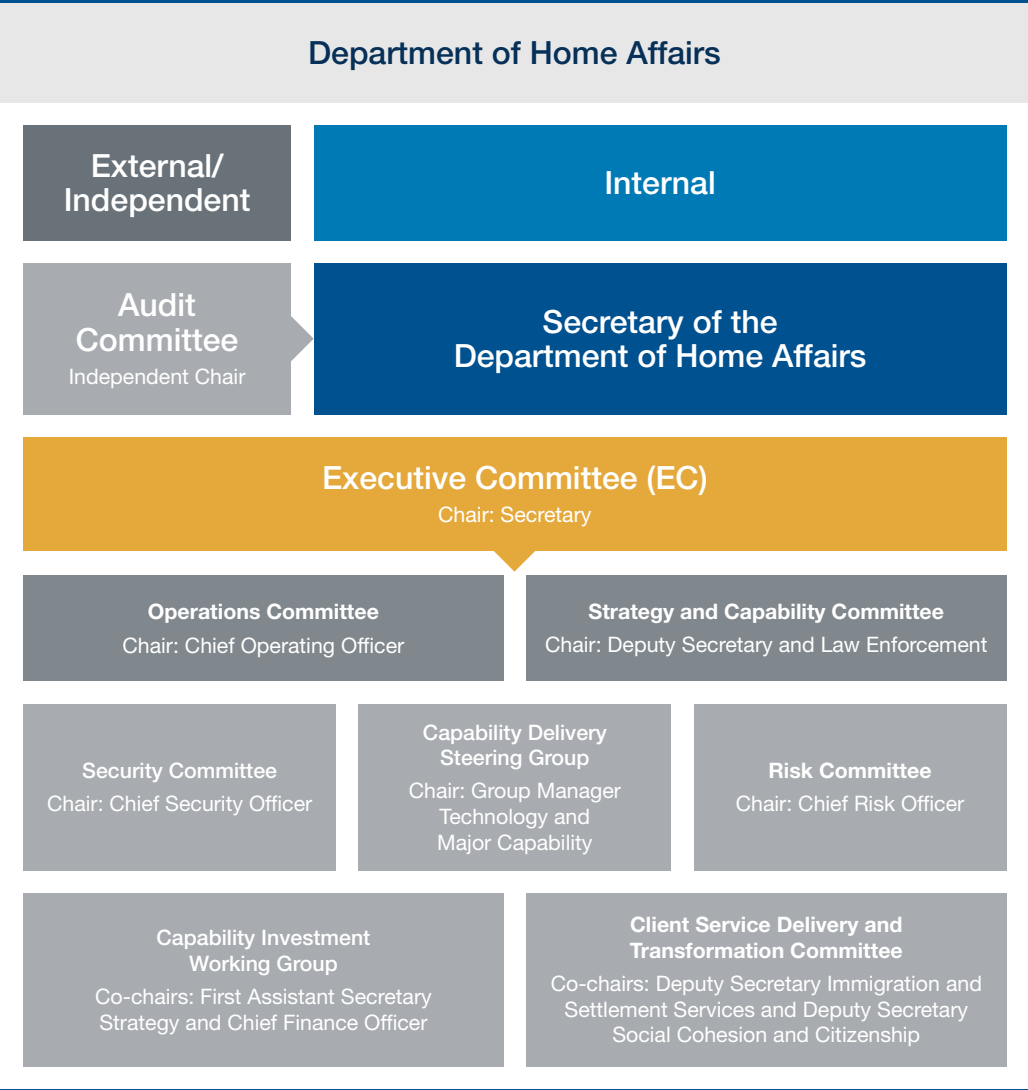
Our governance arrangements support the Department's strategic direction, are agile, and enable the Department to have oversight of how we operate and perform. They ensure streamlined, transparent and accountable decision making to meet compliance obligations under relevant legislative and regulatory frameworks. Our governance approach supports the Senior Executive Service in making well informed, evidence based decisions through the effective management of the Department's top-tier and supporting governance committees. The governance arrangements outlined in this chapter apply to the Department and are consistent with the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). They support transparent and effective decision making both horizontally and vertically.

In recognition of its operational independence, the Australian Border Force (ABF) has its own governance arrangements. However, the governance and working committees of the Department and the ABF are aligned through membership and enable the Secretary to appropriately acquit his PGPA Act responsibilities.

The Department's enterprise governance arrangements are reflected in Figure 4. The ABF's governance arrangements are reflected in Figure 5.

Department of Home Affairs Enterprise Governance Arrangements

Figure 4: Department of Home Affairs’ Enterprise Governance Arrangements, as at 30 June 2021



The Department maintains the following high-level enterprise governance committee structure:

Portfolio Board

The Portfolio Board, chaired by the Secretary and attended by all Portfolio agency heads, remained the Home Affairs Portfolio's premier strategic forum focused on future facing Portfolio-wide issues, priorities, programmes and initiatives.

Executive Committee

The Executive Committee (EC), chaired by the Secretary, is the Department's top-tier decision making body, focussing on performance against strategy and outcomes, policy challenges, organisational health (finance and people), and monitoring extreme risk. It is supported by the Operations Committee (OC) and the Strategy and Capability Committee (SCC).

Operations Committee

The OC, chaired by the Chief Operating Officer (COO), with Portfolio COOs invited as required, monitors the performance of the Department's corporate and business programs, change management and the implementation of reforms, and provides advice and oversight in relation to performance, organisational management and cross-organisational issues.

Strategy and Capability Committee

The SCC, chaired by Deputy Secretary Strategy and Law Enforcement, makes decisions, and provides advice and oversight in relation to strategy, policy and capability development and delivery, and monitors the performance and delivery of strategic priorities, the capability lifecycle and major functions, as set out in the Portfolio Budget Statements.

Subordinate committees

Subordinate committees support the OC and SCC to undertake specific activities or deliver specific outcomes within defined decision making parameters, and will report outcomes as required to the OC and the SCC. The following subordinate committees are currently in operation:

- Risk Committee (Chair: Chief Risk Officer)
- Client Service Delivery and Transformation Committee (Co-Chairs: Deputy Secretary (DS) Immigration and Settlement Services and DS Social Cohesion and Citizenship)
- Security Committee (Chair: Chief Security Officer)
- Capability Investment Working Group (Co-Chairs: First Assistant Secretary Strategy and Chief Finance Officer)
- Capability Delivery Steering Group (Chair: Group Manager Technology and Major Capability).

Australian Border Force Enterprise Governance Arrangements

Throughout 2020–21, the ABF governance arrangements complemented those of the broader Department and positioned the ABF to effectively contribute to the Department’s enterprise governance arrangements. These arrangements also align the ABF’s operational functions and the Department’s policy, program, enabling and support functions. The ABF also participates in departmental governance bodies.

Figure 5: ABF governance arrangements



Strategic Command Group

The Strategic Command Group (SCG) was the most senior governance body in the ABF and was chaired by the Commissioner. The SCG set and maintained the ABF's strategic direction, organisational priorities and support requirements to position the ABF to effectively contribute to the broader Home Affairs' governance arrangements. SCG made decisions and provided guidance in relation to workforce and culture, budget, enterprise risk and assurance.

SCG monitored trends and issues affecting the ABF that may have required action or intervention and had responsibility for ABF administrative settings and oversight.

Operational Performance

National Operations Prioritisation

The role of the National Operations Prioritisation Group (NOPG) was to set the strategic overview of operational priorities based on risk and performance for the month ahead. The NOPG served as a decision making forum and oversee targeting, planning and evaluation activities escalated from the Regional Operations Committees (ROCs) and approved high and critical operations referrals and national operations.

Operational Safety Committee

The Operational Safety Committee (OSC) sits under the SCG and provided advice and recommendations to the SCG. The OSC was the governing body for all operational safety training, administration and related policy issues, including initiating enquiries and proposing use of force enhanced capabilities, managing exemptions and registering variations under the *Operational Safety Order (2020)*. In fulfilling its responsibilities, the OSC provided guidance and direction to the ABF regarding:

- operational safety and use of force policy
- operational safety and use of force training
- centralised management and review of use of force reporting
- the administration and oversight of operational safety initiatives
- oversight of future policy to support agreed changes to use of force issues

People and Culture

ABF Work Health and Safety

The ABF Work Health and Safety Working Group provided the mechanism by which ABF Commands engaged relevant areas of the Department on emerging risks and the effectiveness of current risk control strategies, with a particular focus on operational safety.

Risk and Internal Compliance

ABF Risk and Assurance Working Group

The role of the ABF Risk and Assurance Working Group (RAWG) was to provide high level oversight of risk management and assurance activities across the ABF.

Resources and Capability

ABF Change Control Board

The ABF Change Control Board (CCB) was stood up to ensure seamless professional business integration of ICT systems and technologies were transitioned into operational utilisation. The primary responsibility of the CCB was to control change across the capability lifecycle. In addition, the CCB centralised communication and ensured business change supported operational capability requirements.

Audit and Risk Committee

Section 45 of the PGPA Act requires the Secretary to ensure the Department has an audit and risk committee.

The role of the Audit and Risk Committee (ARC) is to provide independent advice to the Secretary and ABF Commissioner on the appropriateness of the entity's financial and performance reporting, system of risk oversight and management, and system of internal control. The ARC does not have executive powers, except for the power delegated to it by the Executives.

The ARC is chaired by an external member and is directly accountable to the Secretary for the performance of its functions. The Committee has no executive powers in relation to the operations of the Department and the ABF.

The Department's Audit and Risk Committee charter is available at www.homeaffairs.gov.au/commitments/files/audit-committee-charter.pdf

Figure 6: Audit and Risk Committee details

Member name and tenure during 2020–21	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended during 2020–21 / total number of meetings held during period of membership in 2020–21	Total annual remuneration ⁵⁷ (GST inclusive)
Carol Lilley Current Chair 1 July 2020 – 30 June 2021	Ms Lilley is an Independent board director and Audit Committee chair and member of a number of Commonwealth Government audit committees. She was a Partner of PricewaterhouseCoopers and has over 20 years' experience in financial statement audit, internal audit and project and risk management, with a particular focus on government. Ms Lilley also holds a number of qualifications and professional memberships in commerce accounting and auditing and is a Fellow of the Institute of Chartered Accountants.	7/7	\$149,841

57. Remuneration includes preparation for and attendance at meetings of the Audit and Risk Committee, as well as meeting preparation and attendance at sub-committees (where relevant) and other meetings as required by the member's role.

Member name and tenure during 2020–21	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended during 2020–21 / total number of meetings held during period of membership in 2020–21	Total annual remuneration ⁵⁷ (GST inclusive)
Jennifer Clark Current External Member 1 July 2020 – 30 June 2021	<p>Ms Clark has an extensive background in business and governance through a career as an Investment Banker and as a Non-Executive Director since 1991.</p> <p>She has been the chair, deputy chair or member of over 20 audit committees and boards in the Commonwealth and private sectors over the past 30 years. She is a Fellow of the Australian Institute of Company Directors and has substantial experience in financial and performance reporting, audit and risk management.</p>	7/7	\$70,421
Don Cross Current External Member 1 July 2020 – 30 June 2021	<p>Mr Cross is the chair or member of several audit committees and sub-committees, and was a senior partner at KPMG and a lead partner for KPMG's key strategic government accounts. Mr Cross has experience in government program delivery and reform, financial statement audit and internal audit for policy, regulatory and service delivery agencies.</p> <p>Mr Cross holds numerous qualifications and professional memberships in accounting, fraud control, business, and auditing and is a Fellow of the Institute of Chartered Accountants and a Certified Practising Accountant.</p>	7/7	\$93,060
Cath Patterson Current Internal Member 11 August 2020 – 30 June 2021	<p>Ms Patterson in her role as Deputy Secretary Strategy and Law Enforcement, oversees the development of whole-of-Portfolio strategic guidance and capability planning and development, and enterprise data, standards and processes.</p> <p>Ms Patterson is also responsible for law enforcement, intelligence and transnational crime policy matters, and transport security regulation.</p> <p>Ms Patterson has a 26 year career providing senior policy advice to Prime Ministers, Ministers, and Departmental Executives, on social policy, defence and national security and budgetary issues.</p>	5/6	\$0 ⁵⁸

58. Total remuneration for this purpose excludes any amounts received for other roles performed. The total remuneration of internal members for their roles outside of audit committee membership is reported in Appendix D.

Member name and tenure during 2020–21	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended during 2020–21 / total number of meetings held during period of membership in 2020–21	Total annual remuneration ⁵⁷ (GST inclusive)
Dwayne Freeman Current Internal Member 10 February 2021 – 30 June 2021	<p>Mr Freeman in his role as Deputy Commissioner Operational Strategy and Coordination Group is responsible for providing strategic and operational planning, workforce management, and civil maritime, technical and surveillance capability support to achieve ABF outcomes.</p> <p>Mr Freeman joined the Australian Public Service following an extensive career in the private sector, most recently as the Chief Executive Officer (CEO) Abbot Point Operations for Adani Australia from 2016-2020. As CEO, Mr Freeman developed and led the strategic development, transformational change and operation of the multi-billion dollar bulk export facility in Bowen QLD.</p> <p>Mr Freeman holds qualifications in accounting and is a Certified Practising Accountant.</p>	3/4	\$0 ⁵⁹
Justine Saunders Internal Member 1 July 2020 – 10 February 2021	<p>Ms Saunders in her role as Deputy Commissioner ABF Operations delivers high-level strategic direction across all operational activities around the border. This includes the management of travellers, goods and cargo, as well as enforcement and maritime operations. Prior to joining the ABF, Ms Saunders was a member of the Australian Federal Police (AFP) for 29 years and a member of the senior executive since 2005. As the Chief Police Officer of the ACT, she ensured ACT Policing delivered on government and community expectations in terms of operational delivery, whilst also driving and implementing significant cultural and capability reforms aimed at developing a sustainable and effective policing service for the future.</p> <p>Ms Saunders holds qualifications in leadership, management, and social sciences.</p>	2/3	\$0 ⁶⁰

59. Total remuneration for this purpose excludes any amounts received for other roles performed. The total remuneration of internal members for their roles outside of Audit and Risk Committee membership is reported in Appendix D.

60. Total remuneration for this purpose excludes any amounts received for other roles performed. The total remuneration of internal members for their roles outside of Audit and Risk Committee membership is reported in Appendix D.

Corporate and business planning

The *Department of Home Affairs' 2020–21 Corporate Plan* was adopted as the primary planning document for the Department and the ABF. The *2020–21 Corporate Plan* set out the Department and the ABF's purposes, and priorities, and outlines how performance was to be measured.

In recognition of this, the Department implemented an enhanced business planning approach across the Department and the ABF, aligning operational activities to the purposes and the strategic performance measures within the *Department of Home Affairs' 2020–21 Corporate Plan*. Each Division within the Department and Group within the ABF had a business plan in place for 2020–21, guiding the delivery of key projects and business as usual activities.

Throughout 2020–21, the Department and the ABF's corporate and business planning approach was underpinned by thorough assurance processes, including bi-annual reporting on business plans and quarterly reporting against the metrics within the *Department of Home Affairs 2020–21 Corporate Plan*. This approach provided appropriate executive oversight of performance through both the OC and the ARC. Both committees were provided status reported, tracked progress against relevant targets and provided direction to the Department and the ABF on the opportunity to course correct throughout the financial year.

Risk management

The Department operates in an inherently complex, layered and evolving environment. This required risk management to be an integral part of our organisational activities and underpin our activities throughout the financial year. The Department's *Risk Management Policy* defines our approach to risk and risk appetite, and outlines the responsibilities and obligations of all staff within the Department and the ABF to manage and report on risk. The *Risk Management Framework* outlines the organisational arrangements for implementing, reviewing and continually improving risk management across the Department and the ABF.

Our Risk Management Policy is now embedded into our risk management practices, and is consistent with relevant legislation and regulation, including:

- section 16 of the PGPA Act
- *Commonwealth Risk Management Policy*
- Australian and New Zealand accepted international standard ISO31000:2018 Risk Management—Guidelines.

Senior governance committees, supported by the Risk Committee, ARC and Chief Risk Officer, oversee our approach to risk management. The Department continues to monitor changes to threats and trends that affect the delivery of our operations. In 2020–21, a review of the Department's approach to risk management was undertaken. The Department will be implementing an updated risk framework throughout 2021–22 to further mature risk management practices across the organisation.

Internal audit arrangements

The Internal Audit Plan is the overarching internal audit work plan for the Department and the ABF. The Internal Audit Plan provides assurance around key risks across the Department's functions, including finance, IT and compliance. It is a rolling plan subject to six-monthly review. This allows for a strategic and flexible approach to pre-empt emerging risks and changing priorities.

The 2020–21 Internal Audit Program comprised 29 internal audits. All recommendations delivered through internal audits are tracked and monitored by the Audit Committee, supported by the Chief Audit Executive.

Further assurance activities such as management-initiated reviews, detention assurance reviews and compliance programs also form part of our overall program of strategic assurance.

Fraud control and anti-corruption measures

The *Home Affairs Fraud and Corruption Control Plan* (Nov 2019) and the *ABF Fraud and Corruption Control Plan* (Aug 2020) outline our commitment to effectively manage and mitigate fraud and corruption in the Department and the ABF. The Department, including the ABF, has zero tolerance for fraud and corruption. We have appropriate strategies in place to manage fraud and corruption, taking all reasonable steps to prevent, detect and deal with fraud appropriately.

The plans meet our accountabilities for compliance against the *Commonwealth Fraud Control Framework 2017*, including section 10 of the *Public Governance, Performance and Accountability Rule 2014*, the *Commonwealth Fraud Control Policy*, and *Resource Management Guide No. 201—Preventing, Detecting and Dealing with Fraud*.

Accountability, Integrity and Ethical Standards

Establishing and maintaining ethical standards

All departmental employees must act with high standards of integrity and ethical behaviour. Adhering to set standards of professionalism ensures the Department maintains the confidence of the Australian Government, the Australian community and partner law enforcement agencies.

Throughout 2020–21, the Department commenced implementation of the *Integrity Strategy 2025*. This strategy continues to guide the Department's approach to integrity, leveraging and leading on from Operation Arête, and positions the Department to dynamically respond to integrity risk. The *Integrity Strategy 2025* focuses on:

- proactive, targeted and tailored training, education and awareness-raising activities, informed by our understanding of threats, issues and emerging corruption vulnerabilities
- addressing high-risk behaviours with a view to disrupting and deterring inappropriate conduct
- promoting a culture of openness and transparency regarding integrity issues and outcomes to raise awareness about the consequences of conduct not aligned with the Department's *Professional Standards Framework*.

The Department progressed the following initiatives under the *Integrity Strategy 2025* in 2020–21:

- promoted a positive integrity culture through Integrity Week 2020, held in August 2021
- delivered early intervention campaigns, which sought to remind staff of their obligations in relation to policies under the Integrity and Professional Standards Frameworks, and prevent and disrupt potential high-risk misconduct through proactive communications and intervention strategies at targeted behaviour
- delivered a social media campaign
- unauthorised access campaign delivered
- embedded the Integrity Active Detection Program, leveraging risk-alert systems and data analytics capabilities to identify a range of potential integrity issues and enable targeted intervention strategies.

Other key work in 2020–21 included:

- educating staff and contractors about integrity expectations:
 - nine tailored integrity training sessions were delivered, including two sessions delivered offshore
 - delivery of integrity content to all staff as part of the Department's online mandatory training module 'The Essentials', the Intermittent and Irregular Employee (IIE) Induction and the Border Force Officer Recruit Training (BFORT) program.
- providing assurance through the Department's drug and alcohol testing program
- expanding our intelligence capability, using dedicated teams of analysts and technologists to support integrity investigations and joint operations
- working closely with internal and external stakeholders, including the Australian Commission for Law Enforcement Integrity, to support organisational integrity through investigations, intelligence and corruption prevention activities
- implementing the mandatory requirements of the Protective Security Policy Framework such as the Annual Security Check and participating in the Risk Sharing Framework of the Australian Government Security Vetting Agency (AGSVA).

Non-compliance with Finance law

There are no matters to be reported under section 19(1) of the PGPA Act.

Capability Reviews

The Department did not initiate any capability reviews in 2020–21. This is consistent with 2019–20.

EXTERNAL SCRUTINY

Judicial and administrative tribunal decisions

Notable decisions

Commonwealth v AJL20 [2021] HCA 213

On 23 June 2021, a majority of the High Court found that the administrative detention scheme under ss 189, 196 and 198 of the *Migration Act 1958* (Cth) is constitutionally valid in all its potential applications. The majority also held that the detention authorised by s 189(1) must continue and remains lawful up until one of the ‘terminating events’ (broadly, removal or grant of visa) in s 196(1) actually occurs, not the time by which the action could or should have occurred (as Bromberg J’s Federal Court judgment proposed). The duty imposed upon officers by ss 189(1) and 196(1) of the Act is to detain the unlawful non-citizen until the occurrence of one of the events referred to in s 196. The failure by officers to remove as soon as reasonably practicable, as required by s 198, does not mean that the detention is unlawful. Non-performance by an officer of the duty under s 198 does not provide a basis for a court to order the release of an unlawful non-citizen from immigration detention in these circumstances. Instead, it provides a basis for an order of mandamus, requiring officers to fulfil the duty to remove as soon as reasonably practicable.

The High Court judgment does not affect the nature or scope of the duty of an officer under s 198 to remove as soon as reasonably practicable (and nor did the Federal Court judgment below affect that duty). The duty remains unchanged and relevant officers must continue to comply with it. The High Court judgment clarifies that a failure to comply with the duty under s 198 to remove a person as soon as reasonably practicable does not render the person’s detention unlawful, or enable the court to order their release.

Civil litigation

Under the *Legal Services Directions 2017* (Cth), monetary claims can only be settled in accordance with legal principle and practice. Such a settlement requires the existence of at least a meaningful prospect of liability being established.

At 30 June 2021, departmental records indicate that 415 claims for compensation were foreshadowed and/or filed in the courts or the Fair Work Commission. This includes but is not limited to claims for unlawful detention or personal injury arising from detention, personal injury relating to or sustained in a regional processing centre, employee related matters, privacy complaints and other claims arising from activities of the Department.

