



**Australian Government**  
**Department of Home Affairs**

# **2021–22** **Annual Report**



# 2021–22

## Annual Report

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# THE HOME AFFAIRS PORTFOLIO

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## The Portfolio structure

As at 30 June 2022

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

# THE DEPARTMENT OF HOME AFFAIRS AND AUSTRALIAN BORDER FORCE

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## Our Purposes

As at 30 June 2022

**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

As at 30 June 2022, the Department