Reports by external bodies

Reports from the Office of the Australian Information Commissioner

Privacy

Throughout 2020–21 the Department continued to work closely with the Office of the Australian Information Commissioner (the OAIC) to provide assurance to the Australian public that personal information held by the Department and privacy breaches are handled in accordance with the *Privacy Act 1988*. The OAIC assessment reports, and the Department's responses, are published on the OAIC website.⁶¹

Privacy Assessments

The OAIC, through a Memorandum of Understanding, receives funding from the Department to undertake annual assessments of the handling of passenger name record (PNR) data. PNR data is information provided by passengers to air carriers to enable processing of travel reservations. Our collection and use of PNR data continues to support the Portfolio and law enforcement agencies in preventing, detecting and investigating serious crimes, including terrorism, drug trafficking, human trafficking and child exploitation.

During 2020–21, the Department continued implementing recommendations arising from the 2019–20 assessment. In November 2020, fieldwork was completed for the 2020–21 assessment. As at 30 June 2021 the assessment had not been finalised.

61. www.oaic.gov.au/privacy-assessments/

Australian Human Rights Commission

The Australian Human Rights Commission (AHRC) can inquire into complaints of breaches of human rights and workplace discrimination under the *Australian Human Rights Commission Act 1986*.

The AHRC released the following nine reports concerning the Department's activities in 2020–21:

- *No. 134 Mr AP v Commonwealth of Australia (Department of Home Affairs)*, tabled in Parliament on 24 August 2020
- *No. 135 FZ v Commonwealth of Australia (Department of Home Affairs)*, tabled in Parliament on 24 August 2020
- *No. 137 Hamedani v Commonwealth of Australia (Department of Home Affairs)*, published on 30 September 2020
- *No. 138 PD v Commonwealth of Australia (Department of Home Affairs)*, published on 5 November 2020
- *No. 136 Mr AC v Commonwealth (Department of Home Affairs)*, tabled in Parliament on 11 November 2020
- *Inspections of Australia's immigration detention facilities 2019 Report*, published on 3 December 2020
- *No. 139 LF v Commonwealth of Australia (Department of Home Affairs)*, published on 24 December 2020
- *No. 142 Ms PQ and Ms PR v Commonwealth of Australia (Department of Home Affairs)*, published on 16 June 2021
- *Management of COVID-19 risks in immigration detention (2021)*, published on 16 June 2021

This is an increase from the eight reports released in 2019–20. These reports, including the Department's responses, are publicly available on the AHRC's website.⁶²

The AHRC's role includes monitoring the conditions in immigration detention centres from a human rights compliance perspective. The Department worked with the AHRC to ensure legal obligations and community expectations are met. This includes providing access to immigration detention facilities and to departmental records, case notes and decisions.

62. www.humanrights.gov.au

Reports from the Office of the Commonwealth Ombudsman

The Commonwealth Ombudsman released the following five reports concerning the Department's activities in 2020–21:

- *Statement by the Commonwealth Ombudsman Michael Manthorpe on the management of COVID-19 risks in immigration detention facilities*, published on 1 July 2020
- *Review of the Ombudsman's activities in overseeing immigration detention, July to December 2019*, published 14 August 2020
- *Did They Do What They Said They Would?*, published on 14 September 2020
- *A report on the Commonwealth Ombudsman's monitoring of agency access to stored communications and telecommunications data under Chapters 3 and 4 of the Telecommunications (Interception and Access) Act 1979 (for the period 1 July 2018 to 30 June 2019)*, tabled in Parliament on 4 February 2021
- *Review of Ombudsman's activities in overseeing immigration detention January–June 2020*, published on 30 June 2021.

These reports, including the Department's responses, are publicly available on the Ombudsman's website.

The Commonwealth Ombudsman is required under the *Migration Act 1958* to report on the appropriateness of immigration detention arrangements for each person detained for more than two years. Each report is provided to the Minister for Immigration, Citizenship, Migrant services and Multicultural Affairs along with a de-identified version that the Minister must table in the Australian Parliament. The Detention Review Assessments, including the Department's responses are publicly available at the Commonwealth Ombudsman's website.⁶³

Reports from the Australian National Audit Office

The Auditor-General released a number of performance audits that examined the Department and the ABF in 2020–21:

Interim Report on Key Financial Controls of Major Entities

This report examined 25 entities, departments of state and major Australian government entities including the Department and how entities' internal control frameworks are critical to executing an efficient and effective audit and obligations under the PGPA Act.

63. www.ombudsman.gov.au

Cyber Security Strategies of Non-Corporate Commonwealth Entities (cross entity audit)

The objective of this audit was to assess the effectiveness of cyber security risk mitigation strategies implemented by selected non-corporate Commonwealth entities to meet mandatory requirements under the *Protective Security Policy Framework*, and the support provided by the responsible cyber policy and operational entities. The Department was examined only in its role as a cyber policy entity.

Establishment and Use of ICT Related Procurement Panels and Arrangements (cross entity audit)

The objective of this audit was to assess the extent to which entities' establishment and use of ICT related procurement panels and arrangements supported the achievement of value for money outcomes.

These audit reports, including the Department's responses, are publicly available on the ANAO's website.⁶⁴

Royal Commission into Institutional Response to Child Sexual Abuse

The Royal Commission delivered its Final Report on 5 December 2017. It made 409 recommendations in total, of which the Portfolio is the Australian Government lead 69. The Department and the ABF coordinated the Portfolio's response to the *Australian Government's Annual Progress Report 2020*. The report is publically available on the Royal Commission's website.⁶⁵

To date, the Portfolio has implemented and closed 57 recommendations, with 12 recommendations on-track for completion in 2021–22. The Department's important achievements in relation to child safety in 2020–21 include:

- Publishing information for staff and officers about their responsibilities to consider the needs of vulnerable children in immigration programs and environments.
- Launching of two updated eLearning packages that all staff and officers can access – *Child Safeguarding Essentials* and *Working in a Child-related Role*. These training packages align with the Child Safe Standards and include information about the National Principles for Child Safe Organisations (the National Principles), recognising, responding to and reporting child abuse and neglect and employment screening for working in a child-related role.
- Delivering Child Safeguarding training sessions to new maritime tactical officer recruits, and regular engagement with key stakeholders.

64. www.anao.gov.au/

65. www.childabuseroyalcommissionresponse.gov.au/

- Delivering the second cycle of the Child Safeguarding Assurance Program.
- The passage of the *Crimes Legislation Amendment (Sexual Crimes against Children and Community Protection Measures) Act 2020*, which came into force in June 2020. Among other reforms, this legislation introduced new offences for grooming a third party (such as a parent or carer) to make it easier to procure a child for sexual activity and mandatory minimum sentences for the most serious Commonwealth child sex offences and repeat offenders.
- Ongoing work with the ACIC and all jurisdictions to deliver the Working with Children Checks National Reference System, which will provide a platform for sharing negative notice decisions.
- Responding to requests from the National Redress Scheme on behalf of the Portfolio. All requests applicable to the Department relate to people who initially arrived in Australia in the mid-twentieth century as a child migrant.
- Opening of a new facility in Brisbane for the Australian Centre to Counter Child Exploitation, which was established in 2018 to deliver world-leading and collaborative approaches to countering child sexual abuse. The Australian Centre to Counter Child Exploitation complements initiatives across the Australian Government to combat sexual abuse and create a safer environment for children.

The Department continues to promote training opportunities and policy documents that build officer capability in line with the Child Safe Standards and National Principles and publishes a range of internal communications to raise the awareness of staff and officers about the Department's child-related risks and related policy and procedural settings.

The Department is also developing a number of online courses, which will allow busy staff to complete short child-related eLearning modules relevant to their role. This will include a module on barriers that children from diverse backgrounds experience when disclosing abuse or trying to provide feedback.

Royal Commission into National Natural Disaster Arrangements

The Royal Commission into National Natural Disaster Arrangements was established on 20 February 2020 in response to the extreme bushfire season of 2019–20. Commission Chair, Air Chief Marshal Mark Binskin AC (Retd) presented the Royal Commission's report to the Governor General on 28 October 2020.⁶⁶ The report was tabled in Parliament on Friday, 30 October, 2020. The Final Report contains 80 recommendations, of which 52 are directed to the Australian Government (in full or in part).

66. <https://naturaldisaster.royalcommission.gov.au/publications/royal-commission-national-natural-disaster-arrangements-report>

On 13 November 2020, the Prime Minister released the Australian Government's response to the Royal Commission's Final Report.⁶⁷ The Commonwealth and states and territories have agreed to work collaboratively to implement the Royal Commission's recommendations. This will build on work already underway by the Department to ensure that the Department, and the Australian Government, are future ready and well placed to deal with natural disasters. Progress in implementing the recommendations for the Australian Government are reported on the Department's website.

In response to the recommendations of the Royal Commission, the Government has established the National Resilience and Recovery Agency (NRRA) as an executive agency in the Department of the Prime Minister and Cabinet portfolio. From 1 July 2021, the NRRA will assume functions from Emergency Management Australia within the Department related to disaster recovery, disaster risk reduction and some disaster preparedness.

New South Wales Special Commission of Inquiry: Ruby Princess

The New South Wales (NSW) Special Commission of Inquiry into the Ruby Princess (the Special Commission) was established on 15 April 2020 and the Report of the Special Commission released on 14 August 2020.⁶⁸ The Special Commission investigated information and communications and actions of and between Commonwealth and NSW agencies, and disembarked passengers. The Special Commission also made inquiries into communications by Commonwealth and NSW agencies to passengers disembarking the Ruby Princess, and policies and protocols applied by Commonwealth and NSW agencies with respect to managing suspected or potential COVID-19 cases.

The Department, in conjunction with the Department of Health and the Department of Agriculture, Water and the Environment provided the Inquiry with a voluntary statement with information on the roles and responsibilities of the Commonwealth and state agencies, and a chronology of events around the disembarkation of passengers from the Ruby Princess. The Report of the Special Commission did not contain any recommendations for the Department of the ABF, and noted that the ABF and the Department do not bear any responsibility for the issues that arose as a result of the Ruby Princess incident.

67. <https://pmc.gov.au/resource-centre/pmc/national-approach-national-disasters>

68. <https://www.dpc.nsw.gov.au/assets/dpc-nsw-gov-au/publications/The-Special-Commission-of-Inquiry-into-the-Ruby-Princess-Listing-1628/Report-of-the-Special-Commission-of-Inquiry-into-the-Ruby-Princess.pdf>

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) was established in April 2019 in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability. This includes incidents that have happened recently or may be historical. The Disability Royal Commission is investigating:

- preventing and better protecting people with disability from experiencing violence, abuse, neglect and exploitation
- achieving best practice in reporting, investigating and responding to violence, abuse, neglect and exploitation of people with disability
- promoting a more inclusive society that supports people with disability to be independent and live free from violence, abuse, neglect and exploitation.

The Department, through the Attorney-General's Department, is assisting the Royal Commission by providing information on areas of relevance to the Home Affairs Portfolio, including:

- criminal justice
- emergency planning and response
- the use of restrictive practices
- the experiences of culturally and linguistically diverse people with disability.

The Commission is expected to deliver a final report to the Australian Government by 29 April 2022.

Reports from Parliamentary Committees

The Parliament of Australia may refer bills, policies or issues affecting the wider community to a parliamentary committee of inquiry. Tables 18 and 19 outline parliamentary committee reports released during 2020–21 when the Department was the lead agency.

Table 18: Reports from joint committees

Report	Date tabled
Parliamentary Joint Committee on Intelligence and Security	
<i>Review of the Australian Citizenship Amendment (Citizenship Cessation) Bill 2021</i> ⁶⁹	1 September 2020
<i>Review of the re-listing of Islamic State East Asia as a terrorist organisation under the Criminal Code</i> ⁷⁰	7 October 2020
<i>Review of the listing and re-listing of three organisations as terrorist organisations under Criminal Code</i> ⁷¹	7 October 2020
<i>Review of the mandatory data retention regime</i> ⁷²	28 October 2020
<i>Advisory Report on the Australian Security Intelligence Organisation Amendment Bill 2020</i> ⁷³	3 December 2020
<i>Review of the listing and re-listing of two organisations as terrorist organisations under the Criminal Code</i> ⁷⁴	7 December 2020
<i>Advisory Report on the Telecommunications Legislation Amendment (International Production Orders) Bill 2020</i> ⁷⁵	12 May 2021
<i>Review and of the re-listing of Jaish-e-Mohammad as a terrorist organisation under the Criminal Code</i> ⁷⁶	12 May 2021
<i>Review of the listing of Sonnenkrieg Division as a terrorist organisation under the Criminal Code</i> ⁷⁷	16 June 2021
<i>Review of the re-listing of Hizballah's External Security Organisation as a terrorist organisation under the Criminal Code</i> ⁷⁸	23 June 2021
Parliamentary Joint Standing Committee on Migration	
<i>Interim Report of the inquiry into the Working Holiday Maker Program</i> ⁷⁹	15 September 2020
<i>Final Report of the inquiry into the Working Holiday Maker Program</i> ⁸⁰	30 November 2020
<i>Interim Report of the inquiry into Australia's Skilled Migration Program</i> ⁸¹	18 March 2021

69. Advisory Report on the Australian Citizenship Amendment (Citizenship Cessation) Bill 2019 – Parliament of Australia (aph.gov.au)

70. Review of the re-listing of Islamic State East Asia as a terrorist organisation under the Criminal Code – Parliament of Australia (aph.gov.au)

71. Review of the listing and re-listing of three organisations as terrorist organisations under the Criminal Code – Parliament of Australia (aph.gov.au)

72. Review of the mandatory data retention regime – Parliament of Australia (aph.gov.au)

73. Advisory Report on the Australian Security Intelligence Organisation Amendment Bill 2020 – Parliament of Australia (aph.gov.au)

74. Review of the listing and re-listing of two organisation as terrorist organisations under the Criminal Code – Parliament of Australia (aph.gov.au)

75. Advisory Report on the Telecommunications Legislation Amendment (International Production Orders) Bill 2020 – Parliament of Australia (aph.gov.au)

76. Review of the re-listing of Jaish-e-Mohammad as a terrorist organisation under the Criminal Code – Parliament of Australia (aph.gov.au)

77. Review of the listing of Sonnenkrieg Division as a terrorist organisation under the Criminal Code – Parliament of Australia (aph.gov.au)

78. Report on the review of the re-listing of Hizballah's External Security Organisation as a terrorist organisation under the Criminal Code – Parliament of Australia (aph.gov.au)

79. Interim Report of the Inquiry into the Working Holiday Maker Program – Parliament of Australia (aph.gov.au)

80. Final Report of the Inquiry into the Working Holiday Maker Program – Parliament of Australia (aph.gov.au)

81. Interim Report of the Inquiry into Australia's Skilled Migration Program – Parliament of Australia (aph.gov.au)

Report	Date tabled
Joint Committee on the Australian Commission for Law Enforcement Integrity	
<i>Integrity of Australia's border arrangements</i> ⁸²	8 December 2020
Parliamentary Joint Committee on Law Enforcement	
<i>Illicit Tobacco</i> ⁸³	12 November 2020

Table 19: Reports from Senate committees

Report	Date tabled
Senate Standing Committee on Legal and Constitutional Affairs	
<i>Migration Amendment (Prohibiting Items in Immigration Detention Facilities) Bill 2020 [Provisions]</i> ⁸⁴	5 August 2020
<i>Immigration (Education) Amendment (Expanding Access to English Tuition) Bill 2020 [Provisions]</i> ⁸⁵	27 November 2020
<i>Migration and Citizenship Legislation Amendment (Strengthening Information Provisions) Bill 2020 [Provisions]</i> ⁸⁶	10 March 2021
Senate Standing Committee on Foreign Affairs, Defence and Trade	
<i>Issues facing diaspora communities in Australia</i> ⁸⁷	4 February 2021
Senate Standing Committee on Rural and Regional Affairs and Transport	
<i>Transport Security Amendment (Serious Crimes) Bill 2020</i> ⁸⁸	11 March 2021

Complaints

Commonwealth Ombudsman

The Department received 102 complaints from the Commonwealth Ombudsman in 2020–21, a decrease from 112 complaints in 2019–20.

A total of 126 complaints were finalised during 2020–21.

Australian Human Rights Commission

The Department received 157 complaints from the Australian Human Rights Commission in 2020–21, an increase from 54 received in 2019–20.

82. Integrity of Australia's border arrangements – Parliament of Australia (aph.gov.au)

83. Illicit Tobacco – Parliament of Australia (aph.gov.au)

84. Migration Amendment (Prohibiting Items in Immigration Detention Facilities) Bill 2020 [Provisions] – Parliament of Australia (aph.gov.au)

85. Immigration (Education) Amendment (Expanding Access to English Tuition) Bill 2020 – Parliament of Australia (aph.gov.au)

86. Migration and Citizenship Legislation Amendment (Strengthening Information Provisions) Bill 2020 [Provisions] – Parliament of Australia (aph.gov.au)

87. Issues facing diaspora communities in Australia – Parliament of Australia (aph.gov.au)

88. Transport Security Amendment (Serious Crimes) Bill 2020 – Parliament of Australia (aph.gov.au)

A total of 74 complaints were finalised during 2020–21, of which 46 were received in 2020–21 and 28 were received in prior years.

Office of the Australian Information Commissioner

Privacy Complaints

During 2020–21, the Department received seven privacy complaints through the OAIC. This was a decrease from the 12 received in 2019–20. Eleven privacy complaints were closed in the 2020–21 financial year. Seven privacy complaints remained open as at 30 June 2021.

The Australian Information Commissioner and Privacy Commissioner made two determinations in 2020–21 in the following matters:

- *Department of Home Affairs: handling and disclosure of the complainant's spent convictions and disclosure of inaccurate personal information* (Determination date 11 September 2020)
- *Department of Home Affairs: public disclosure of personal information; class of 9258 individuals* (Determination date 11 January 2021).

Freedom of Information

In 2020–21, the Department received 16,581 Freedom of Information (FOI) requests, including 756 amendment requests,⁸⁹ compared with 18,214 and 653 respectively in 2019–20. Of the FOI requests received in 2020–21, 14,423 were for personal information, down from 16,319 in 2019–20. The Department received 2158 FOI requests for non-personal information, up from 1895 in 2019–20.

The Department finalised 15,883 FOI requests, including 729 amendment requests, compared with 17,234 requests in 2019–20. Of the requests finalised in 2020–21, 13,703 were requests for personal information and 2180 for non-personal information. Of the 15,154 access requests finalised:

- 6,676 cases were granted full access, in comparison to 8193 in 2019–20
- 5,621 cases were granted part access, in comparison to 5145 in 2019–20
- 1,561 cases were refused access,⁹⁰ in comparison to 1438 in 2019–20
- 1,296 cases were transferred to other agencies, or saw applicants withdraw their requests before a decision on access was made, in comparison to 1814 in 2019–20.

In 2020–21, the proportion of finalised requests that were finalised within statutory timeframes was 63.7 per cent, which is similar to 2019–20. At 30 June 2021, the Department had 4318 requests for access on hand.

89. All requests for amendment relate to personal information.

90. This figure includes 'access refusal decisions' in accordance with the meaning given by section 53A of the *Freedom of Information Act 1982*.

Table 20: FOI finalisations

	2018–19	2019–20	2020–21
Non-personal	870	1,789	2,180
Personal (Access)	15,574	14,797	12,974
Personal (Amendment)	606	644	729

Commissioner-initiated investigation (CII)

On 29 January 2021, the Australian Information Commissioner published the report of her investigation into the Department's processing of non-personal FOI requests. The report made four key recommendations, all of which the Department accepted and has either implemented or is in the process of implementing.

Specifically, the Department:

- has appointed an Information Champion (SES Band 2) to provide senior leadership, oversight and accountability to ensure compliance with statutory timeframes under the FOI Act
- has developed an operational manual for staff processing FOI requests for non-personal information, which has been approved by the Information Champion
- has increased regular FOI training for Home Affairs staff, including decision-makers and other staff who assist decision-makers
- will audit the effectiveness of measures undertaken by the Department in response to the CII report.

In addition, the Department is exploring ways to improve business processes and reduce FOI decision timeframes, including by automating the registration of FOI requests and proactively releasing de-identified statistics on core program outcomes.

CLIENT SERVICE

Transforming the client experience

The Department is committed to the delivery of timely and high quality services to our clients. Throughout 2020–21, the Department continued to improve its service delivery arrangements and supporting technology to keep pace with the continued growth in client expectations which demands digital, convenient, and personalised service delivery. Our service delivery approach is in keeping with the Government’s broader commitments to the delivery of services which are simple, clear and fast. Overall in 2020–21, demand for Departmental services was significantly impacted by COVID-19.

Digital services

As our primary channel, web services for the portfolio are continuously improved as a key enabler for client service delivery. Clients accessing the Department’s other channels, such as in-person service and phone, are encouraged to use the Department’s website for general enquiries in the first instance. During COVID-19, the Department’s online presence was redeveloped to offer a consistent and comprehensive source of whole-of-government information. This approach has been critical to the success of Government messaging and information flow. Significant effort has been expended to grow web services capability for the portfolio, address additional demand, and translate website content.

ImmiAccount remains the Department’s ‘front door’ for public access to a range of digital and online services. Clients are encouraged to create and use their individual online ImmiAccount to lodge and action matters relating to their visa and citizenship applications. ImmiAccount simplifies access to the Department’s services, which continues to enable high-volume digital self-service and reduces the reliance on phone and in-person engagement.

ImmiAccount is subject to ongoing and continual improvements to support online service delivery, with multiple enhancements made in 2020–21 to support legislative, policy and business process changes to enable future capability improvements and to accommodate changes as a result of COVID-19. These changes supported citizenship applicants, visa applicants and their sponsors, and visa holders affected by

COVID-19 related restrictions to access a range of concessions and services online. The enhancement's facilitated fee waivers, and expanded online pathways to permanent residence and citizenship for eligible applicants.

Throughout 2020–21, the Department's websites continued to provide a consistent and comprehensive source of information on visas, citizenship, travel restrictions and support services to clients and the Australian community. In 2020–21 the *COVID-19 and the border* website, covid19.homeaffairs.gov.au, attracted more than 23.4 million unique page views, contributing to a total of over 30.2 million unique page views since its launch in March 2020.

The *COVID-19 In your language* website, covid19inlanguage.homeaffairs.gov.au, hosts whole-of-Government COVID-19 related information in 63 languages, and continued to directly support the Department's commitment to support and enhance social cohesion in the Australian community. In 2020–21, the website attracted almost 1 million unique page views, contributing to a total of over 1.9 million total unique page views since its launch in April 2020. The most popular languages accessed on the *COVID-19 In your language* website during 2020–21 were Chinese (Simplified); German; Chinese (Traditional); Spanish; and Japanese.

The Department's online Virtual Assistant (VA) also continued to assist clients with enquiries, including those relating to COVID-19 border restrictions. In 2020–21, the VA responded to almost 422,000 enquiries, including 89,095 COVID-19 related enquiries.

Telephone services – Global Service Centre

Telephone client enquiry services are provided by a single onshore contracted service provider (Datacom). During 2020–21, the Department completed the transition of all offshore Service Delivery Partner (SDP) phone enquiry services onshore under the Global Service Centre (GSC). Consolidating calls onshore has and will continue to allow the Department to improve the overall quality of client enquiry services, and the consistency of messaging provided to clients irrespective of their location.

Throughout the ongoing COVID-19 pandemic, the GSC has been critical to the success of Government information flow about border restrictions and broader visa and citizenship and travel requirements, ensuring consistent messaging and information to clients in need and supporting visa holders.

In 2020–21, overall call demand to the GSC decreased 27.0 per cent as a result of reduced visa and citizenship activity due to the ongoing COVID-19 pandemic. COVID-19 related calls to the GSC accounted for 13.0 per cent of overall call demand. GSC performance remained strong throughout 2020–21, with Grade of Service continuing to meet or exceed expected levels.

In-person services

During 2020–21, the Department continued to provide an appointment-only operating model for visa and citizenship in-person services. The appointment-only model ensures clients only attend an office when required, eliminating the need for clients to queue and allowing the Department to better prepare for, and comprehensively respond to, individual client needs. Special arrangements were also in place to ensure vulnerable clients who may need urgent assistance from the Department are able to access services as and when required.

During COVID-19, the Department temporarily suspended in-person appointments on multiple occasions for all immigration and citizenship services in response to lockdowns initiated by state and territory governments. Clients were provided information about suspensions and rebooking arrangements via appointment letters and SMS.

When in person services recommenced following lockdowns, COVID-safe measures including sneeze screens, social distancing markers, hand sanitiser and additional cleaning were introduced. The Department continues to review our in-person services in line with our ongoing efforts to enhance access to digital and streamlined services and information.

Client feedback

Throughout 2020–21 the Department continued to engage with and receive regular feedback from our clients and industry to ensure that our services are continuously improved in line with a client centric model. The Department's website and online VA provide avenues for clients to provide feedback. In addition the Department also has more formal feedback mechanisms established through the Global Feedback Unit (GFU) which is our central point for receiving, tracking and facilitating responses to formal client feedback including, complaints, compliments and suggestions. During 2020–21, the GFU managed 16,877 feedback cases and continued to work towards acknowledging feedback within two working days of receipt.

The Parliamentary Liaison Network (PLN) is a dedicated contact point for Members of Parliament, Senators and their electorate staff. The PLN's primary role is to provide specialist, case-specific visa and citizenship advice in response to enquiries made by Parliamentarians on behalf of their constituents. In 2020–21, the PLN handled 13,471 enquires.

Service Delivery Partners

The Department has Service Delivery Partner (SDP) arrangements with two commercial providers to facilitate overseas support for visa lodgement and biometric collection services. At 30 June 2021, SDPs managed a network of Australian Visa Application Centres and Australian Biometric Collection Centres in 54 countries.

Our Service Delivery Partners (SDPs) provide administrative services, including:

- information services (for example, pre-lodgement enquiries)
- visa lodgement (including a quality assurance completeness check)
- visa fee payment
- biometric enrolment
- data input
- courier services.

SDPs operate on a user-pays basis, with visa applicants paying for the cost of the service. SDP staff do not make visa decisions. Applications are provided to the Department for processing.

Throughout COVID-19, SDPs have been dealing with a dynamically changing situation in many countries, with local governments declaring measures such as business closures, self-isolation, travel bans and advisories on social distancing. This resulted in ongoing service disruptions and a number of closures throughout 2019–20, however SDPs gradually re-commenced biometric collection services from October 2020 and as at 30 June 2021, biometrics were being collected in 40 countries.

Translating and interpreting services

The Translating and Interpreting Service (TIS National) is an essential 24/7 service provided by the Department. It delivers high quality, cost-effective and secure interpreting services for people with limited to no English skills. In addition, the service provides support to Government and non-government agencies, businesses and emergency services that need to communicate with non-English speaking clients. TIS National supports the *Australian Government's Multicultural Access and Equity Policy 2018* and the Department's focus on multiculturalism and social cohesion by enabling equitable access to government policies, programs and services.

In 2020–21, TIS National facilitated 1,051,187 telephone interpreting services and 116,483 on-site services, down from 1,070,187 and 135,380 in 2019–20 respectively. These services were delivered by 2616 independent contracted interpreters.

Service standards

Throughout 2020–21, TIS National continued to be impacted by COVID-19 as in-person services were not available in all regions due to travel restrictions and physical distancing requirements. As a result, there was a reduction in on-site services of 14.0 per cent when compared to 2019–20. Despite changes in the operating environment, TIS National continued to drive stable delivery across all other services channels. TIS National also commenced supporting telehealth video interpreting as an alternative to on-site interpreting and delivered 2464 services. In 2020–21, TIS National continued to support demand for priority interpreting services, including emergency services. There was an overall increase in demand for telephone interpreting services by 0.4 per cent. During 2020–21:

- 69.1 per cent of calls were answered within 30 seconds, a decrease from 74.7 per cent in 2019–20
- 99.0 per cent of all on-site bookings were assigned within three days of receipt, an increase from 97.7 per cent in 2019–20
- 99.8 per cent of all TIS National calls were assigned to an interpreter within three minutes, an increase from 98.5 per cent in 2019–20. Accredited interpreters were supplied for 95.0 per cent of all jobs being performed by a National Accreditation Authority for Translators and Interpreters credentialed interpreter, an increase from 94.0 per cent in 2019–20.

Call Centre performance metrics include average handle time, average speed to answer and calls per open hour. Table 21 shows that the TIS National Call Centre’s average handling of telephone services increased in 2020–21 when compared with 2019–20.

Call centre performance metrics include average handle time, average speed to answer and calls per open hour. Table 21 shows that the TIS National call centre’s average handling of telephone services reduced slightly in 2020–21 when compared with 2019–20.

Table 21: TIS National Call centre performance (telephone interpreting)

	Call type	Calls offered	Calls accepted	Calls per open hour (%)	Average handle time (mm:ss)	Average speed to answer (mm:ss)	Grade of service ⁹¹
2020–21	Emergency calls (000)	23,481	23,175	n/a	01:53	00:08	96.6%
	Total calls (including emergency calls)	1,192,285	1,105,674	6.7	03:02	00:54	69.1%
2019–20	Emergency calls (000)	26,704	26,443	n/a	01:50	00:08	97.1%
	Total calls (including emergency calls)	1,191,805	1,128,692	7.9	02:13	00:36	74.7%

91. Percentage of calls answered within a specific timeframe.

HUMAN RESOURCE MANAGEMENT

Workforce profile

The Department acknowledges that our people are our most important asset. We recognise that building and maintaining a high performance culture is key to achieving our purpose, managing business outcomes and delivering for the Australian community. The Department and ABF's workforce is made up of a diverse, highly skilled and committed staff and officers that are flexible and able to respond effectively to Government priorities. As at 30 June 2021, our workforce comprised of:

- 13,161 ongoing and 614 non-ongoing staff, an overall decrease from 13,281 ongoing and 727 non-ongoing staff in 2019–20
- 13,775 staff located in every state and territory, and across 40 cities around the world
- 271 staff who identify as Aboriginal and/or Torres Strait Islander, in comparison to 277 in 2019–20
- 274 staff who identify as having a disability, in comparison to 271 in 2019–20
- 84.0 per cent of staff working full-time, 13.0 per cent part time and 3.0 per cent casual, consistent with 2019–20
- 52.06 per cent female staff, 47.0 per cent male staff and 0.04 per cent staff who identify as non-binary in comparison to 54.0 per cent female and 46.0 per cent male in 2019–20.
- Consistent with 2019–20, staff have an average age of 44.

For 2020–21, the voluntary separation rate of ongoing staff was 7.8 per cent, whilst the external recruitment rate was 6.2 per cent, in comparison to 8.0 and 6.9 per cent respectively in 2019–20.

Further information on the make-up of our workforce is at Appendix C.

Workforce planning

Workforce planning is both a dynamic and an iterative process, influenced by complex internal and external drivers. Throughout 2020–21 the Department continued to mature its workforce planning capabilities by aligning internal initiatives with the recommendations from the *Independent Review of the Australian Public Service*. The Department continues to invest in building internal workforce planning capability at both the strategic and operational levels via increased self-service access to workforce data and planning tools.

The Department has a centralised workforce planning unit to support all business areas in the development of their workforce plans. The approach to workforce planning is aligned to our strategic priorities, strategies and the business planning process, focusing on both strategic and operational planning activities.

- Strategic – long term (up to five years), aligned to corporate priorities and strategies, focusing on high-level workforce trends and risks.
- Operational – short and medium term (up to two years), aligned to business plans targeting immediate change drivers such as restructure and shifting priorities.

The Department ensures that workforce planning activities accounts for and anticipates future workforce needs through identifying foreseeable requirements through scenario testing. This allows business areas to undertake a gap analysis to understand supply and demand and key capability gaps that in turn support the design of the workforce plan.

The *ABF's Strategic Workforce Plan 2020–25* outlines the workforce challenges and opportunities facing the ABF over the next five years and identifies strategies to ensure a sustainable workforce into the future. It also highlights the importance of identifying career pathways within the ABF and includes a number of strategies aligned to the initiatives identified in the *ABF's Realising Our Full Potential 2020–25 Strategic Plan*.

People management and development

The Department continues to foster a high performance culture through enhanced people management and development and through ongoing investment in workforce planning, learning and development, leadership skills and the professionalisation of our workforce.

Ensuring our workforce remains multi-skilled and is equipped with the knowledge, experience and infrastructure to succeed ensures we can work across traditional boundaries, pivot our resources and continue to leverage off our capabilities to meet emerging threats and opportunities.

Throughout 2020–21, the Department and the ABF focused on enhancing its organisational culture centred on high performance, integrity, professionalism, open communication and value based behaviours. To achieve this, the Department renewed its focus to increasing SES engagement with regional staff through sharing experiences and career journeys. The Department's *People Strategy 2025* and the ABF's *Realising our Full Potential* underpin our approach to people management.

Key initiatives in 2020–21 included:

- provisioning staff with the capability to work remotely (where their role allows) and expanding our network capacity to enable staff to work remotely when they need to e.g. during COVID-19 lockdowns and in relation to agreed flexible working arrangements
- empowering managers with dashboard reporting providing easier access to data on unscheduled absence and other workforce metrics, supported by the release of a new Executive Dashboard for SES and EL staff in 2021
- partnering with the Australian Taxation Office to lead a project on the evolution of working arrangements. This project provides identified key focus areas, principles and next steps for consideration regarding the future of work arrangements and workspaces in the APS
- initiating span of control and work value assessment reviews, including assessing Executive Level positions to ensure the roles are correctly classified with the appropriate delegations. This activity will continue to provide the Department the ability to consider optimal management structures and resourcing requirements to support delivery of our strategic priorities
- continue to enable managers and staff to work together, using APS Employee Census results, to develop initiatives and practices to support their work environment.

People strategies

People Strategy 2025 articulates the Department's vision for managing and developing its people, and highlights how we will develop and foster our staff to be prepared for the challenges ahead. The strategy articulates three key people priorities:

- Our Capability – focusses on investing in our people by supporting leadership, talent and collaboration, ensuring we attract and retain the right people with the right skills, and providing all staff with an opportunity to grow and develop.
- Our Culture – supports us in working together respectfully and collaboratively through a core set of values that foster professionalism, integrity, health and wellbeing, and inclusion.

- Our Performance – includes ensuring our workforce is engaged and capable, with access to the support they need to achieve and maintain the highest standards.

Realising our Full Potential

Recognising its operational independence, the ABF has an equivalent people strategy, *Realising our Full Potential 2020–2025* (ROFP). It sets out what the ABF will do over the next two years to remain a world-leading border enforcement agency, and looks beyond to longer-term objectives up to 2025.

ROFP builds on the ABF's considerable achievements and capabilities, and articulates key people priorities out to 2025, that will position the ABF to respond to current and future challenges. The strategy outlines improvements through three lines of effort: Leadership, Officer Capability and Operational Excellence and focuses on five workforce characteristics:

- integrity
- professionalism
- respect
- accountability
- team work.

Throughout 2020–21 the ABF continued to focus on leadership and officer capability pillars, and through embedded milestones and measures of success will continue to monitor progress against ROFP to ensure it supports the ABF in delivery operational excellence.

Talent management

The Department and the ABF build talent through active professional development and training as our people are key to delivering our strategic priorities. The Department does this through maintaining a suite of resources for our staff to drive effective talent management and succession planning. During 2020–21, we continued the development of a range of assessment and development tools to support the full lifecycle of talent management activities that are aligned to the *Australian Public Service's Integrated Leadership System*. For example, the Department aligned its existing *Talent Management Framework* to the newly established *Future Ready Leadership Capability Framework*. Both of these frameworks are supported by career management toolkits.

These resources support workforce performance and provide opportunities to enhance career growth and increase staff engagement, as part of the ongoing maturity of our talent management framework and closer alignment between talent management and workforce planning.

In addition, throughout 2020–21, the Department continued to invest in leadership capability by undertaking individual capability assessments for Executive Level employees. These assessments support personal and professional development, guide career decisions and provide an evidence base to support the decisions of the Department's Talent Management and Advisory Committees (TMAC) and the ABF's Talent Management and Recognition Committee (TMARC). The TMACs and TMARC support the identification and development of critical talent while building robust leadership pipelines.

Learning and development

The Department's *People Strategy 2025* underpins the way in which we deliver training and development, and fosters a learning environment that supports the development of our workforce. The Department and the ABF provide both mandatory and career specific training for our staff, and undertake Training Needs Analysis to identify and develop vocational pathways for our staff. Providing learning and development opportunities that blend experiential, collaborative and formal elements of learning, support the Department's goal of having the right people with the right skills, experience and attitude in the right roles. Throughout 2020–21, the Department continued to focus on ensuring our staff had access to a range of core skills training that were accessible and user centric. This was supported by a comprehensive online learning platform to support us in building our workforce capability and developing our staff.

During 2020–21, 4554 staff completed internal non-vocational virtual classroom or face-to-face training sessions. This is down from 5813 in 2019–20 as we paused some in-person classroom delivery due to COVID-19 safety protocols. Staff completed 7129 LinkedIn Learning short courses in 2020–21, up from 4461 in 2019–20. In addition, the Department continues to provide access to training and development in the form of:

- study assistance including financial support for initial and subsequent units of study, in addition to access to paid study leave of up to 7.5 hours per week
- online learning with over 70 non-vocational training courses
- access to a robust mentoring program
- coaching programs, both internal and external
- the Leadership in Action series, which showcases high profile speakers on topics which align to the Department's *Leadership Capability Framework*.

The Department has continued to ensure compliance with its mandatory training package to improve learning outcomes. Staff compliance at 30 June 2021 was 95.9 per cent, which is a 3.5 per cent improvement from the 92.4 per cent compliance rate in 2019–20.

As we continue to navigate physical distancing requirements of COVID-19, face-to-face non-vocational training has been periodically paused throughout the course of 2020–21. Staff instead continued to leverage our online learning platform, LinkedIn Learning, to build key skills and capabilities.

SES development strategy

The Department investment in, and continuous development of, our senior leaders is critical to achieving our strategic priorities, and is guided by our *Leadership and Career Development Plan SES1-3* and the *Future Ready Leadership Capability Framework*.

The Department and the ABF drove SES development through the SES TMAC, and continued to offer a range of internal professional development opportunities including stretch opportunities, such as temporary acting arrangements, as well as targeted external training opportunities for the SES, aimed at extending their leadership capability. This included secondments, provision of executive coaching services, tailored courses or seminars, and development programs provided by organisations such as the Australian Public Service Commission, the Australian and New Zealand School of Government, the Australian Institute of Police Management, and the National Security College. In addition, our SES have ongoing access to:

- Fortnightly Keystone Forums, led by the Secretary of the Department. These forums provide an opportunity to discuss key challenges in both our operational and strategic environments, and include discussions, and insights from other departmental Secretaries and external guests.
- The SES development catalogue that provides a variety of development offerings for SES officers.

Workforce diversity and culture

The Department and the ABF continue to recognise that organisational culture transformation, is a living, evolving concept that requires ongoing commitment from our senior leaders and our staff. Throughout 2020–21, we have continued to build on our strong integrity and performance framework, and through trust and collaboration have implemented 18 people and culture initiatives suggested by staff.

The Department's *Cultural Intent Statement* acknowledges and celebrates the diversity of our organisation and recognises the cultures that have shaped us into the Department we are today. It supports our staff in having a common understanding of what we value and what it means in practice. During 2020–21, we have continued to strengthen and sustain an organisational culture that focuses on high performance, integrity, professionalism, open communication, and value-based behaviours.

We continue to encourage staff to bring their unique and diverse skills, ideas, perspectives and qualities to their role each day to ensure an empowered and diverse workforce.

The Department's *Statement of Commitment: Workplace Culture, Diversity and Inclusion* reinforces our commitment to building and valuing a diverse, professional and empowered workforce that authentically represents the community we serve. Our action plans relating to culture, diversity and inclusion align to this overarching statement.

Induction training includes mandatory *Aboriginal and Torres Strait Islander Cultural Awareness*. The Department also offers other non-mandatory diversity and inclusion training to staff including Disability Awareness and LGBTIQ+ Awareness, and language workshops for staff to learn how to deliver an 'Acknowledgement of Country' in local Indigenous language. Training programs such as these assist in building a workforce that respects and values the contributions of our diverse staff.

Throughout 2020–21, diversity themes and principles have been further embedded in other learning and development programs, and throughout the Department's *Business Planning Framework*. All divisions and groups within the Department and the ABF have included the *Reconciliation Action Plan* commitment statement within their Business Plans and through bi-annual reporting processes, actively demonstrate how they are supporting these initiatives.

The Department is affiliated with organisations that support and promote diversity and inclusion workplace practices such as:

- Australian Network on Disability
- JobAccess
- Pride in Diversity
- Australian Human Resource Institute.

The Department and the ABF continue to monitor the success and implementation of progress of diversity and inclusion initiatives against each of its action plans:

- *Gender Equality Action Plan 2017–20*
- *Reconciliation Action Plan 2019–22*

- *Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) Action Plan 2019–22*
- *Intergenerational Action Plan 2020–24*
- *Accessibility and Inclusion Action Plan 2021–25.*

The Department refreshed its former *Disability Action Plan* and published the *Accessibility and Inclusions Action Plan (AIAP) 2021–25*, which emphasises our commitment to providing an inclusive and accessible workplace for all staff. The AIAP defines priorities and initiatives to actively welcome and support staff with disability and is consistent with the *Australian Public Service Disability Employment Strategy 2020–25*, which provides an overarching framework of initiatives and actions for staff and managers to improve the representation of people with disability in the workplace.

To complement the AIAP, the Department released a workplace adjustment video providing information on implementing workplace adjustments to enable staff with disabilities to perform their role safely and productively. To ensure leaders have access to real-time data, we enhanced our Executive Dashboard (now the Manager's Dashboard) and the Diversity and Inclusion Dashboard to ensure managers have access to diversity trends.

Diversity networks

The Department has internal staff and ally networks to ensure connectedness with those who identify with and support diversity. These include the:

- Indigenous Staff Support Network and online forum
- Focus on Ability Network and online forum
- Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) Staff and Allies Network and online forum
- Staff Advancing Gender Equality Network and online forum
- Culturally and Linguistically Diverse Network and online forum.

Disability reporting mechanisms

The *National Disability Strategy 2010–2020* is Australia's overarching framework for disability reform. It acts to ensure the principles underpinning the *United Nations Convention on the Rights of Persons with Disabilities* are incorporated into Australia's policies and programs that affect people with disability, their families and carers.

Disability reporting is included in the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin. These reports are available on the Australian Public Service Commission's website.⁹²

Targeted diversity recruitment

The Department continues to support the increased recruitment of Aboriginal and Torres Strait Islander peoples, and people with disability through use of affirmative recruitment measures under the *Australian Public Service Commissioner's Directions 2016*. Additional actions include participating in the:

- Indigenous Apprenticeships Program
- Indigenous Australian Government Development Program
- APSC Indigenous Graduate Pathway.

The Department uses the RecruitAbility scheme for most advertised vacancies. RecruitAbility is an affirmative measure that allows applicants with disability to progress to the next stage in a selection process if they have been assessed as meeting the minimum requirements of a job. Throughout 2020–21, the Department and the ABF posted 402 advertisements in APS jobs under the RecruitAbility Scheme and eight under affirmative measures.

Days of significance

We recognise Days of Significance through hosting and providing access to activities and events nationally. To ensure maximum impact and inclusiveness staff are able to access major events through other virtual fora. The Department recognises and celebrates key diversity and inclusion events. Examples of events celebrated in 2020–21 included:

- International Women's Day
- Harmony Day
- National Reconciliation Week
- Pride Month
- NAIDOC Week
- International Day of People with Disability.

92. www.aspc.gov.au

Employee Entitlements

Workplace Determination

On 9 February 2021, under section 24(1) of the *Public Service Act 1999* the *Department of Home Affairs' Workplace Determination 2020/21* (the WD) came into effect. Terms and conditions of employment under *Department of Home Affairs' Workplace Determination 2019*, nominally expired on 8 February 2021 and ceased to apply. The WD maintains the terms and conditions under the former *Department of Home Affairs' Workplace Determination 2019*, however in addition provides:

- three pay increases of 2.0 per cent in August 2021, February 2022 and February 2023
- increases to certain allowances of 2.0 per cent in line with the pay increases

The WD provides a single set of employment terms and conditions for all non-SES employees of the Department and the ABF.

Table 22: Staff under Workplace Determination

	SES	Non-SES	Total
Department of Home Affairs' Workplace Determination 2019 (the WD)	0	13,601	13,601
Sec 24(1) Adjustment	179	0	179
Total	179	13,601	13,780

Salary ranges

Appendix D in this report provides a breakdown of salary ranges within each level as prescribed by the WD. Appendix D lists the Department's salary ranges by classification level. Classifications such as Medical Officers, Public Affairs Officers and Legal Officers have been reported under the relevant APS classification in accordance with the *Public Service Classification Rules 2000*.

While most employees receive a salary that is within the salary ranges set by the WD, there are exceptions where higher salaries have been paid as a result of Machinery-of-Government changes, whereby employees from previous departments were on higher salaries before moving to the Department. In addition, there are a number of employees who receive Individual Flexibility Agreements that provide appropriate remuneration for critical skill sets and or technical capabilities.

Consistent with direction from the APSC, an increase in non-SES salary ranges originally scheduled for February 2021 was deferred to August 2021.

Table 23: Minimum and maximum salary ranges as at 9 February 2021 (deferred until 9 August 2021)

	Minimum Salary	Maximum Salary
SES 3	\$346,443	\$403,005
SES 2	\$263,750	\$321,849
SES 1	\$197,991	\$257,750
EL 2	\$120,144	\$156,346
EL 1	\$101,396	\$118,914
APS 6	\$80,274	\$94,974
APS 5	\$73,903	\$79,604
APS 4	\$67,772	\$73,100
APS 3	\$58,933	\$67,710
APS 2	\$51,817	\$58,295
APS 1	\$46,348	\$51,358
Other	-	-
Minimum/Maximum range	\$46,348	\$403,005

Key management personnel

Remuneration paid to Key Management Personnel (KMP) is set out in Appendix D. The remuneration arrangements of the Secretary and the ABF Commissioner are determined by the Remuneration Tribunal and are available on its website.⁹³

Senior executive service

All SES employees have terms and conditions of employment that are set out in a comprehensive determination made by the Secretary under subsection 24(1) of the *Public Service Act 1999*. SES salary ranges (minimum, maximum and intermediate points) are reviewed annually by the Secretary having regard to:

- the *APS Executive Remuneration Management Policy* (issued and amended from time to time by the APS Commissioner) which sets out arrangements for the management of executive remuneration, including an approval process for remuneration proposals above a notional amount

93. www.remtribunal.gov.au

- the *Australian Government Workplace Bargaining Policy 2018* which provides a framework for agencies to implement terms and conditions of employment that are affordable and support modern and agile public sector workplaces, including limitations on the quantum of general remuneration increases for SES and non SES employees (capped at an average of 2.0 per cent per annum)
- an assessment of relativities with other APS Agencies as indicated in the annual *APS Remuneration Report* produced by the APSC and released in June each year.

Increases in remuneration for individual SES officers can occur in a range of circumstances, including:

- advancement within the applicable salary range as an outcome of annual performance assessment. Advancement is contingent on an assessment rating of at least 'fully effective' with regards to role size and remuneration relative to other SES at the same classification
- at any time, as determined by the Secretary after considering factors, including but not limited to span of control, complexity, workload demand, pace of the role, mandatory qualification or experience requirements and comparability of remuneration for other similar roles (within the Department, the APS or the community at large).

In making remuneration decisions, the Secretary has regard to advice and recommendations from the Department's TMAC which is chaired by the Secretary and is comprised of the ABF Commissioner and group heads from across the Department and the ABF. TMAC considers and assesses relativities across the Department's SES cohort for both performance and remuneration.

Consistent with direction from the APSC, SES officers did not receive a remuneration increase in 2020–21. In addition the Department does not apply 'at risk pay' (for example, in the form of bonuses). A summary of remuneration components applied by the Department is at Appendix D.

Other highly paid staff

Remuneration paid to other highly paid staff who are neither KMP nor senior executives is set out in Appendix D.

The majority of staff within this cohort (approximately 68.0 per cent) are posted to overseas locations. In these cases, staff are afforded additional conditions of service in the form of allowances and payments to maintain a standard of living similar to that in Australia, and for working in an environment that can be challenging due to a range of factors.

These provisions are set out in the Department's *Overseas Conditions of Service Policy*. Employees posted overseas may reside in Commonwealth leased or owned residences at the expense of the Department and the benefit value is not received by the individual as direct remuneration. Fringe Benefits Tax (FBT) amounts associated with overseas allowances and payments are borne by the Department and are recorded against the individual as 'Other Benefits and Allowances'.

Sea-going marine staff represent approximately 25.0 per cent of this cohort. Terms and conditions of employment for seagoing marine staff are set out in the WD.

The remaining staff in this cohort (7.0 per cent) are represented by non-SES executive level staff employed in senior director roles whereby additional remuneration is provided through individual flexibility arrangements.

Individual flexibility arrangements and workplace agreements

Table 24: Departmental staff on individual section 24(1) determinations or individual flexibility arrangements

Classification	2020–21	
	Employees on s.24(1),	Employees on individual flexibility arrangements
APS 3	0	0
APS 4	0	0
APS 5	0	0
APS 6	0	25
EL 1	0	49
EL 2	0	82
SES ⁹⁴	174	NA
Total	174	156

94. Only substantive SES have a section 24(1) determination.

Performance pay

Performance pay is not available to staff under *Department of Home Affairs' Workplace Determination 2020/21*. Performance pay is also not available to SES staff or non-SES seagoing marine unit staff.

Non-salary benefits

The Department and the ABF offer staff a number of additional benefits that are not included under the provisions of the WD, including:

- annual influenza immunisation reimbursement
- access to Fit&Well Program, to improve the general health and wellbeing across the workforce, ensure safe staff access to departmental gym facilities, and prepare and support ABF staff in completing fitness requirements
- mentoring and coaching programs
- in-house capability development programs
- a confidential employee assistance program for employees and their immediate families
- access to flexible working arrangements.

WORK HEALTH AND SAFETY

Initiatives and outcomes

The Department's staff perform their duties in challenging environments. To enable them to be the best they can be whilst at work, the Department offers assistance to help them maintain their physical and psychological wellbeing. Our health and wellbeing policies are supported by medical clinicians and allied health professionals, and we continue to develop comprehensive staff support frameworks to build organisational resilience and positive work cultures.

In 2020–21, our approach to health and wellbeing was further strengthened through the release of the *Department's Healthy Us Strategy 2020–25*, which outlines the steps we are taking to support our staff in performing their roles and to ensure that we are proactive in how we approach health and wellbeing. The strategy has six priority areas of action that will help staff along their health and wellbeing journey and provides guidance to ensure that our workforce is health literate and resilient. *Healthy Us Strategy 2020–25* outlines our commitment to the physical, psychological and social health and wellbeing of our staff, while also recognising the shared ownership and responsibilities of staff in creating and maintaining a healthy workplace.

The Department is committed to promoting continuous work health and safety (WHS) improvements and a positive workplace safety culture. Significant work has been undertaken with stakeholders in support of WHS strategies and systems.

Throughout 2020–21, the Department and the ABF continued to foster a healthy work environment and culture, through delivering a holistic evidence based staff health offering, focusing on the prevention of illness and injury, the promotion of health and wellbeing, and the early and safe return to work for staff with illness or injury. While the publication and implementation of *Healthy Us 2020–25*, was a significant initiative, the Department also:

- continued to support the Department's internal response to COVID-19 through provision of advice through a dedicated taskforce on health and safety matters, including physical distancing, working from home, ergonomic equipment, manager responsibilities to ensure health and safety of their teams, hygiene in the workplace and safely returning to working from the workplace

- coordinated COVID-19 vaccinations for staff identified as occupying priority roles including:
 - Phase 1a: staff who are required to work at or visit an airport, seaport or quarantine facility now or within the next three month period as part of their role and have face to face contact or interaction (in a scheduled or unscheduled manner, whether contact is potential or definite, regardless of actual frequency) with people who have been outside of Australia at any time within the past 14 days. This access to vaccination was also extended to household members of staff in those positions.
 - Phase 1b: staff and contractors who work in immigration detention and/or visit correctional centres as part of their role, and staff (and family) currently working or due to deploy offshore.
 - Frontline Use of Force officers performing law enforcement functions within the community as part of Phase 1b, specifically Use of Force officers performing law enforcement functions that may require as part of their role any physical, bodily contact with a member of the community with uncooperative and/or unpredictable behaviour.
 - As at 30 June 2021, a total of 4066 staff have been identified as occupying a priority role in Phase 1a with 2850 staff having received at least the first dose of the COVID-19 vaccine. Additionally, a total of 300 staff have been identified as occupying a priority role in Phase 1b with 117 staff having received at least the first dose.
- maintained the Psychosocial Risk Management Working Group to support staff who may be exposed to psychosocial hazards
- worked alongside our Employee Assistant Program provider (Benestar) to further communicate the family support program, to support our employees in addition to their family members, specifically those considered in high risk roles
- maintained the Air Quality Monitoring Advisory Group (the Group) to continue to track and monitor air quality across our physical locations
- participated in a pilot of the proposed whole-of-government Australian Public Services (APS) Mental Health Capability Framework. The approach centres on an evidence-based system to drive a coordinated approach to mentally healthy workplaces across the APS, whilst remaining adaptable and flexible to agency-specific needs. Adopting the recommendations of the *APS Mental Health Capability Project Final Report* demonstrates commitment to a range of recommendations arising from recent national reviews, including those from the Productivity Commission, as well as the National Suicide Prevention Adviser's recommendations relating to public sector mental health and suicide prevention capability.

- participated in promoting Suicide Prevention and RUOK Day, Mental Health Day, Women's Health Week, and Men's Health Week.

The initiatives that the Department has continued to provide has resulted in fewer claims for compensation being made and the Department's Insurance Premium being reduced.

Mechanisms of injury

The Department identifies actions, events and situations that can or do cause injury and disease. The mechanism-of-injury descriptors are based on a national classification system. Table 25 shows injuries by mechanism for accepted workers compensation claims.

Table 25: Three-year summary of mechanism of injury for accepted claims

Accepted claims	2018–19	2019–20	2020–21
Falls, trips and slips	23	25	15
Hitting objects	4	0	3
Being hit by moving objects	17	6	1
Sound and pressure	1	2	0
Body stressing	36	38	20
Heat, electricity and other environmental	0	0	0
Chemicals and other substances	1	1	0
Biological factors	1	0	1
Mental stress	6	13	10
Hazard	0	0	0
Vehicle accidents and other	0	0	1
Other or unspecified	3	8	0
Total	92	93	51

Notifiable incidents

Table 26 shows the incidents notified to Comcare under sections 35, 36 and 37 of the *Work Health and Safety Act 2011* (WHS Act).

Table 26: Incidents notified to Comcare

Notifiable incident classification	2018–19	2019–20	2020–21
Death	3	3 ⁹⁵	6
Serious injury/illness	33	47	89
Dangerous incident	24	28	24
Total	60	78	119

Incidents are notified to Comcare with the information available at the time of reporting. After further investigation, some incidents are subsequently reclassified by Comcare as being not notifiable under the legislation. This may be due to the nature of the incident, or the incident not being related to the business or undertaking of the Department.

Investigations

The Department liaises with Comcare on all regulatory and cooperative compliance matters. Both organisations meet monthly to work collaboratively on work health and safety matters of mutual interest. Between 1 July 2020 and 30 June 2021, Comcare issued 51 notices under section 155 of the WHS Act on matters related to the Department’s responsibilities. During the same period, Comcare commenced an additional 31 monitoring compliance inspections and investigations (other than s155 notices), with the scope of each broad and varied. These 31 matters included general requests, verification inspections and corrective action plans. This is in comparison to 64 notices issued and 53 new monitoring compliance inspection and investigations initiated in 2019–20.

Between 1 July 2020 and 30 June 2021, Comcare issued the Department with one Improvement Notice under section 191 of the WHS Act 2011, there were nil issued in 2019–20.

95. Two of these notifications were later determined not to be related to the business or undertaking of the Department.

Unscheduled absence management

Analysis of unscheduled absence shows that 39.0 per cent of employees took five days or less personal leave over the last 12 months and 62.0 per cent of employees took 10 days or less personal leave. This is in comparison to 34.0 per cent and 56.0 per cent respectively in 2019–20, the variance reflects the ongoing COVID-19 environment.

The Department continues to work with staff and managers to address unscheduled absences, to balance avoidable absences and undesirable presenteeism. The Department is developing the *Positive Participation Strategy*, aiming to address workplace participation and attendance issues. We continue to support the health and wellbeing of employees, including actively managing instances where individuals struggle with attendance. Employees with serious illnesses or injury receive support from their local managers and early intervention and, where necessary, case management to help them recover and return to work sustainably.

PROCUREMENT, ASSETS AND GRANTS

Purchasing and procurement

Procurement makes a vital contribution to the Department and the ABF's capability. Through a dedicated team who use an account management model, the Department provides specialist procurement and contract management advice to ensure purchases and procurements are consistent with internal policies and aligned to the requirements of the PGPA Act, *Commonwealth Procurement Rules* and the *General Procurement (Judicial Review) Act 2018*.

In 2020–21 the Department strengthened its approach to procurement through the release of the *Procurement and Contract Management Strategy 2020–2023*. The Strategy drives maturity of procurement and contract management practices across our workforce and outlines actions the Department will take over a three year period towards procurement and contracting excellence. In recognition of the Department's operating environment and the multi-faceted nature of risks and threats, this approach ensures that procurement processes appropriately consider Enterprise and Strategic Risks, sourcing, quality and assurance to align with the Department's strategic priorities.

To ensure strategic alignment of procurement and business objectives, the Department established a Chief Procurement Officer (CPO) role from 2 September 2019 to drive the strategic and policy direction of procurement and contract management practices.

The CPO oversees procurement and contract management across the Department to deliver effective, efficient, economical and ethical procurements that meet the policy priorities of the Australian Government.

Specialist advice and support to all departmental areas engaged in procurement and contract management is provided through:

- promoting self-service, including through streamlined information, guidance, and online and face-to-face training on procurement policy and contract management supported by a procurement helpdesk function

- providing comprehensive advice for high-risk and/or high-value procurements, including through the provision of advice from the Department's Chief Risk Officer
- consistent policies, guidance and toolkits that are aligned to whole-of-government requirements
- maintaining procurement complaint handling processes in line with the *General Procurement (Judicial Review) Act 2018*
- coordinating external procurement, including through the provision of legal and probity advice and contract reporting.

The Department continues to publish contract information on AusTender, the Australian Government's tendering system, in accordance with the *Commonwealth Procurement Rules*.

The Portfolio's 2020–21, targets under the *Indigenous Procurement Policy* was 102 contracts and \$13.56 million in expenditure. During 2020–21, the Portfolio awarded a total of 1,621 indigenous contracts with a value of \$40.23 million. This report has been submitted to the National Indigenous Australians Agency (NIAA) for validation.

Australian National Audit Office (ANAO) access clauses

The Department's standard contract templates and the Commonwealth Contracting Suite include provisions allowing the Auditor-General to have access to the contractor's premises, known as ANAO access clauses.

Exempt contracts

The Department did not have any contracts valued at \$10,000 or more (inclusive of GST) or any standing offers that had been exempted by the Secretary from being published on AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982* for the 2020–21 financial year.

Small and medium enterprises

The Department supports small business participation in the Commonwealth Government procurement market and recognise the importance of ensuring that small businesses are paid on time. Small and Medium Enterprises (SME) and Small Enterprise Participation statistics are available on the Department of Finance's website.⁹⁶

The results of the *Survey of Australian Government Payments to Small Business* are available on the Department of Industry, Science, Energy and Resources website.⁹⁷

Our procurement practices to support small to medium enterprises were consistent with Paragraph 5.5 of the *Commonwealth Procurement Rules*. In 2020–21, we demonstrated our commitment through the following initiatives and practices:

- used the Commonwealth Contracting Suite for low-risk procurements valued under \$200,000
- developed Australian Industry Participation plans in whole-of-government procurement where applicable
- followed Small Business Engagement Principles, as outlined in the Government's Industry Innovation and Competitiveness Agenda, including by communicating in clear, simple language and presenting information in an accessible format
- used electronic systems or other processes to facilitate on-time payment performance, including payment cards
- used the Commonwealth Indigenous Procurement Policy to engage businesses in the \$80,000 to \$200,000 (GST inclusive) mandatory procurement threshold.

Reportable consultancy contracts

During 2020–21, 16 new consultancy contracts were entered into involving total actual expenditure of \$5.3 million. In addition, 35 ongoing consultancy contracts were active during the period, involving total actual expenditure of \$3.0 million (GST Inclusive).

The Department's policy for selecting and engaging consultants is consistent with the requirements of the PGPA Act and the *Commonwealth Procurement Rules*. We continue to embed the core principle of value for money, and ensure that decisions to procure consultancy services are made both strategically and operationally, to inject specialist skills, knowledge and independent expertise to support the Department in the delivery of its strategic priorities. This includes but is not limited to areas outside of the Department's core business functions.

96. www.finance.gov.au/government/procurement/statistics-australian-government-procurement-contracts-

97. www.industry.gov.au/strategies-for-the-future/helping-australian-small-and-family-businesses-thrive

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.⁹⁸

Table 27: Expenditure on reportable consultancy contracts

	Number 2020–21	Expenditure 2020–21
New reportable consultancy contracts entered into	16	\$5,286,406
Ongoing reportable consultancy contracts that were entered into during a previous reporting period	35	\$3,018,806
All reportable consultancy contracts active	51	\$8,305,212

Table 28: Organisations receiving a share of reportable consultancy contract expenditure

Organisation	Expenditure 2020–21
PricewaterhouseCoopers	\$2,184,777
Biometix Pty Ltd	\$1,807,020
KPMG	\$1,524,077
The Trustee for JWS Research	\$1,053,049
Callida Pty Ltd	\$285,318

Reportable non-consultancy contracts

During 2020–21, 1461 new reportable non-consultancy contracts were entered into involving total actual expenditure of \$297.5 million (GST inclusive). In addition, 2644 ongoing reportable non-consultancy contracts were active during the period, involving total actual expenditure of \$2,652.9 million (GST inclusive).

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.⁹⁹

98. www.tenders.gov.au

99. www.tenders.gov.au

Table 29: Expenditure on reportable non-consultancy contracts

	Number 2020–21	Expenditure 2020–21
New reportable consultancy contracts entered into during	1,461	\$297,527,075
Ongoing reportable consultancy contracts that were entered into during a previous reporting period	2,644	\$2,652,982,307
All reportable consultancy contracts active	4,105	\$2,950,509,382

Table 30: Organisations receiving a share of reportable non-consultancy contract expenditure

Organisation	Expenditure 2020–21
Serco Australia Pty Ltd	\$510,363,611
Canstruct International	\$355,301,998
Jones Lang Lasalle	\$231,969,068
International Health and Medical Services Pty Ltd	\$123,655,487
Surveillance Australia	\$107,843,583

Advertising and market research expenditure

During 2020–21, the Department conducted the following advertising campaigns:

- Anti-People Smuggling Communication Campaign
- Global Business and Talent Attraction Taskforce Campaign
- Strengthening Social Cohesion (anti-racism) Campaign.

Further information on those advertising campaigns is available on the Department's website,¹⁰⁰ and in reports on Australian Government advertising prepared by the Department of Finance for campaigns for which expenditure was greater than \$250,000 (including GST). Those reports are available on the Department of Finance's website.¹⁰¹

The advertising and market research expenditure is outlined in Table 31.

100. www.homeaffairs.gov.au

101. www.finance.gov.au

Table 31: Advertising and market research

	Total amount paid against contract (GST exclusive)	Total amount paid against contract (GST inclusive)
Market research		
Content Group Pty Ltd	205,506	226,057
The Trustee for Essence Communicati	153,300	168,630
Australian Institute of Criminology	57,690	63,459
Total	416,496	458,146
Media advertising		
Mediabrand Australia Pty Ltd	1,100,230	1,210,252
Total	1,100,230	1,210,252
Advertising agencies¹⁰²		
Bloomberg LP*	250,000	250,000
Hall & Partners Pty Ltd	34,788	38,267
Iconinc Holdings Pty Ltd	85,231	93,754
Linkedin Singapore Pte Ltd	111,000	122,100
M&C Saatchi World Services*	3,209,300	3,209,300
Statt Consulting Limited*	5,645,918	5,645,918
Tal Group Thompson Associates*	671,986	671,986
The Dream Collective Global Pty Ltd	67,727	74,500
World Services (Australia) Pty Ltd	232,000	255,200
Total	10,307,950	10,361,025
Grand Total¹⁰³	11,824,675	12,029,423

Asset management

The Department managed \$4.549 billion of non-financial assets in 2020–21, an increase from the \$3.969 billion in 2019–20. This increase is mainly due to recognition of right of use assets for office leases in Belconnen ACT and revaluation adjustments. The Department's main asset classes are buildings, leasehold improvements, vessels, plant and equipment, intangible assets (software), and right-of-use (leased assets per *AASB16 Leases*). They include the following:

- \$898.2 million in administered non-financial assets (excluding prepayments) primarily held to support the care and management of detainees, compared to \$848.7 million in 2019–20.

102. The vendors listed with a * under Advertising Agencies are not subject to GST.

103. Advertising expenditure related to general recruitment spend through recruitment firms are not included in the *Department of Home Affairs' 2020–21 Annual Report* as the advertising costs cannot be separately identified.

- \$3.573 billion in departmental non-financial assets, including \$2.324 billion in buildings and leasehold improvements, \$474 million in plant and equipment, \$482 million in computer software supporting the Department's operations and \$274 million in vessels that support the ABF, but excluding prepayments and inventories held. This is higher/lower than the 2019–20 reported figure of \$3.011 billion.

During the 2020–21 financial year the Department of Finance transferred administered assets associated with the redevelopment of the Villawood Detention Centre totalling \$42.0 million. The Department also gifted administered assets with a fair value of \$60.0 million to the Government of Nauru.

The Department's governance framework for managing assets to enable the accurate reporting of asset balances in the financial statements encompasses:

- asset investment, through setting an annual capital plan that reflects both Government priorities and ongoing business requirements. The plan is regularly monitored to ensure that planned expenditure reflects the Department's business requirements
- monitoring existing assets
- undertaking an annual stocktake and impairment review of non-current assets that is used to:
 - update and verify the accuracy of asset records
 - review the condition and utility of assets
 - assess expected useful lives of assets
- conducting fair value measurement through rolling three yearly revaluations of all tangible assets, completed by qualified external valuers. A valuation review in 2020–21 resulted in a \$68.0 million increase to Departmental assets and \$164.6 million increase to Administered assets
- maintaining property, plant and equipment assets, including those leased under contract from various service providers through specific maintenance programs.

Additional information on the value, acquisition, disposal and revaluation of assets is available in the 2020–21 financial statements in Part 4 of this report.

Grants program

Information on grants awarded by the Department during 2020–21 is available at GrantConnect.¹⁰⁴ All grants awarded were consistent with the *Commonwealth Grant Rules and Guidelines*, available on the Department of Finance's website.

104. www.grants.gov.au

ECOLOGICALLY SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL PERFORMANCE

Improvement and sustainability initiatives

Under section 516A of the *Environmental Protection and Biodiversity Conservation (EPBC) Act*, Commonwealth organisations have a statutory requirement to report on their environmental performance. The following information reports on our environmental performance in accordance with these requirements for 2020–21.

Green Lease Schedule management

As part of the *Energy Efficiency in Government Operations (EEGO) Policy*, a Green Lease Schedule is a mandatory inclusion in Government leases of more than 2000 m². This schedule is a commitment to energy monitoring and improvement by the tenant and landlord. The Department has 15 leases that contain a Green Lease Schedule. The Department's compliance with the key elements of the schedule include:

- attending Building Management Committee meetings
- developing energy management plans
- undertaking the required National Australian Built Environment Rating System ratings annually
- seeking to implement cost-effective energy efficiency programs, particularly at poor performing sites.

Heritage strategy

The Department managed obligations under the *Environmental Protection and Biodiversity Conservation Act 1999* to preserve and promote Australian Government heritage sites. The Villawood Immigration Detention Facility is our only property included on the Commonwealth Heritage List. Through managing and monitoring a heritage precinct master plan, the Department continues to protect the remaining heritage values of the Villawood Immigration Detention Facility, facing Miowera and Gurney Roads.

Energy efficiency and sustainability initiatives

The Department’s Tenant Light and Power usage in 2020–21 was 8288 MJ/FTE, similar to 8292 MJ/FTE in 2019–20. This remains higher than the prescribed Commonwealth target of 7500MJ/FTE.

Factors that continued to prevent the target being achieved were:

- inefficient lighting
- no ability to separately account between air conditioning services and tenant light and power
- inefficient office air conditioning
- operational requirements to operate sites continuously or for extended out of hours periods
- energy inefficient server/comms room air conditioning.

Table 32 below details our performance year-on-year against the *Energy Efficiency in Government Operations* Tenant Light and Power target of 7500 megajoules (MJ) per person, per annum.

Table 32: Energy performance against EEGO Tenant Light and Power target

Department of Home Affairs	2018–19	2019–20	2020–21
Tenant light and power (EEGO policy target – 7,500 MJ)	9,153MJ	8,292MJ	8288MJ

This target is derived from a generic office performing at 4.5 star NABERS energy level and no unusual operating characteristics. It does not take into account the Department’s (often) shift-based nature, nor its considerable number of networks and supporting infrastructure. Notwithstanding, the Department recognises the important role it has to play within the Commonwealth given the scale of its property portfolio and the unique opportunities for energy reduction, efficiency and offset that its operations afford it.

During 2020–21 the Department delivered an energy efficiency initiative – finalising a large-scale lighting upgrade at its 299 Adelaide St Brisbane office. Additional initiative development and delivery opportunities were delayed until 2021–22 due to competing priorities. During 2020–21 the Department worked to identify a large number of strategic and significant opportunities that could contribute to greatly improved operational sustainability, both financially and environmentally.

PART 6:

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APPENDIX A: CORRECTION OF MATERIAL ERRORS

Page in 2019–20 Annual Report	Error
50	The number of Interception Capability Plans processed by the Department was reported as 256 . The correct figure is 293 .
68	The percentage of surveyed migrants that were employed was reported as 77.4 per cent, ' consistent with results from 2018–19 '. The correct figure is ' in comparison to 77.5 per cent in 2018–19 '.
86	The percentage of travellers that used SmartGates was reported as 61.9 per cent . The correct figure is 51.9 per cent .
87	The number of requests for tariff classification advice was reported as 2244 . The correct figure is 2249 .
87	The percentage of tariff classification advices completed within service standards was reported as 81.0 per cent . The correct figure is 86.4 per cent , meaning the metric was 'met' (not 'partially met').
89	The value of revenue evasion identified by the Department and the ABF was reported as \$136.70 million . The correct figure is \$139.1 million .
238 – 240	In Table 22: Years at a glance, figures published represented the most up to date data available prior to publication. Where more up to date data has become available since publication this is reflected by a * against relevant figures in table 14 of the <i>Department of Home Affairs' 2020–21 Annual Report</i> .
241	The 'Material Errors' section should have included the following material error on page 60 of the 2018–19 Annual Report. In 2018–19, the percentage of surveyed migrants that were unemployed was reported as 6.4 per cent . The correct figure is 6.0 per cent .
253	The total number of ongoing APS 6, APS 5 and APS 4 staff was reported as 3094 , 2688 and 1930 respectively. The correct figures are 3071 , 2700 and 1941 respectively.
254	The total number of non-ongoing ongoing APS 6 and APS 4 staff was reported as 13 and 71 respectively. The correct figures are 12 and 72 respectively.
257	The total number of APS 6, APS 5 and APS 4 staff was reported as 3107 , 2703 and 2001 respectively. The correct figures are 3083 , 2715 and 2013 respectively.

APPENDIX B: REPORT ON FINANCIAL PERFORMANCE

Financial resource statement 2020–21

	Actual available appropriation current year (a)	Payments made (b)	Balance remaining (a)-(b)
	\$'000	\$'000	\$'000
Departmental			
Annual appropriations— ordinary annual services ¹⁰⁵	3,495,476	3,057,853	437,623
Annual appropriations— other services—non-operating ¹⁰⁶	216,972	88,747	128,225
Total departmental annual appropriations	3,712,448	3,146,600	565,848
Total departmental resourcing (A)	3,712,448	3,146,600	565,848
Administered			
Annual appropriations— ordinary annual services ¹⁰⁷	2,448,101	1,931,533	
Annual appropriations— other services—non-operating ¹⁰⁸	16,431	4,947	
Total administered annual appropriations	2,464,532	1,936,480	
Administered special appropriations		1,249,859	
Total administered special appropriations		1,249,859	
Special accounts	31,423	26,844	
Total special account receipts	31,423	26,844	
Total administered resourcing (B)	2,495,955	3,213,183	
Total resourcing and payments (A + B)	6,208,403	6,359,783	

105. Actual available appropriation for 2020–21 includes \$423.793 million attributed to prior years. Excluded from actual available appropriation for 2020–21 are prior year appropriations that lapsed during 2020–21 (\$0.048 million) or withheld in accordance with Section 51 of the PGPA Act (\$60.865 million). Also includes *Supply Act (No. 1) 2020–21*, *Appropriation Act (No. 1) 2020–21* and *Appropriation Act (No. 3) 2020–21*. Includes an amount of \$157.364 million for Departmental Capital Budget. For accounting purposes, this amount has been designated as 'contribution by owners'.

106. Actual available appropriation for 2020–21 includes \$123.357 million attributed to prior years. Excluded from actual available appropriation for 2020–21 are prior year appropriations that lapsed during 2020–21 (\$0.319 million) or withheld in accordance with section 51 of the PGPA Act (\$18.445 million).

107. Administered payments include all cash payments in 2020–21 for administered expenses. Includes an amount of \$17.532 million for the administered capital budget. For accounting purposes, this amount has been designated as 'transfer from the Australian Government for administered assets and liabilities'.

108. Actual available appropriation for 2020–21 includes \$2.556 million attributed to prior years. Excluded from actual available appropriation for 2020–21 are prior year appropriations that lapsed during 2020–21 (\$1.346 million).

Expenses for Outcome 1 2020–21

Outcome 1: Protect Australia's sovereignty, security and safety through its national security, emergency management system, law enforcement, and managing its border, including managing the stay and departure of all non-citizens.

Budget 2020–21 ^a \$'000	Actual Expenses 2020–21 \$'000	Variations 2020–21 \$'000
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Program 1.1: Border Enforcement

Departmental expenses:

Departmental appropriation ^b	927,849	893,982	(33,867)
Expenses not requiring appropriation in the Budget year ^c	115,784	145,133	29,349
Departmental total	1,043,633	1,039,115	(4,518)
Total expenses for Program 1.1	1,043,633	1,039,115	(4,518)

Program 1.2: Border Management

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	848	-	(848)
Expenses not requiring appropriation in the Budget year ^c	-	-	-
Administered total	848	-	(848)

Departmental expenses:

Departmental appropriation ^b	349,450	341,725	(7,725)
Expenses not requiring appropriation in the Budget year ^c	48,886	54,945	6,059
Departmental total	398,336	396,670	(1,666)
Total expenses for Program 1.2	399,184	396,670	(2,514)

Program 1.3: Onshore Compliance and Detention

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	872,156	763,608	(108,548)
Expenses not requiring appropriation in the Budget year ^c	58,103	64,197	6,094
Administered total	930,259	827,805	(102,454)

Departmental expenses:

Departmental appropriation ^b	311,115	304,505	(6,610)
Expenses not requiring appropriation in the Budget year ^c	38,441	43,727	5,286
Departmental total	349,556	348,232	(1,324)
Total expenses for Program 1.3	1,279,815	1,176,037	(103,778)

	Budget 2020–21 ^a \$'000	Actual Expenses 2020–21 \$'000	Variations 2020–21 \$'000
<u>Program 1.4: Illegal Maritime Arrivals</u>			
<u>Offshore Management</u>			
Administered expenses:			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	703,239	586,808	(116,431)
Expenses not requiring appropriation in the Budget year ^c	54,040	110,261	56,221
Administered total	757,279	697,069	(60,210)
Departmental expenses:			
Departmental appropriation ^b	56,611	55,420	(1,191)
Expenses not requiring appropriation in the Budget year ^c	4,889	5,575	686
Departmental total	61,500	60,995	(505)
Total expenses for Program 1.4	818,779	758,064	(60,715)
<u>Program 1.5: Regional Cooperation</u>			
Administered expenses:			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	70,436	61,382	(9,054)
Expenses not requiring appropriation in the Budget year ^c	-	-	-
Administered total	70,436	61,382	(9,054)
Departmental expenses:			
Departmental appropriation ^b	37,115	36,522	(593)
Expenses not requiring appropriation in the Budget year ^c	1,266	1,510	244
Departmental total	38,381	38,032	(349)
Total expenses for Program 1.5	108,817	99,414	(9,403)
<u>Program 1.6: Transport Security</u>			
Administered expenses:			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	1,654	710	(944)
Expenses not requiring appropriation in the Budget year ^c	-	-	-
Administered total	1,654	710	(944)
Departmental expenses:			
Departmental appropriation ^b	33,031	32,269	(762)
Expenses not requiring appropriation in the Budget year ^c	1,625	2,158	533
Departmental total	34,656	34,427	(229)
Total expenses for Program 1.6	36,310	35,137	(1,173)

	Budget 2020–21 ^a \$'000	Actual Expenses 2020–21 \$'000	Variations 2020–21 \$'000
<u>Program 1.7: National Security and Criminal Justice</u>			
Administered expenses:			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	65,720	54,561	(11,159)
Special Appropriation—Australian Victim of Terrorism Overseas Payment	900	450	(450)
Special Account— <i>Proceeds of Crime Act 2002</i>	21,962	23,880	1,918
Expenses not requiring appropriation in the Budget year ^c	918	507	(411)
Administered total	89,500	79,398	(10,102)
Departmental expenses:			
Departmental appropriation ^b	190,521	187,357	(3,164)
Expenses not requiring appropriation in the Budget year ^c	5,264	7,582	2,318
Departmental total	195,785	194,939	(846)
Total expenses for Program 1.7	285,285	274,337	(10,948)
<u>Program 1.8: Cyber Security</u>			
Departmental expenses:			
Departmental appropriation ^b	14,465	14,579	114
Expenses not requiring appropriation in the Budget year ^c	422	554	132
Departmental total	14,887	15,133	246
Total expenses for Program 1.8	14,887	15,133	246
<u>Program 1.9: Counter Terrorism</u>			
Administered expenses:			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	17,244	19,277	(967)
Special Account – Services for other entities and trust monies	-	2,019	2,019
Expenses not requiring appropriation in the Budget year ^c	40	103	63
Administered total	17,284	18,399	1,115
Departmental expenses:			
Departmental appropriation ^b	15,606	15,299	(307)
Expenses not requiring appropriation in the Budget year ^c	76	258	182
Departmental total	15,682	15,557	(125)
Total expenses for Program 1.9	32,966	33,956	990

	Budget 2020–21 ^a \$'000	Actual Expenses 2020–21 \$'000	Variations 2020–21 \$'000
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**Program 1.10: Australian Government
Disaster Financial Support Payments**

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	18,440	48,340	29,900
Special Appropriation— Disaster Recovery Allowance	31,812	5,340	(26,472)
Special Appropriation— Disaster Recovery Payment	411,462	434,858	23,396
Expenses not requiring appropriation in the Budget year ^c	1,377	857	(520)
Administered total	463,091	489,395	26,304
Total expenses for Program 1.10	463,091	489,395	26,304

Outcome 1 Totals by appropriation type

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	1,749,737	1,531,686	(218,051)
Special Appropriation—Australian Victim of Terrorism Overseas Payment	900	450	(450)
Special Appropriation— Disaster Recovery Allowance	31,812	5,340	(26,472)
Special Appropriation— Disaster Recovery Payment	411,462	434,858	23,395
Special Account—Services for other entities and trust moneys	-	2,019	2,019
Special Account— <i>Proceeds of Crime Act 2002</i>	21,962	23,880	1,918
Expenses not requiring appropriation in the Budget year ^c	114,478	175,925	61,447
Administered total	2,330,351	2,174,158	(156,193)

Departmental expenses:

Departmental appropriation ^b	1,935,763	1,881,658	(54,105)
Expenses not requiring appropriation in the Budget year ^c	216,653	261,442	44,789
Departmental total	2,152,416	2,143,100	(9,316)
Total expenses for Outcome 1	4,482,767	4,317,258	(165,509)
Average staffing level (number) ^d	8,801	8,617	(184)

Notes regarding Expenses for Outcome 1 2020–21:

- Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2021–22 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2020–21. The 2021–22 PBS included outcome and program restructure effective from 2021–22. Therefore, the outcome and program structure for 2020–21 will not align with those published in the 2021–22 PBS.
- Departmental and administered appropriations combine ordinary annual services (Supply Act No.1, Appropriation Acts No. 1 and Act No. 3) and retained revenue receipts under section 74 of the PGPA Act.
- Expenses funded through revenue appropriations exclude depreciation and amortisation, writedown and impairment of assets, non-cash gifting of capital assets, concessional loan discount and resources received free of charge, offset by the lease payment.
- Estimated actual figures for average staffing levels in the 2021–22 PBS reflect changes in outcome and program structures that took effect from 1 July 2021.

Expenses for Outcome 2 2020–21

Outcome 2: Support a prosperous and inclusive society, and advance Australia's economic interests through the effective management of the visa, multicultural and citizenship programs and the provision of refugee and humanitarian assistance and settlement and migrant services.

	Budget 2020–21 ^a \$'000	Actual Expenses 2020–21 \$'000	Variations 2020–21 \$'000
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Program 2.1: Multicultural Affairs and Citizenship

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	13,634	13,337	(297)
Expenses not requiring appropriation in the Budget year ^c	-	-	-

Administered total	13,634	13,337	(297)
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Departmental expenses:

Departmental appropriation ^b	95,415	93,359	(2,056)
Expenses not requiring appropriation in the Budget year ^c	8,713	10,136	1,423

Departmental total	104,128	103,495	(633)
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Total expenses for Program 2.1	117,762	116,832	(930)
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Program 2.2: Migration

Departmental expenses:

Departmental appropriation ^b	264,881	259,318	(5,563)
Expenses not requiring appropriation in the Budget year ^c	32,089	35,922	3,833

Departmental total	296,970	295,240	(1,730)
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Total expenses for Program 2.2	296,970	295,240	(1,730)
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Program 2.3: Visas

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	-	185	185
Expenses not requiring appropriation in the Budget year ^c	-	-	-

Administered total	-	185	185
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Departmental expenses:

Departmental appropriation ^b	408,907	401,734	(7,173)
Expenses not requiring appropriation in the Budget year ^c	32,798	37,985	5,187

Departmental total	441,705	439,719	(1,986)
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Total expenses for Program 2.3	441,705	439,904	(1,801)
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	Budget 2020–21 ^a \$'000	Actual Expenses 2020–21 \$'000	Variations 2020–21 \$'000
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**Program 2.4: Refugee, Humanitarian,
Settlement and Migrant Services**

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	428,963	407,682	(21,281)
Expenses not requiring appropriation in the Budget year ^c	-	-	-
Administered total	428,963	407,682	(21,281)
Departmental expenses:			
Departmental appropriation ^b	176,386	172,805	(3,581)
Expenses not requiring appropriation in the Budget year ^c	5,586	7,429	1,843
Departmental total	181,972	180,234	(1,738)
Total expenses for Program 2.4	610,935	587,916	(23,019)

Outcome 2 Totals by appropriation type

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	442,597	421,204	(21,393)
Expenses not requiring appropriation in the Budget year ^c	-	-	-
Administered total	442,597	421,204	(21,393)
Departmental expenses:			
Departmental appropriation ^b	945,589	927,216	(18,373)
Expenses not requiring appropriation in the Budget year ^c	79,186	91,472	12,286
Departmental total	1,024,775	1,018,688	(6,087)
Total expenses for Outcome 2	1,467,372	1,439,892	(27,480)
Average staffing level (number) ^d	4,570	4,475	(95)

Notes regarding Expenses for Outcome 2 2020–21:

- Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2021–22 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2020–21. The 2021–22 PBS included outcome and program restructure effective from 2021–22. Therefore, the outcome and program structure for 2020–21 will not align with those published in the 2021–22 PBS.
- Departmental and administered appropriations combine ordinary annual services (Supply Act No.1, Appropriation Acts No. 1 and Act No. 3) and retained revenue receipts under section 74 of the PGPA Act.
- Expenses funded through revenue appropriations exclude depreciation and amortisation, writedown and impairment of assets, non-cash gifting of capital assets, concessional loan discount and resources received free of charge, offset by the lease payment.
- Estimated actual figures for average staffing levels in the 2021–22 PBS reflect changes in outcome and program structures that took effect from 1 July 2021.

Expenses for Outcome 3 2020–21

Outcome 3: Advance Australia's economic interests through the facilitation of the trade of goods to and from Australia and the collection of border revenue.	Budget 2020–21 ^a \$'000	Actual Expenses 2020–21 \$'000	Variations 2020–21 \$'000
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Program 3.1: Border-Revenue Collection

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	-	-	-
Expenses not requiring appropriation in the Budget year ^c	4,286	-	(4,286)
Administered total	4,286	-	(4,286)
Departmental expenses:			
Departmental appropriation ^b	75,887	70,752	(5,135)
Expenses not requiring appropriation in the Budget year ^c	19,524	17,999	(1,525)
Departmental total	95,411	88,751	(6,660)
Total expenses for Program 3.1	99,697	88,751	(10,946)

Program 3.2: Trade Facilitation and Industry Engagement

Departmental expenses:

Departmental appropriation ^b	44,249	43,160	(1,089)
Expenses not requiring appropriation in the Budget year ^c	2,968	3,742	774
Departmental total	47,217	46,902	(315)
Total expenses for Program 3.2	47,217	46,902	(315)

Outcome 3 Totals by appropriation type

Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	-	-	-
Expenses not requiring appropriation in the Budget year ^c	4,286	-	(4,286)
Administered total	4,286	-	(4,286)
Departmental expenses:			
Departmental appropriation ^b	120,136	113,912	(6,224)
Expenses not requiring appropriation in the Budget year ^c	22,492	21,741	(751)
Departmental total	142,628	135,653	(6,975)
Total expenses for Outcome 3	143,914	135,653	(11,261)
Average staffing level (number) ^d	701	686	(15)

Notes regarding Expenses for Outcome 3 2020–21:

- Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2021–22 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2020–21. The 2021–22 PBS included outcome and program restructure effective from 2021–22. Therefore, the outcome and program structure for 2020–21 will not align with those published in the 2021–22 PBS.
- Departmental and administered appropriations combine ordinary annual services (Supply Act No. 1, Appropriation Acts No. 1 and Act No. 3) and retained revenue receipts under section 74 of the PGPA Act.
- Expenses funded through revenue appropriations exclude depreciation and amortisation, writedown and impairment of assets, non-cash gifting of capital assets, concessional loan discount and resources received free of charge, offset by the lease payment.
- Estimated actual figures for average staffing levels in the 2021–22 PBS reflect changes in outcome and program structures that took effect from 1 July 2021.

APPENDIX C:

WORKFORCE PROFILE

Table 33: All ongoing employees (current report period 2020–21)¹⁰⁹

	Male			Female			Non-binary			Total
	Full time	Part time	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
NSW	904	37	941	883	295	1,178	-	-	-	2,119
Qld	557	31	588	461	128	589	-	-	-	1,177
SA	213	20	233	232	127	359	-	-	-	592
Tas	67	10	77	57	38	95	-	-	-	172
Vic	896	41	397	801	283	1,084	4	-	4	2,025
WA	458	17	475	367	116	483	-	-	-	958
ACT	2,707	76	2,783	2,480	544	3,024	2	-	2	5,809
NT	75	1	76	76	8	84	-	-	-	160
External Territories	8	-	8	9	-	9	-	-	-	17
Overseas	67	-	67	65	-	65	-	-	-	132
Total	5,952	233	6,185	5,431	1,539	6,970	6	-	6	13,161

109. These figures reflect our workforce as at 30 June 2021.

Table 34: All non-ongoing employees (current report period 2020–21)¹¹⁰

	Male			Female			Non-binary			Total
	Full time	Part time	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
NSW	27	58	85	37	86	123	-	-	-	208
Qld	4	29	33	13	41	54	-	-	-	87
SA	1	14	15	1	14	15	-	-	-	30
Tas	-	-	-	-	1	1	-	-	-	1
Vic	19	40	59	35	39	74	-	-	-	133
WA	12	4	16	6	16	22	-	-	-	38
ACT	26	13	39	43	24	67	-	-	-	106
NT	2	-	2	-	2	2	-	-	-	4
External Territories	-	5	5	-	2	2	-	-	-	7
Overseas	-	-	-	-	-	-	-	-	-	-
Total	91	163	254	135	225	360	-	-	-	614

110. 344 casual employees are included in this table as part time employees, broken down as 146 male and 198 female.
 Due to privacy reasons, employees who self-reported gender as 'unknown' are not shown separately in the non-binary column.
 These figures reflect our workforce at 30 June 2021.

Table 35: All ongoing employees (previous report period 2019–20)

	Male			Female			Non-binary ¹¹¹			Total
	Full time	Part time	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
NSW	934	42	976	903	298	1,201	-	-	-	2,177
Qld	545	31	576	458	125	583	-	-	-	1,159
SA	213	16	229	221	130	351	-	-	-	580
Tas	47	11	58	60	41	101	-	-	-	159
Vic	886	42	928	797	256	1,053	-	-	-	1,981
WA	432	18	450	358	128	486	-	-	-	936
ACT	2,746	73	2,819	2,591	567	3,158	-	-	-	5,977
NT	63	2	65	76	7	83	-	-	-	148
External Territories	5	-	5	3	-	3	-	-	-	8
Overseas	76	-	76	80	-	80	-	-	-	156
Total	5,947	235	6,182	5,547	1,552	7,099	-	-	-	13,281

111. Due to privacy reasons, employees who self-reported gender as 'unknown' are not shown separately in the non-binary column. These figures reflect our workforce at 30 June 2020.

Table 36: All non-ongoing employees (previous report period 2019–20)¹¹²

	Male			Female			Non-binary			Total
	Full time	Part time	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
NSW	34	71	105	37	100	137	-	-	-	242
Qld	11	37	48	12	52	64	-	-	-	112
SA	3	11	14	5	8	13	-	-	-	27
Tas	-	-	-	-	1	1	-	-	-	1
Vic	28	46	74	40	44	84	-	-	-	158
WA	16	12	28	9	18	27	-	-	-	55
ACT	21	18	39	51	32	83	-	-	-	122
NT	-	3	3	-	1	1	-	-	-	4
External Territories	-	4	4	-	2	2	-	-	-	6
Overseas	-	-	-	-	-	-	-	-	-	-
Total	113	202	315	154	258	412	-	-	-	727

112. 417 casual employees are included in this table as part time employees, broken down as 188 male and 229 female.
 Due to privacy reasons, employees who self-reported gender as 'unknown' are not shown separately in the non-binary column.
 These figures reflect our workforce at 30 June 2020.

Table 37: Australian Public Sector Classification and Gender—ongoing employees
(current report period 2020–21)¹¹³

	Male			Female			Non-binary			Total
	Full time	Part time	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
SES 3	6	-	6	4	-	4	-	-	-	10
SES 2	29	-	29	18	-	18	-	-	-	47
SES 1	85	-	85	76	1	77	-	-	-	162
EL 2	485	8	493	460	45	505	-	-	-	998
EI 1	1,077	42	1,119	1,047	261	1,308	-	-	-	2,427
APS 6	1,311	60	1,371	1,295	380	1,675	1	-	1	3,047
APS 5	1,084	33	1,117	1,061	356	1,417	1	-	1	2,535
APS 4	731	31	762	779	276	1,055	2	-	2	1,819
APS 3	993	52	1,045	579	216	795	2	-	2	1,842
APS 2	145	7	152	105	4	109	-	-	-	261
APS 1	6	-	6	7	-	7	-	-	-	13
Other	-	-	-	-	-	-	-	-	-	-
Total	5,952	233	6,185	5,431	1,539	6,970	6	-	6	13,161

113. These figures reflect our workforce as at 30 June 2021.

Table 38: Australian Public Sector Classification and Gender—non-ongoing employees
(current report period 2020–21)

	Male			Female			Non-binary			Total
	Full time	Part time ¹¹⁴	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
SES 3	2	-	2	-	1	1	-	-	-	3
SES 2	-	-	-	-	-	-	-	-	-	-
SES 1	2	-	2	-	-	-	-	-	-	2
EL 2	1	1	2	3	1	4	-	-	-	6
EI 1	5	3	8	5	3	8	-	-	-	16
APS 6	5	1	6	5	2	7	-	-	-	13
APS 5	3	1	4	11	1	12	-	-	-	16
APS 4	15	7	22	29	11	40	-	-	-	62
APS 3	8	5	13	22	6	28	-	-	-	41
APS 2	50	145	195	60	200	260	-	-	-	45
APS 1	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total	91	163	254	135	225	360	-	-	-	614

114. 344 casual employees are included in this table as part time employees, broken down as 146 male and 198 female. Due to privacy reasons and risk of being identified, employees who have unknown gender are not shown separately in the non-binary column. These figures reflect our workforce at 30 June 2021.

Table 39: Australian Public Sector Classification and Gender—ongoing employees
(previous report period 2019–20)

	Male			Female			Non-binary			Total
	Full time	Part time	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
SES 3	6	-	6	5	-	5	-	-	-	11
SES 2	26	1	26	16	-	16	-	-	-	42
SES 1	82	-	82	75	2	77	-	-	-	159
EL 2	474	6	480	384	48	432	-	-	-	912
EI 1	1,052	32	1,084	1,039	260	1,299	-	-	-	2,383
APS 6	1,311	61	1,372	1,339	360	1,699	-	-	-	3,071
APS 5	1,144	33	1,177	1,163	360	1,523	-	-	-	2,700
APS 4	770	35	805	841	295	1,136	-	-	-	1,941
APS 3	959	58	1,017	619	225	844	-	-	-	1,861
APS 2	118	7	125	62	2	64	-	-	-	189
APS 1	5	3	8	4	-	4	-	-	-	12
Other	-	-	-	-	-	-	-	-	-	-
Total	5,947	235	6,182	5,547	1,552	7,099	-	-	-	13,281

Table 40: Australian Public Sector Classification and Gender—non-ongoing employees
(previous report period 2019–20)¹¹⁵

	Male			Female			Non-binary			Total
	Full time	Part time	Total Male	Full time	Part time	Total Female	Full time	Part time	Total Non-binary	
SES 3	-	-	-	1	-	1	-	-	-	1
SES 2	1	-	1	-	-	-	-	-	-	1
SES 1	1	-	1	-	-	-	-	-	-	1
EL 2	2	1	3	1	-	1	-	-	-	4
EI 1	5	3	8	11	2	13	-	-	-	21
APS 6	5	-	5	5	2	7	-	-	-	12
APS 5	2	-	2	10	3	13	-	-	-	15
APS 4	14	10	24	30	18	48	-	-	-	72
APS 3	27	4	31	30	8	38	-	-	-	69
APS 2	56	184	240	66	225	291	-	-	-	531
APS 1	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total	113	202	315	154	258	412	-	-	-	727

115. 417 casual employees are included in this table as part time employees, broken down as 188 male and 229 female. Due to privacy reasons and risk of being identified, employees who have unknown gender are not shown separately in the non-binary column. These figures reflect our workforce at 30 June 2020.

Table 41: Australian Public Service Act employees by full time and part time
(current report period 2020–21)

	Ongoing			Non-Ongoing ¹¹⁶			Total
	Full time	Part time	Total Ongoing	Full time	Part time	Total Non-Ongoing	
SES 3	10	-	10	2	1	3	13
SES 2	47	-	47	-	-	-	47
SES 1	161	1	162	2	-	2	164
EL 2	945	53	998	4	2	6	1,004
EI 1	2,124	303	2,427	10	6	16	2,443
APS 6	2,607	440	3,047	10	3	13	3,060
APS 5	2,146	389	2,535	14	2	16	2,551
APS 4	1,512	307	1,819	44	18	62	1,881
APS 3	1,574	268	1,842	30	11	41	1,883
APS 2	250	11	261	110	345	455	716
APS 1	13	-	13	-	-	-	-
Other	-	-	-	-	-	-	-
Total	11,389	1,772	13,161	226	388	614	14,008

116. 344 casual employees are included in this table as non-ongoing part time employees. These figures reflect our workforce at 30 June 2021.

Table 42: Australian Public Service Act employees by full time and part time
(previous report period 2019–20)

	Ongoing			Non-Ongoing ¹¹⁷			Total
	Full time	Part time	Total Ongoing	Full time	Part time	Total Non-Ongoing	
SES 3	11	-	11	1	-	1	12
SES 2	42	-	42	1	-	1	43
SES 1	157	2	159	1	-	1	160
EL 2	858	54	912	3	1	4	916
EI 1	2,091	292	2,383	16	5	21	2,404
APS 6	2,650	421	3,071	10	2	12	3,083
APS 5	2,307	393	2,700	12	3	15	2,715
APS 4	1,611	330	1,941	44	28	72	2,013
APS 3	1,578	283	1,861	57	12	69	1,930
APS 2	180	9	189	122	409	531	720
APS 1	9	3	12	-	-	-	12
Other	-	-	-	-	-	-	-
Total	11,494	1,787	13,281	267	460	727	14,008

Table 43: Australian Public Service Act employment type by location (current report period 2020–21)

	Ongoing	Non-Ongoing ¹¹⁸	Total
NSW	2,119	208	2,327
Qld	1,177	87	1,264
SA	592	30	622
Tas	172	1	173
Vic	2,025	133	2,158
WA	958	38	996
ACT	5,809	106	5,915
NT	160	4	164
External Territories	17	7	24
Overseas	132	-	132
Total	13,161	614	13,775

117. 417 casual employees are included in this table as non-ongoing part time employees. These figures reflect our workforce at 30 June 2020.

118. 344 casual employees are included in this table as non-ongoing employees. These figures reflect our workforce at 30 June 2021.

Table 44: Australian Public Service Act employment type by location (previous report period 2019–20)

	Ongoing	Non-Ongoing ¹¹⁹	Total
NSW	2,177	242	2,419
Qld	1,159	112	1,271
SA	580	27	607
Tas	159	1	160
Vic	1,981	158	2,139
WA	936	55	991
ACT	5,977	122	6,099
NT	148	4	152
External Territories	8	6	14
Overseas	156	-	156
Total	13,281	727	14,008

Table 45: Australian Public Service Act Indigenous employment (current report period 2020–21)

	Total
Ongoing	268
Non-Ongoing	3
Total	271

Table 46: Australian Public Service Act Indigenous employment (current report period 2019–20)

	Total
Ongoing	275
Non-Ongoing	2
Total	277

119. 417 casual employees are included in this table as non-ongoing part time employees. These figures reflect our workforce at 30 June 2020.

APPENDIX D: SALARY AND CLASSIFICATION RATES

Table 47: Australian Public Service Act Employment salary ranges by classification level (Minimum/Maximum) (current report period 2020–21)¹²⁰

	Minimum Salary	Maximum Salary
SES 3	\$346,443	\$403,005
SES 2	\$263,750	\$321,849
SES 1	\$197,991	\$257,750
EL 2	\$120,144	\$156,346
EL 1	\$101,396	\$118,914
APS 6	\$80,274	\$94,974
APS 5	\$73,903	\$79,604
APS 4	\$67,772	\$73,100
APS 3	\$58,933	\$67,710
APS 2	\$51,817	\$58,295
APS 1	\$46,348	\$51,358
Other	-	-
Total	\$46,348	\$403,005

120. Minimum and maximum salary ranges as at 9 February 2021 (deferred until 9 August 2021).

Table 48: Training classifications and salary ranges for staff, at 30 June 2021

APS classification level	Minimum Salary	Maximum Salary
Trainee APS (Technical)	\$45,439	\$50,351
Graduate APS (APS Level 4) ¹²¹	\$57,777	\$66,382
Border Force Officer Recruit Trainee Programme (APS Level 2)	\$50,801	\$57,152
ICT Apprenticeship Programme (APS Level 1)	\$45,439	\$50,351
ICT Cadet Programme (APS Level 2)	\$50,801	\$57,152
Indigenous Apprenticeship Programme (APS Level 3)	\$57,777	\$66,382
Indigenous Australian Government Development Programme (APS Level 3)	\$57,777	\$66,382
Marine Unit Engineer Cadet (APS Level 3)	\$57,777	\$66,382

Table 49: Salary and classification rates, Legal Officers

APS classification	Local title	Salary point	Salary increments for staff at 30 June 2021
APS Level 4	Legal Officer	LO APS 4.1	\$71,002
APS Level 5		LO APS 5.1	\$77,150
APS Level 6		LO APS 6.1	\$79,613
		LO APS 6.2	\$83,611
		LO APS 6.3	\$93,112
Executive Level 1	Senior Legal Officer	SLO EL 1.1	\$105,582
		SLO EL 1.2	\$114,560
		SLO EL 1.3	\$126,402
Executive Level 2	Principal Legal Officer	PLO EL 2.1	\$136,527
		PLO EL 2.2	\$144,903
		PLO EL 2.3	\$153,280

121. Graduate APS in Home Affairs are engaged as APS 4 level and are not held against trainee positions.

Table 50: Salary and classification rates, Public Affairs Officers

APS classification	Local title	Salary point	Salary increments for staff at 30 June 2021
APS Level 4	Public Affairs Officer 1	PAO 1 APS 4.1	\$66,443
		PAO 1 APS 4.2	\$71,487
APS Level 5		PAO 1 APS 5.1	\$72,454
		PAO 1 APS 5.2	\$78,043
APS Level 6	Public Affairs Officer 2	PAO 2 APS 6.1	\$81,613
		PAO 2 APS 6.2	\$83,611
		PAO 2 APS 6.3	\$86,170
		PAO 2 APS 6.4	\$94,058
Executive Level 1	Public Affairs Officer 3	PAO 3 EL 1.1	\$112,262
		PAO 3 EL 1.2	\$115,560
		PAO 3 EL 1.3	\$124,083
Executive Level 2	Senior Public Affairs Officer B	SPAO B EL 2.1	\$122,864
		SPAO B EL 2.2	\$133,325
	Senior Public Affairs Officer A	SPAO A EL 2.3	\$129,639
		SPAO A EL 2.4	\$141,459
		SPAO A EL 2.5	\$153,280

Table 51: Salary and classification rates, Medical Officers

APS classification	Salary point	Salary increments for staff at 30 June 2021
Medical Officer Class 2	MO 2.1	\$124,880
	MO 2.2	\$136,172
Medical Officer Class 3	MO 3.1	\$139,589
	MO 3.2	\$151,281
Medical Officer Class 4	MO 4.1	\$158,178
	MO 4.2	\$161,161
	MO 4.3	\$173,502

Table 52: Remuneration Paid to Key Management Personnel in 2020-21

Remuneration paid to Key Management Personnel (KMP) in 2020-21 (a)		Short-term benefits				Post-employment benefits	Other long-term benefits	Termination Benefits	Total Remuneration (f)
Name	Position title	Base salary (b) \$	Bonuses \$	Other benefits and allowances (c) \$	Superannuation contributions (d) \$	Long service leave (e) \$	Termination Benefits \$		
Michael Pezzullo AO	Secretary	780,887	-	3,260	104,932	23,333	-	-	912,422
Michael Outram APM	ABF Commissioner	552,022	-	3,004	84,931	18,254	-	-	658,211
Justine Saunders APM	Deputy Commissioner	414,556	-	3,004	68,337	12,614	-	-	498,511
Cheryl-Anne Moy	Deputy Secretary	400,483	-	3,416	71,720	12,273	-	-	487,892
Andrew Kefford PSM	Deputy Secretary	383,198	-	3,004	62,970	11,210	-	-	460,382
Marc Ablong PSM	Deputy Secretary	373,784	-	3,004	67,374	11,455	-	-	455,617
Cath Patterson (g)	Deputy Secretary	368,817	-	2,914	60,106	10,848	-	-	442,685
Chris Teal (h)	Deputy Secretary	377,001	-	-	66,879	(13,410)	-	-	430,470
Peter Varver AO (i)	Special Envoy	369,212	-	2,493	51,871	6,372	-	-	429,948
Phillipa de Veau	Group Manager	351,603	-	3,079	58,798	11,423	-	-	424,903
Michael Milford AM	Group Manager	355,998	-	3,393	53,247	9,411	-	-	422,049
Kaylene Zakharoff	Group Manager	338,825	-	3,004	61,610	10,825	-	-	414,264
Alison Larkins	Coordinator-General, Migrant Services	337,507	-	3,285	52,284	7,076	-	-	400,152
Bradley Armstrong PSM (j)	Group Manager	205,645	-	1,922	37,342	6,438	-	-	251,347
Paul Grigson (k)	Deputy Secretary	202,060	-	1,532	36,785	7,057	-	-	247,434
Dwayne Freeman (l)	Deputy Commissioner	191,256	-	1,412	27,394	3,301	-	-	223,363
Malcom Skene (m)	Group Manager	136,066	-	1,727	19,205	2,348	-	-	159,346
Vanessa Holben (n)	Group Manager	100,878	-	1,021	14,789	3,079	-	-	119,767
Alice Stanley (o)	Acting Group manager	94,643	-	1,262	11,141	3,035	-	-	110,081
Claire Rees (o)	Acting Group manager	64,532	-	871	10,159	2,235	-	-	77,797
Richard Feakes (o)	Acting Deputy Secretary	62,605	-	661	8,201	1,831	-	-	73,298
Joe Buffone PSM (o)	Acting Group Manager	23,593	-	210	2,692	713	-	-	27,208
Total		6485,181	-	47,478	1,032,767	161,721	-	-	7,727,147

(a) KMP for the Department have been assessed to be the Secretary, the Commissioner, substantive Deputy Secretaries, substantive Deputy Commissioners, substantive Group Managers, any officer occupying a substantive role at the SES Band 3 level or above, and potentially any individual who reports directly to the Secretary or ABF Commissioner. KMP also includes those who have acted in, or occupied, any of the aforementioned roles for a continuous period of three months or more during the 2020-21 financial year.

(b) Base salary includes salary paid and accrued, salary paid while on annual leave plus the net movement in the annual leave balance, salary paid while on personal leave, and higher duties allowances.

(c) Other benefits and allowances include non-monetary benefits such as the provision of a car parking.

(d) For individuals in a defined contribution scheme (for example PSSaP and super choice), superannuation includes superannuation contribution amounts. For individuals in a defined benefit scheme (for example PSS and OSS), superannuation includes the relevant Notional Employer Contribution Rate and the Employer Productivity Superannuation Contribution.

(e) Long service leave is calculated on an accrual basis and comprises the amount of leave taken for the period plus the net movement in the long service leave balance.

(f) Total remuneration is calculated on an accrual basis in accordance with PASS 119 Employee Benefits with the exception of superannuation and non-monetary benefits. This means that there are differences between remuneration determined by the Remuneration Tribunal and the remuneration disclosed in the table.

(g) Commenced KMP role in July 2020.

(h) Ceased KMP role in April 2021.

(i) Commenced KMP role in August 2020.

(j) Ceased KMP role in February 2021.

(k) Seconded to PMG from 5 January 2021.

(l) Commenced KMP role in January 2021.

(m) Commenced KMP role in February 2021.

(n) Commenced KMP role in March 2021.

(o) Includes remuneration while acting in KMP role.

Table 53: Remuneration Paid to Senior Executives in 2020–21

Total remuneration Band	Number of senior executives (a)	Short-term benefits				Post-employment benefits		Other long-term benefits		Termination Benefits		Total Remuneration	
		Average base salary (b) \$	Average bonuses \$	Average Other benefits and allowances (c)		Average superannuation contributions (e) \$		Average Long service leave (f) \$		Average Termination Benefits (g) \$		Average Total reportable remuneration (h)	
				Overseas housing allowances (d) \$	Other \$							Excluding overseas housing allowances \$	Including overseas housing allowances \$
\$0–\$220,000	81	83,645	-	1,431	4,380	17,396	1,920	1,920	2,497	-	109,838	-	111,269
\$220,001–\$245,000	16	198,900	-	-	2,707	29,564	5,083	5,083	-	-	236,255	-	236,255
\$245,001–\$270,000	44	210,920	-	-	3,521	37,165	6,672	6,672	-	-	258,277	-	258,277
\$270,001–\$295,000	25	225,049	-	303	9,244	39,190	6,908	6,908	-	-	280,391	-	280,694
\$295,001–\$320,000	23	243,174	-	-	3,761	41,374	7,590	7,590	10,755	-	306,655	-	306,655
\$320,001–\$345,000	8	272,211	-	-	7,760	43,823	8,351	8,351	-	-	332,146	-	332,146
\$345,001–\$370,000	9	289,068	-	-	8,264	50,986	8,660	8,660	-	-	356,978	-	356,978
\$370,001–\$395,000	6	283,161	-	-	2,854	52,722	9,086	9,086	27,356	-	375,179	-	375,179
\$395,001–\$420,000	1	335,220	-	-	3,004	58,886	10,016	10,016	-	-	407,126	-	407,126
\$420,001–\$445,000	3	252,256	-	47,422	74,364	47,128	8,096	8,096	-	-	381,845	-	429,267
\$445,001–\$470,000	1	182,314	-	-	2,878	30,260	6,140	6,140	227,403	-	448,995	-	448,995
\$470,001–\$495,000	2	231,817	-	134,287	74,144	44,266	7,676	7,676	-	-	357,903	-	492,190
\$495,001–\$520,000	2	191,492	-	171,235	106,774	31,463	5,988	5,988	-	-	335,717	-	506,952
\$520,001–\$545,000	1	254,952	-	93,509	131,355	43,781	7,458	7,458	-	-	437,545	-	531,054
\$570,001–\$595,000	1	228,173	-	202,465	107,061	42,000	7,182	7,182	-	-	384,416	-	586,881

(a) Senior executives comprise any individual who is an official with a classification in Group 9 to 11 of the table in Schedule 1 to the *Public Service Classification Rules 2000* and is not a KMP. It also includes individuals who have acted in a senior executive role for a continuous period of greater than six months. It includes senior executives employed for only part of the reporting period.

(b) Base salary includes salary paid and accrued, salary paid whilst on annual leave, salary paid while on personal leave, annual leave accrued, and higher duties allowances.

(c) Other benefits and allowances includes overseas living allowances, non-monetary benefits included in the Fringe Benefits Tax (FBT) Return for the year ended 31 March 2020 such as the provision of car parking, accommodation and utilities whilst posted overseas, and associated FBT. FBT is only included in calculating total remuneration where FBT is required to be reported on an employee's payment summary.

(d) Overseas housing benefits and allowances are disclosed as a separate component of 'Other benefits and allowances' and have been separated from 'Total remuneration' to illustrate the impact that the quantum and/or nature of these particular benefits and allowances have on total remuneration while still reporting the total remuneration of each relevant staff member as required by the disclosure requirements of the PGPA Rule.

(e) For individuals in a defined contribution scheme (for example PSSaP and super choice), superannuation includes superannuation contribution amounts. For individuals in a defined benefit scheme (for example PSS and CSS), superannuation includes the relevant Notional Employer Contribution Rate and the Employer Productivity Superannuation Contribution.

(f) Long service leave comprises the amount of leave accrued and taken for the period.

(g) Termination benefits are payments that may be made in relation to the termination of a senior executive position.

(h) Total remuneration is calculated on an accrual basis in accordance with AASB 119 *Employee Benefits* with the exception of superannuation and non-monetary benefits.

Table 54: Remuneration paid to other highly paid staff in 2020-21

Remuneration Band	Number of highly paid staff (a)	Short-term benefits				Post-employment benefits	Other long-term benefits	Termination Benefits	Total Remuneration			
		Average base salary (b) \$	Average bonuses \$	Average Other benefits and allowances (c)					Average Long service leave (f) \$	Average Termination Benefits (g) \$	Excluding overseas housing allowances \$	Including overseas housing allowances \$
				Overseas housing allowances (d)	Other \$							
\$230,001 to \$245,000	27	155,689	-	14,469	34,918	27,109	4,608	-	222,323	236,792		
\$245,001 to \$270,000	39	164,725	-	22,011	34,034	27,583	4,759	3,933	235,034	257,045		
\$270,001 to \$295,000	25	151,986	-	40,846	52,430	25,914	4,555	6,746	241,632	282,478		
\$295,001 to \$320,000	13	138,279	-	60,924	78,079	26,075	4,156	-	246,589	307,513		
\$320,001 to \$345,000	13	134,992	-	64,614	93,117	23,999	4,015	12,023	268,146	332,760		
\$345,001 to \$370,000	9	134,395	-	93,374	100,406	24,563	4,161	-	263,525	356,899		
\$370,001 to \$395,000	4	138,020	-	95,259	119,987	24,041	4,211	-	286,259	381,518		
\$395,001 to \$420,000	1	107,802	-	153,140	115,491	15,899	3,355	-	242,547	395,687		
\$420,001 to \$455,000	1	119,221	-	72,473	203,138	19,485	19,485	-	351,518	423,992		

(a) Other highly paid staff include staff who are neither KMP nor senior executives and whose total remuneration for the reporting period exceeds \$225,000.

(b) Base salary includes salary paid and accrued, salary paid while on annual leave, salary paid while on personal leave, annual leave accrued, and higher duties allowances.

(c) Other benefits and allowances includes overseas living allowances, non-monetary benefits included in the Fringe Benefits Tax (FBT) Return for the year ended 31 March 2020 such as the provision of car parking, accommodation and utilities whilst posted overseas, and associated FBT. FBT is only included in calculating total remuneration where FBT is required to be reported on an employee's payment summary.

(d) Overseas housing benefits and allowances are disclosed as a separate component of 'Other benefits and allowances' and have been separated from 'Total remuneration' to illustrate the impact that the quantum and/or nature of these particular benefits and allowances have on total remuneration while still reporting the total remuneration of each relevant staff member as required by the disclosure requirements of the PGPA Rule.

(e) For individuals in a defined contribution scheme (for example PSSap and super choice), superannuation includes superannuation contribution amounts. For individuals in a defined benefit scheme (for example PSS and OSS), superannuation includes the relevant Notional Employer Contribution Rate and the Employer Productivity Superannuation Contribution.

(f) Long service leave comprises the amount of leave accrued and taken for the period.

(g) Termination benefits are payments that may be made in relation to the termination of a position.

(h) Total remuneration is calculated on an accrual basis in accordance with AASB 119 Employee Benefits with the exception of superannuation and non-monetary benefits

APPENDIX E: LEGAL SERVICES EXPENDITURE

Table 55 outlines the Department's legal services expenditure for 2020–21, in compliance with Paragraph 11.1(ba) of the *Legal Services Directions 2017*.

Table 55: Legal services expenditure

Description	2019–2020 cost (excluding GST)	2020–2021 cost (excluding GST)
Total legal services expenditure	\$112,437,589	\$113,236,395
Total external legal services expenditure	\$72,963,963	\$73,878,986
External expenditure on solicitors ¹²²	\$64,124,325	\$64,804,842
External expenditure on counsel ¹²³	\$6,809,688	\$6,928,140
Number of matters in which male counsel briefed— 999		
Estimated value of briefs to male counsel	\$5,192,893	\$5,447,277
Number of matters in which female counsel briefed— 333		
Estimated value of briefs to female counsel	\$1,616,795	\$1,480,863
Disbursements on external legal services	\$2,029,950	\$2,146,003
Total internal legal services expenditure	\$39,473,626	\$39,357,409
Employees	\$34,441,377	\$33,362,637
Overheads (for example, office stores and stationery, training and travel, property, and information technology related costs) ¹²⁴	\$5,032,248	\$5,994,772

122. As the Department has entered into a fixed fee arrangement for the payment of some litigation matters, this figure will also include some expenditure on counsel and disbursements that cannot be separately identified.

123. Statistics on counsel briefs relate to finalised litigation matters only.

124. Overheads—indirect property and information technology costs are included. This amount is reported in accordance with *Office of Legal Services Coordination Guidance Note 8*.

APPENDIX F: ADMINISTRATION OF THE OFFICE OF THE MIGRATION AGENTS REGISTRATION AUTHORITY

Overview of the Office of the Migration Agents Registration Authority

The Office of the Migration Agents Registration Authority (OMARA) regulates the activities of Australian registered migration agents providing immigration assistance. This provides protection and assurance to consumers who receive immigration assistance from registered migration agents.

Information about registered migration agents

Overview of the profession

At 30 June 2021, 4971 people were registered in Australia as migration agents. This compares with 7132 on 30 June 2020 and represents a 30.0 per cent decrease. The decrease is attributable to the implementation of Schedule 1 of the *Migration Amendment (Regulation of Migration Agents) Act 2020* on 22 March 2021 removing unrestricted Australian legal practitioners from OMARA regulation.

Profile of registered migration agents:

As at 30 June 2021 the profile migration agents consisted of:

- average age 46 years
- 48.0 per cent female and 52.0 per cent male
- 69.0 per cent have never had a complaint made against them
- 41.0 per cent report operating in a business as a sole trader.

Table 56: Experience of registered migration agents, at 30 June 2021

Experience (years)	Agents	Per cent (of total agents)
<1	185	4.0%
1–3	1,047	21.0%
4–6	1,234	25.0%
7–9	561	11.0%
>10	1,944	39.0%
Total¹²⁵	4,971	100%

Registration refusals and withdrawals

During 2020–21, 20 registration applications were refused and 40 were withdrawn in comparison to nine and 23 respectively in 2019–20. At 30 June 2021:

- 20 repeat registration applications were refused. One as a result of the formerly registered migration agent being barred from re-registration, two based on fitness and propriety considerations, six as a result of the agent's registration being cancelled, and 11 did not hold the required qualification to be registered.
- 40 applications were withdrawn in anticipation of the application being refused, with the reasons including not meeting the requirements for non-commercial registration, fitness and propriety considerations, registration suspension or cancellation and not meeting the residency or qualification requirements

In 2020–21, the leading reason for withdrawals (18 of 40) was not holding the required qualification to be registered as a migration agent following implementation of Schedule 1 of the *Migration Amendment (Regulation of Migration Agents) Act 2020* on 22 March 2021, precluding holders of unrestricted Australian legal practising certificates from registering with the OMARA.

125. Note: percentage results may not add to 100 per cent due to rounding.

Complaint processing

The OMARA received 370 complaints about registered migration agents during 2020–21 and finalised 401 complaints, down from 538 and 506 respectively in 2019–20. Merit and jurisdiction were established for 132 complaints, of these, 74 were finalised with a finding that the agent had breached the Code of Conduct.

Sanction outcomes

In 2020–21 OMARA sanctioned 11 registered migration agents.

Of those sanctioned:

- Nine registered migration agents had their registration cancelled, in comparison to 11 in 2019–20
- One had their registration suspended, in comparison to nine in 2019–20
- OMARA also barred one former agents from being registered for five years, down from three in 2019–20.

OMARA review

In 2020–21 the OMARA continued to implement major reforms identified in the 2014 Independent review of the Office of the Migration Agents Registration Authority (Kendall Review), including:

- Removal of lawyers from the regulatory scheme: Legislation to remove certain Australian Legal Practitioners from the OMARA regulatory scheme was implemented on 22 March 2021.
- Review of the Code of Conduct for Registered Migration Agents (the Code): The OMARA concluded its review of the Code following extensive consultation with stakeholders and the industry. The Office of Parliamentary Council is finalising the drafting of the Code for planned commencement in the 2021 calendar year.

APPENDIX G: INFORMATION PUBLICATION SCHEME

Australian Government agencies subject to the *Freedom of Information Act 1982* (the FOI Act) are required to publish information on their websites as part of an Information Publication Scheme. This includes the agency's structure, functions, appointments, annual reports, consultation arrangements and details of the agency's FOI officer. Information routinely released through FOI requests and provided to Parliament must also be published online.

The Information Publication Scheme promotes an open and transparent culture across government. Agencies are encouraged to take a proactive approach to publishing the information they hold and to consider publishing information over and above what they are obliged to publish.

In accordance with subsection 9(1) of the FOI Act, the Department reviews annually the operation of the Information Publication Scheme.

More information about the Department's Information Publication Scheme is available on our website.¹²⁶

126. www.homeaffairs.gov.au/access-and-accountability/freedom-of-information/information-publication-scheme

APPENDIX H: AUSCHECK BRANCH REPORTING

AusCheck responds to ad hoc requests for information under paragraphs 14(2)(b)(iii) and 14(2)(b)(iiia) of the *AusCheck Act 2007*.

During 2020–21, AusCheck received 13 requests for access to information stored in the AusCheck database for national security and law enforcement purposes, in comparison to 18 requests received in 2019–20.

Requests were received from the Australian Federal Police (three requests) and the Department of Home Affairs, including the Australian Border Force (six requests).

APPENDIX I: SECURITY OF CRITICAL INFRASTRUCTURE ACT 2018 – 2020–21 ANNUAL REPORT

Background

On the 11 July 2018, the *Security of Critical Infrastructure Act 2018* (the Act) came into force. The Act is designed to manage the national security risks of espionage, sabotage and foreign interference arising from foreign involvement in Australia's critical infrastructure.

The Act applies to infrastructure assets in the electricity, water, gas and ports sectors which if destroyed, degraded, or rendered unavailable for an extended period, would have a significant impact on:

- maintaining status quo operations for large population hubs
- national economic interests
- Government operations
- Defence capabilities

In addition, the *Security of Critical Infrastructure Rules 2018* (the Rules) specify thresholds for electricity generation stations and gas transmission pipelines, prescribe critical infrastructure assets and provide further information requirements for reporting.

Key Measures

- The Act has three measures to manage national security risks related to critical infrastructure:
- The Register of Critical Infrastructure Assets (the Register), provides the Government visibility of who owns and controls the assets, enabling better targeting of our risk assessments.
 - The information gathering power, provides the ability to obtain more detailed information from owners and operators of assets in certain circumstances.
 - The Ministerial directions powers, provides the ability to intervene and issue directions in cases where there are significant national security concerns that cannot be addressed through other means.

The powers in this Act enable government to better assess the extent of vulnerability across our high priority assets, and work collaboratively with industry to address the kinds of vulnerabilities identified, while maintaining open economic settings and imposing only a minimal and targeted regulatory burden.

Current Status

Notifications

The notification requirements in sections 23 and 24 of the Act articulate the initial and ongoing obligations of a reporting entity to report specific information on a critical infrastructure asset to the Department of Home Affairs (the Department). A total of 223 notifications were made during the 2020-21 financial year to the Department.

Table 57: Total number of notifications made to the Department in the 2020–21 financial year

Notifications	Total
Number of notifications made to the Department	223

New Notifications (Initial Obligations)

The initial obligation to give information under section 23 of the Act requires a reporting entity to report the ownership and operational information in the approved form to the Secretary. Under section 23(3) information must be given by the end of 30 days after the day the entity becomes a reporting entity for the asset.

During this financial year, the Department received eleven new notifications (initial obligations) in relation to critical infrastructure assets across Australia.

Table 58: Breakdown of new notifications made to the Department in the 2020–21 financial year

Type of notification	Number of notifications
New Notification – Direct Interest Holder	6
New Notification – Responsible Entity	5
Total	11

Notification of Change (Notifiable Events)

The ongoing obligation to give information under section 24 of the Act requires a reporting entity to report a notifiable event in relation to the asset which is captured on the Register. A notifiable event occurs when any information in relation to the original notification is either invalid, incorrect or outdated. The reporting entity is therefore required to submit a 'notification of change' in the approved form by the end of the 30 days after the event occurs.

During this financial year, the Department has received 212 notifications of change (notifiable events) in relation to critical infrastructure assets on the Register.

Table 59: Breakdown of the notifications of change made to the Department in the 2020–21 financial year.

Type of notification	Number of notifications
New Notification – Direct Interest Holder	124
New Notification – Responsible Entity	88
Total	212

Ministerial Directions Power

Section 32 of the Act allows the Minister for Home Affairs (the Minister) to issue a direction to an owner or operator of critical infrastructure assets to mitigate national security risks, where the risks cannot be managed through existing collaboration with owners and operators or via existing regulatory frameworks.

The directions power is only able to be used where:

- there is a risk identified which is prejudicial to security
- through collaboration, the owner or operator does not or cannot implement mitigations to address the risk
- there are no existing regulatory frameworks that can be used to enforce mitigations.

Before issuing a direction, the Minister must be satisfied of certain matters, consult, and give consideration to a number of factors, including:

- giving primary consideration to a mandatory Australian Security Intelligence Organisation adverse security assessment
- being satisfied that ‘good faith’ negotiations have occurred
- consulting directly and giving consideration to any representation made by the relevant First Minister, state or territory minister and the affected entity to which the direction applies
- considering the costs and consequences to services in implementing the mitigation
- ensuring the direction is a proportionate response to the risk.

These safeguards reinforce the Australian Government’s collaborative approach to managing national security risks from foreign involvement. It also ensures the Ministerial directions power is only exercised when the risk cannot be addressed through other means.

Table 60: Ministerial Directions issued in the 2020–21 financial year

Ministerial Direction	Issued
Number of directions given under section 32	0

Information Gathering Power

Section 37 of the Act provides the Secretary of the Department of Home Affairs (the Secretary) with the power to request ownership and operational information from direct interest holders, responsible entities and operators of critical infrastructure assets.

This enables the Secretary to:

- inform risk assessments conducted by the Department
- identify any gaps on the Register
- assist with determining whether any powers under the Act should be used, including enforcement measures relating to the Register or Ministerial directions.

Information that is obtained using this power is protected and confidential and will not be publicly disclosed.

Table 61: Information Gathering Powers used in the 2020–21 financial year

Information Gathering Power	Issued
Number of information gathering requests issued by the Secretary under section 37	0

Enforcement Powers

Part 5 (enforcement) of the Act states that civil penalty orders may be sought under Part 4 of the *Regulatory Powers (Standard Provisions) Act 2014* (Regulatory Powers Act) in relation to contraventions of civil penalty provisions of the Act.

Enforcement undertakings to comply with civil penalty provisions of the Act may be accepted and enforced under Part 6 of the Regulatory Powers Act.

Table 62: Enforcement actions taken in the 2020–21 financial year

Enforcement Actions	Issued
Number of information gathering requests issued by the Secretary under section 37	0

Private Declarations

Section 51 of the Act permits that the Minister may privately declare an asset to be a critical infrastructure asset if the asset is not otherwise a critical infrastructure asset and relates to a relevant industry.

The Minister must also be satisfied that:

- the asset is critical infrastructure that affects national security
- there would be a risk to national security if it were publicly known that the asset is critical infrastructure that affects national security.

Table 63: Private declarations made during the 2020–21 financial year

Private Declarations	Issued
Number of private declarations made under section 51	0

Industry engagement

The Act aims to safeguard critical infrastructure in Australia and strengthen existing engagement and information sharing partnerships between industry and Government.

In the 2020–21 financial year, the Department has continued to engage with state and territory and industry, through stakeholder meetings, telephone, email and formal website enquiries. The Department has participated in numerous teleconferences and face-to-face meetings, and answered frequent enquiries from industry and state and territory government stakeholders.

Guidance Material

The Department has a dedicated webpage to facilitate information sharing with industry which contains guidance material on the operation of the Act, including how stakeholders can best meet their obligations.

This material includes:

- information on the Critical Infrastructure Centre and fact sheets explaining the Act, reporting requirements and coverage
- frequently asked questions.

APPENDIX J: TELECOMMUNICATIONS SECTOR SECURITY REFORMS – 2020–21 ANNUAL REPORT

Introduction

This is a report under subsection 315J(1) of the *Telecommunications Act 1997* (the Act) for the financial year ending 30 June 2021 on the operation of Part 14 of the Act, to the extent that Part was amended by the *Telecommunications and Other Legislation Amendment Act 2017* (commonly referred to as the Telecommunications Sector Security Reforms (TSSR)).

The TSSR amendments to Part 14 of the Act commenced on 18 September 2018. See Background below for further information on TSSR.

Information required under subsection 315J(1A) of the Act

Directions Powers

The Home Affairs Minister gave no directions under subsection 315A(1) in the financial year ending 30 June 2021.

The Home Affairs Minister gave no directions under subsection 315B(2) in the financial year ending 30 June 2021.

Notification requirement

The Communications Access Co-ordinator (CAC) received 30 notifications under subsection 314A(3) in the financial year ending 30 June 2021.¹²⁷

In instances where the CAC did not require further information about a notified change, the average number of days taken to give a notice under subsection 314B(3) or (5) was 30 calendar days.

In instances where the CAC required further information about a notified change, the average number of days taken to give a notice under subsection 314B(1) requesting further information was 21 days. The average number of days taken to give a notice under subsection 314B(3) or (5) once further information was provided to the CAC was 25 calendar days.

The average number of days taken by the CAC after a notification was submitted under subsection 314A(3) to give a notice under subsection 314B(3) or (5), including days taken to request, receive and consider further information where applicable, was 87 calendar days.

One hundred percent of notices under subsection 314B(3) or (5) were given within the period under subsection 314B(6); that is, either within 30 calendar days of receiving the notification under subsection 314A(3) or if the CAC requested further information from the carrier or provider, as soon as practicable and within 30 calendar days of receiving that further information.

Further detail

Table 64: Breakdown of notices given by the CAC under subsections 314B(3) and (5)

Type of notice	Number of notices issued
Subsection 314B(3) 'some risk'	24
Subsection 314B(5) 'no risk'	6

Note: As at 1 July 2021, there were three notifications that the CAC had yet to respond to by giving a notice under subsection 314B (1) or 314B(3) or (5); all the three notifications were issued with a notice in July 2021 and within the statutory timeframe to issue the response.

The CAC required further information about 22 notified changes, which was 73 percent of all notifications received during the reporting period.

127. This figure does not include one notification that was subsequently withdrawn by the notifying carrier.

Applications for exemption from the notification requirement

The CAC did not receive any applications under subsection 314A(5A) in the financial year ending 30 June 2021.

Security Capability Plans

The CAC did not receive any security capability plans in the financial year ending 30 June 2021.

Information-gathering powers

The Home Affairs Secretary gave no notices under subsection 315C(2) in the financial year ending 30 June 2021.

Information sharing arrangements

The TSSR framework is intended to formalise and strengthen pre existing informal engagement and information sharing practices between the telecommunications industry and Government. The aim is to encourage early engagement on proposed changes to systems and services that could give rise to a national security risk and collaboration on the management of those risks.

In the 2020–2021 financial year the Department participated in 98 engagements to ensure industry understood their security and notification obligations and to provide advice on proposed changes to telecommunications systems or services. This activity included engaging with carriers who are yet to submit a notification, since TSSR came into effect.

The Department continues to use a secure communication portal to communicate sensitive information to industry, such as the risks and security advice associated with particular changes. A number of carriers have setup accounts on the portal, and other carriers will continue to be encouraged to do so.

Technical workshops and assistance

The Department continues to provide significant, in-depth technical guidance and assistance to carriers outside the formal notification process.

During the reporting period the Department held technical workshops with specific carriers to explore particular changes, discuss potential risks and provide guidance on designing and implementing targeted mitigations. This included ten workshops for the specific purpose of providing assistance with the implementation of mitigations suggested in notices under subsection 314B(3) or where further information is requested under subsection 314B(1).

The Department also considered a number of proposed changes during the reporting period outside the formal notification regime. While carriers determined that these changes did not meet the threshold for formal notification and chose to provide informal briefings to the Department, these briefings resulted often required an equivalent or even greater depth of technical analysis by the Department and security agencies than changes notified under section 314A. The Department is encouraged by an increase in the number of these engagements during the reporting period, as they foster stronger relationships with industry and support the Department's focus on working with industry to achieve positive security outcomes. The Department's regulatory objective is to achieve national security outcomes on a cooperative basis rather than through the formal exercise of regulatory powers.

Guidance Material

The Department has a dedicated TSSR webpage to facilitate information sharing with industry which contains TSSR guidance material including:

- administrative guidelines on TSSR
- fact sheets explaining the security and notification obligations
- FAQs
- examples of the types of changes that may trigger notifications
- sample notification and notification exemption forms.

The Department periodically updates these materials, and works closely with industry to ensure that the materials are responsive to industry trends and requirements. The Telecommunications Sector Security Reforms (TSSR) Administrative Guidelines materials were last updated on 28 June 2021, following feedback from industry and to incorporate the new branding of the Critical Infrastructure Centre

Summary of any feedback or complaints

Engagement and feedback from industry has continued to be generally positive, as industry increasingly recognises the benefits of being able to access security related information from government, and guidance on implementing mitigations to protect critical business operations.

The Department has continued to work with carriers to explain the intent of the legislation, including that submitting notifications demonstrates that a carrier is doing its best to comply with its security obligation and ensures it is appropriately informed. As “even the most informed [carrier] is unlikely to have access to the most up to date threat information available to [the Department],”¹²⁸ submitting notifications ensures carriers can benefit from that information and can make appropriately informed decisions, no matter their size or sophistication.

The Department has published guidance material addressing when changes will meet the threshold for notification and has provided advice to carriers about whether a notification was required in specific instances.

Trends or issues

Supply chain risk assessment

As part of the TSSR notification obligations, the Department continued to encourage carriers to undertake a risk assessment of their vendors’ equipment and services. The Department has identified a need to provide more guidance on the specifics of the supply chain risk assessment and is working towards publishing guidance materials.

5G Cloud compute

The Department notes that 5G cloud orchestration featured in a number of technical discussions with carriers over the last financial year. Through the discussion, the Department has attempted to balance the ideal availability construct provided through virtualised compute technologies against the threat to both the carriers’ Core and emerging Edge use cases.

128. Revised Explanatory Memorandum, Telecommunications and Other Legislation Amendment Bill 2017 (Cth) [138].

COVID-19 implications

The ongoing COVID-19 pandemic has created many challenges for industry to manage network performance to support a sizeable population to work or study remotely. The pandemic has brought about a rethink amongst carriers with respect to their own staff and vendors' staff working from home arrangements to support network operations. Some carriers also briefed the Department on how they are managing potential security risks where their vendors' staff were working from home at offshore locations. To assist industry through these trying times, the Department maintained ongoing dialogues with all major carriers and proactively engaged with smaller carriers to ensure they were being appropriately supported.

Managed service providers

The Department has seen an increase in the number of notifications involving managed service providers (MSPs), as well as an increase in the range and scope of functions that MSPs are proposing to undertake on behalf of customer carriers.

The Department received multiple notifications during the reporting period in which the CAC considered that a carrier's proposed use of an MSP could interfere with the carrier's ability to maintain competent supervision of, and effective control over, telecommunications networks and facilities owned or operated by the carrier, as required under section 313(1B). The CAC's concerns were most often associated with:

- inadequate proposed supervision by the carrier of the MSP's activities on the carrier's networks and facilities (including through over-reliance on self-supervision and self-reporting by the MSP)
- inadequate consideration by the carrier of the location(s) from which the MSP would be providing the services
- limited assurance that the carrier could demonstrate effective control over networks or facilities being serviced by the MSP.

In each of these instances during the reporting period the CAC informed the relevant carriers of the concerns and suggested measures that they could implement to ensure they could continue to comply with their security obligation while proceeding with the changes.

Network function virtualisation (NFV) and orchestration

Multiple carriers notified the CAC during the reporting period about changes involving network function virtualisation (NFV), frequently in combination with 'automated' network orchestration solutions. These changes featured high levels of technical complexity and equally complex supply chains.

In several instances the CAC had concerns about the notifying carrier's understanding and appreciation of the risks presented by the proposed change, particularly the risks associated with complex multi vendor/subcontractor, multi-jurisdiction supply chains. The CAC also had concerns in several instances with carriers misunderstanding the level of exposure they had in proposing to outsource or 'hybridise' their infrastructure environment.

Again, in each of these instances during the reporting period the CAC informed the relevant carriers of the concerns and suggested measures that they could implement to ensure they could continue to comply with their security obligation while proceeding with the changes.

Mobile networks

Following extensive review, guidance on 5G security was provided to Australian carriers on 23 August 2018. The security guidance provided to Australian carriers relates to obligations under TSSR to protect Australian communications, including 5G networks, from unauthorised access and interference. The Department has continued to work closely with telecommunications operators to ensure they understand their TSSR obligations with respect to deploying and operating 5G networks and services.

The Department continues to work with non-5G mobile network operators to understand and manage the potential sustainment risks associated with the United States' export restrictions affecting certain telecommunications infrastructure vendors.

Approach to the notification obligation

There is some variation among carriers in their approach to the TSSR notification obligation, as outlined in submission to the Parliamentary Joint Committee into Intelligence and Security's current review into the operation of TSSR. Most carriers the Department has interacted with under TSSR are engaging positively with their obligations, including by:

- engaging in discussions to understand when the notification obligation applies;
- providing detailed information about changes to telecommunications systems and services via notifications; and
- participating in workshops to ensure best practice implementation of mitigations recommended in notices.

Carriers that do not notify the CAC about their proposed changes risk missing out on relevant threat information and targeted security advice. Further, should a carrier not provide a notification where the Department has advised the threshold has been met, that carrier may risk non compliance with its security obligation.

Insufficient level of detail in notifications

Carriers have continued to work to understand the level of detail required in their notifications, particularly about access and control arrangements for third party vendors and service providers. Insufficient detail in notifications is the primary obstacle to shorter response times by the CAC.

Where the CAC has issued a request for further information, the Department generally seeks to discuss with the carrier the intent of the request and the type of information being sought to undertake a comprehensive assessment.

In some instances, entities have notified the CAC very early in their planning for a change proposal. While early notifications are appreciated, in some circumstances the CAC may need to issue a notice that the proposed change carries risk, providing advice to the extent possible, and advising the entity to submit a further notification once the project is more advanced.

Background

The *Telecommunications and Other Legislation Amendment Act 2017*, known as the Telecommunications Sector Security Reforms (TSSR), amended the *Telecommunications Act 1997* (the Act) to establish a regulatory framework to better manage national security risks of espionage and foreign interference to Australia's telecommunications infrastructure.

TSSR commenced on 18 September 2018 following a 12 month implementation period.

Directions Powers

Section 315A and 315B of the Act allows the Minister for Home Affairs (the Minister), subject to safeguards, to direct a carrier or carriage service provider to:

- cease using or supplying carriage services where use or supply is considered to be prejudicial to security (section 315A).
- do, or not do, a specified act or thing where there is a risk of unauthorised interference with or unauthorised access to, networks or facilities that would be prejudicial to security (section 315B).¹²⁹

129. 'Security' has the same meaning as in the *Australian Security Intelligence Organisation Act 1979* and among other things, covers the protection of, and of the people of, the Commonwealth and the States and Territories from espionage, sabotage, attacks on Australia's defence system and acts of foreign interference.

The Minister can only exercise the direction powers where the Australian Security Intelligence Organisation (ASIO) has provided an adverse security assessment. An adverse security assessment is subject to the accountability requirements contained in Part IV of the *Australian Security Intelligence Organisation Act 1979*, including the provision of notice of the adverse security assessment to the subject of the assessment, and the availability of review in the AAT.

As a last resort power, section 315A is intended to be used in the most extreme circumstances where the continued operation of the service would give rise to such serious consequences that the entire service needs to cease operating. The Minister must consult the Prime Minister and the Minister for Communications prior to giving written direction to cease operation of the service.

An additional safeguard under section 315B of the Act is that the Minister may only issue a direction if satisfied that all reasonable steps have been taken to negotiate, in good faith, with the carrier or carriage service provider to achieve an outcome of eliminating or reducing the security risk.

Notifications

Section 314A of the Act requires carriers and nominated carriage service providers to notify the CAC under subsection 314A(3) of their intention to implement a proposed change to a telecommunications service or telecommunications system if they become aware that implementing that change is *likely to have a material adverse effect* on the capacity of the carrier or provider to comply with its security obligations under section 313(1A).¹³⁰

Once a notification has been received, a security assessment is completed in consultation with security agency partners. Within 30 calendar days of receipt of a notification, the CAC must provide the carrier with one of the following notices:

- **Further information** request under subsection 314B(1) detailing the required information for the CAC to assess whether there is a risk of unauthorised access to, or interference with, telecommunications networks or facilities that would be prejudicial to security.
- **Some risk associated** notice under subsection 314B(3) advising the carrier of a risk associated with the proposed change of unauthorised access to, or interference with, telecommunications networks or facilities that would be prejudicial to security and recommending controls to mitigate the identified risk.

130. A change is likely to have a 'material adverse effect' if the proposed change may have an actual or measurable negative impact on the ability of the carrier or provider to comply with the duties in subsections 313(1A) or 313(2A) to protect networks from risks of unauthorised access and unauthorised interference.

- **No risk** notice under subsection 314B(5) advising that the CAC is satisfied there is not a risk from the proposed change of unauthorised access to, or interference with, telecommunications networks or facilities that would be prejudicial to security.

Applications for exemption from the notification requirement

Carriers and nominated carriage service providers may seek a full or partial exemption from their obligation to notify the CAC of proposed changes to a telecommunications system or service. The CAC may grant an exemption under subsections 314A(4) or (5) of the Act. If a carrier submits a written application, the CAC must respond within 60 calendar days by either granting the exemption or refusing the exemption and providing written reasons for the refusal.

A carrier may apply to the Administrative Appeals Tribunal (AAT) for review of a decision by the CAC not to grant an exemption.

Security capability plans

Carriers and nominated carriage service providers may submit a security capability plan (SCP) each year to notify one or more proposed changes that are *likely to have a material adverse effect* on their capacity to meet their security obligation, as an alternative to notifying the CAC of each change individually.

PART 7:

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ABBREVIATIONS AND ACRONYMS

A	
ABF	Australian Border Force
ABOC	Australian Border Operations Centre
ACC	Australian Crime Commission
ACIC	Australian Criminal Intelligence Commission
ACSF	Australian Core Skills Framework
AIC	Australian Institute of Criminology
AFP	Australian Federal Police
AGDRP	Australian Government Disaster Recovery Payment
AHRC	Australian Human Rights Commission
ALO	Airline Liaison Officer
AMEP	Adult Migrant English Program
AML	Anti-Money Laundering
ANAO	Australian National Audit Office
ANZCTC	Australia-New Zealand Counter-Terrorism Committee
AO	Officer of the Order of Australia
APEC	Asia-Pacific Economic Cooperation
APM	Australian Police Medal
APS	Australian Public Service
APSC	Australian Public Service Commission
ASIC	Aviation Security Identification Card
ASIO	Australian Security Intelligence Organisation
ATSOCC	Australian Transnational, Serious and Organised Crime Committee
ATT	Australian Trusted Trader
AUSTRAC	Australian Transaction Reports and Analysis Centre
AUSCO	Australian Cultural Orientation Program
B	
ABOC	Australian Border Operations Centre
C	
CFI	Counter foreign interference
COVID-19	Coronavirus disease 2019
CSP	Community Support Program

CTF	Counter-Terrorism Financing
CVE	Counter Violent Extremism
D	
DFAT	Department of Foreign Affairs and Trade
DISER	Department of Industry, Science, Energy and Resources
DRA	Disaster Recovery Allowance
E	
EEGO	Energy Efficiency in Government Operations policy
EL	Executive Level
F	
FIRB	Foreign Investment Review Board
FOI	Freedom of Information
G	
GFU	Global Feedback Unit
GSC	Global Service Centre
H	
HSP	Humanitarian Settlement Program
I	
ICBP	International Capability Building Program
ICP	International Capability Plans
ICT	Information and communications technology
IFF	Illegal foreign fisher
IMA	Illegal Maritime Arrival
IOM	International Organization for Migration
K	
KMP	Key Management Personnel
L	
LGBTI	Lesbian, gay, bisexual, transgender or intersex
M	
MLA	Mutual legal assistance
MOU	Memorandum of understanding
MRA	Mutual Recognition Arrangements
MSIC	Maritime Security Identification Cards
N	
NAIDOC	National Aborigines and Islanders Day Observance Committee
NCM	National Coordination Mechanism
NCP	National Compliance Plan

O	
OAIC	Office of the Australian Information Commissioner
OMARA	Office of the Migration Agents Registration Authority
OSB	Operation Sovereign Borders
P	
PAES	Portfolio Additional Estimates Statements
PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PGPA Rule	<i>Public Governance, Performance and Accountability Rule 2014</i>
PJCIS	Parliamentary Joint Committee on Intelligence and Security
PNG	Papua New Guinea
PPE	Personal protective equipment
PSM	Public Service Medal
S	
SDP	Service Delivery Partner
SES	Senior Executive Service
SETS	Settlement Engagement and Transition Support
T	
TEO	Temporary Exclusion Order
TIS	Translating and Interpreting Service
TISN	Trusted Information Sharing Network
TMAC	Talent Management Advisory Committee
TSOC	Transnational, serious and organised crime
TSS	Telecommunications Sector Security
V	
VA	Virtual Assistant
VAC	Visa Application Charges
W	
WCO	World Customs Organization
WD	Workplace Determination
WHS	Work health and safety

GLOSSARY

Term	Definition
A	
Airline Liaison Officer (ALO)	ABF staff located at key international airports to operate ahead of the border to identify and manage threats and risks before they reach the Australian border.
Australian Border Operations Centre (ABOC)	A centralised operations centre, providing a single source of situational awareness of ABF operations. The ABOC unifies functional capabilities of the ABF into planning, executing, coordinating and managing national ABF activities and operations across the entire border continuum.
AusTender	The Australian Government's tendering system.
Australian Trusted Trader	A voluntary trade facilitation initiative open to all eligible Australian businesses active in the international trade supply chain.
B	
Border continuum	The Department's approach which views the Australian border as a continuum that includes its overseas, maritime, physical and domestic dimensions.
C	
Child safeguarding framework	Outlines the principles, policies and procedures for the Department's staff and contracted service providers to safeguard the children who receive its services. The development of this framework was a focus of the independent Child Protection Panel.
Comcare	The statutory authority that administers the Australian Government's workers compensation scheme.
<i>Commonwealth Fraud Control Policy</i>	Supports accountable authorities of non-corporate Commonwealth entities to effectively discharge their responsibilities under the <i>Public Governance, Performance and Accountability Act 2013</i> and section 10 of the <i>Public Governance, Performance and Accountability Rule 2014</i> .
Commonwealth Grant Rules and Guidelines	The Australian Government grants policy framework applies to all non-corporate Commonwealth entities subject to the <i>Public Governance, Performance and Accountability Act 2013</i> .
Community Support Program	From 1 July 2017, the establishment of 1,000 places by which communities and businesses can sponsor humanitarian visa applicants and support new arrivals.
Corporate plan	The corporate plan of an entity is the primary planning document for that entity and must address: introduction; purpose; environment; performance; capability and risk oversight; management of the entity.
COVID-19	A disease caused by a new strain of coronavirus, formerly referred to as '2019 novel coronavirus'.
Crisis Coordination Centre (CCC)	The Australian Government's 24/7 crisis management information and whole-of-government coordination facility.
E	
Examination	Examination of cargo by an ABF officer.

Term	Definition
F	
Fraud and Corruption Control Plan	The Department's plan for managing fraud and corruption.
G	
GrantConnect	Provides centralised publication of forecast and current Australian Government grant opportunities and grants awarded.
Green lease schedule	A formal commitment to energy efficiency developed by the Department of Environment and Energy to reduce energy consumption by Australia Government operations.
H	
Harmony Day	A celebration of Australia's cultural diversity, held yearly on 21 March. It coincides with the United Nations International Day for the Elimination of Racial Discrimination.
Humanitarian Program	Australia's Humanitarian Program comprises offshore resettlement and onshore protection components.
I	
Illegal Maritime Arrival	'Illegal' refers to the mode of entry of persons who enter Australia by boat without a valid visa. Asylum seekers and migrants who are smuggled to Australia may breach border controls and domestic laws in entering and seeking protection in Australia. The <i>Migration Act 1958</i> refers to 'unauthorised arrivals' but in this annual report the term used is 'illegal maritime arrivals'.
ImmiAccount	Single entry point for individuals, registered migration agents, service delivery partners, business and stakeholders to access the Department's online services.
Inspection	May include use of non-intrusive examination through X-ray technology (static or mobile), trace particle detection, detector dogs or physical examination of cargo.
International Capacity Building Program	A scheme to develop and strengthen the skills, abilities, processes and resources of international organisations and communities.
Intervention	Actions undertaken by ABF officers to prevent and detect the import or export of prohibited items and to control the movement of restricted items. Includes examinations and inspections.
L	
Legacy caseload	The Department's term to describe the cohort of Illegal Maritime Arrivals
M	
Migration Program	The annual planned permanent intake determined by the Australian Government in a budgetary context which governs the number of visas granted for permanent entry from offshore and for permanent resident status onshore. It does not include New Zealand citizens intending to settle permanently in Australia.
N	
NAIDOC Week	NAIDOC (National Aboriginal and Islander Day Observance Committee) Week is a celebration of the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.
National Coordination Mechanism (NCM)	Operates through the Department of Home Affairs to coordinate the whole-of-government response with states and territories to issues outside of the direct health management of COVID-19.

Term	Definition
O	
Office of the Migration Agents Registration Authority	An office within the Department of Home Affairs that regulates the migration advice industry to provide appropriate protection and assurance to people using migration advice services.
Onshore and offshore	Unless otherwise indicated, 'onshore' and 'offshore' refer to the location of a person at the time they apply for a visa or visa grant.
Operation Arête	Operation Arête is an enduring operation that builds upon on our current work to strengthen our integrity framework and embed a positive integrity culture within the Department.
Operation Sovereign Borders	Operation Sovereign Borders is a military-led, whole-of-government border security operation to combat maritime people smuggling.
P	
Portfolio Budget Statements	Documents that inform parliamentarians and the public of the proposed allocation of resources to achieve government outcomes.
<i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act)	An Act about the governance, performance and accountability of, and the use and management of public resources by the Commonwealth, Commonwealth entities and Commonwealth companies, and for related purposes.
<i>Public Service Act 1999</i>	The principal Act governing the operation of the Australian Public Service.
R	
Refugee and Humanitarian Assistance Program	A program designed to ensure that Australia can respond effectively to global humanitarian needs and have support services available to meet the specific needs of people entering under the program.
Refugee	A person recognised as needing protection under the <i>1951 United Nations Convention Relating to the Status of Refugees</i> .
Regional processing country	A country designated by the minister under subsection 198AB(1) of the <i>Migration Act 1958</i> as a regional processing country.
S	
SmartGate	The Department's Automated border processing system.
Special Eligibility stream	A subset of the Migration Program that provides for the migration of former residents of Australia.
T	
Tariff classification	Goods imported into Australia require classification under the <i>Customs Tariff Act 1995</i> .
Temporary visas or temporary entry visas	Visas that provide for the temporary entry of people from overseas for purposes that benefit Australia, such as tourism, study, work or other activities. From 2014–15 this definition was expanded to include Special Category (subclass 444) visas provided to New Zealanders when they enter Australia.
TIS National	Provides interpreting services in more than 160 languages and dialects for people who do not speak English and for organisations that need to communicate with non-English-speaking clients.
Transferee	An IMA transferred to an offshore processing centre in an offshore regional processing country.

PGPA RULE LIST OF REQUIREMENTS

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(g)	Letter of transmittal		
17AI	Letter of transmittal	A copy of the letter of transmittal signed and dated by Accountable Authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)	Aids to access		
17AJ(a)	Contents	Table of contents.	Mandatory
17AJ(b)	Part 7: Reference material	Alphabetical index.	Mandatory
17AJ(c)	Part 7: Reference material	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	Part 7: Reference material	List of requirements.	Mandatory
17AJ(e)	Page ii	Details of contact officer.	Mandatory
17AJ(f)	Page ii	Entity's website address.	Mandatory
17AJ(g)	Page ii	Electronic address of report.	Mandatory
17AD(a)	Review by Accountable Authority		
17AD(a)	Secretary's Review	A review by the Accountable Authority of the entity.	Mandatory
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	About the Department About the ABF	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	Organisational Structure (Department and ABF)	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	Performance Reporting	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	Performance Reporting	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	The Executive Team	Name of the Accountable Authority or each member of the Accountable Authority	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AE(1)(aa)(ii)	The Executive Team	Position title of the Accountable Authority or each member of the Accountable Authority	Mandatory
17AE(1)(aa)(iii)	The Executive Team	Period as the Accountable Authority or member of the Accountable Authority within the reporting period	Mandatory
17AE(1)(b)	About the Portfolio	An outline of the structure of the portfolio of the entity.	Portfolio departments—mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
17AD(c)	Report on the Performance of the entity		
	<i>Annual Performance Statements</i>		
17AD(c)(i); 16F	Part 2: Annual Performance Statement	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)	<i>Report on Financial Performance</i>		
17AF(1)(a)	Part 3: Report on financial performance	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	Appendix B: Report on financial performance	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	Part 3: Report on financial performance	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory
17AD(d)	Management and Accountability		
	<i>Corporate Governance</i>		
17AG(2)(a)	Letter of transmittal	Information on compliance with section 10 (fraud systems)	Mandatory
17AG(2)(b)(i)	Letter of transmittal	A certification by Accountable Authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	Letter of transmittal	A certification by Accountable Authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(2)(b)(iii)	Letter of transmittal	A certification by Accountable Authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	Enterprise governance	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d)-(e)	Non-compliance with Finance law	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory
Audit Committee			
17AG(2A)(a)	Audit and Risk Committee	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	Audit and Risk Committee	The name of each member of the entity's audit committee.	Mandatory
17AG(2A)(c)	Audit and Risk Committee	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A)(d)	Audit and Risk Committee	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A)(e)	Audit and Risk Committee	The remuneration of each member of the entity's audit committee.	Mandatory
External Scrutiny			
17AG(3)	Reports by external bodies	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	Judicial and administrative tribunal decisions	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	Complaints	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	Capability Reviews	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of Human Resources			
17AG(4)(a)	People management and development	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	Workforce profile	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender (d) statistics on staff location	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(b)	Workforce profile	<p>Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following:</p> <ul style="list-style-type: none"> Statistics on staffing classification level; Statistics on full-time employees; Statistics on part-time employees; Statistics on gender; Statistics on staff location; Statistics on employees who identify as Indigenous. 	Mandatory
17AG(4)(c)	Employee entitlements	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	Employee entitlements	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	Employee entitlements	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	Non-salary benefits	A description of non-salary benefits provided to employees.	
17AG(4)(d)(i)	Performance pay	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	Performance pay	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	Performance pay	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	Performance pay	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets Management			
17AG(5)	Assets management	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities	If applicable, Mandatory
Purchasing			
17AG(6)	Purchasing and procurement	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory
Reportable consultancy contracts			
17AG(7)(a)	Reportable consultancy contracts	A summary statement detailing the number of new contracts engaging consultants entered into during the period; the total actual expenditure on all new consultancy contracts entered into during the period (inclusive of GST); the number of ongoing consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST).	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(7)(b)	Reportable consultancy contracts	A statement that “During [reporting period], [specified number] new consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]”.	Mandatory
17AG(7)(c)	Reportable consultancy contracts	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	Reportable consultancy contracts	A statement that “Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website.”	Mandatory
Reportable non-consultancy contracts			
17AG(7A)(a)	Reportable non-consultancy contracts	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	Reportable non-consultancy contracts	A statement that “Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.”	Mandatory
17AG(7)(c)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		
17AGA	Reportable consultancy contracts, Reportable non-consultancy contracts	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
Australian National Audit Office Access Clauses			
17AG(8)	ANAO access clauses	If an entity entered into a contract with a value of more than \$100,000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor’s premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Exempt contracts			
17AG(9)	Exempt contracts	If an entity entered into a contract or there is a standing offer with a value greater than \$10,000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
Small business			
17AG(10)(a)	Small and medium enterprises	A statement that “[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.”	Mandatory
17AG(10)(b)	Small and medium enterprises	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	Small and medium enterprises	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”	If applicable, mandatory
Financial Statements			
17AD(e)	Part 4: Financial Statements	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
Executive Remuneration			
17AD(da)	Appendix D	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory
17AD(f)	Other Mandatory Information		
17AH(1)(a)(i)	Advertising and market research	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”	If applicable, mandatory
17AH(1)(a)(ii)	Advertising and market research	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AH(1)(b)	Grants program	A statement that <i>"Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."</i>	If applicable, mandatory
17AH(1)(c)	Disability reporting mechanisms	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	Appendix G: Information Publication Scheme	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	Appendix A: Correction of material errors	Correction of material errors in previous annual report	If applicable, mandatory
17AH(2)	Ecologically sustainable development and environmental performance, Appendix E, Appendix F, Appendix H	Information required by other legislation	Mandatory

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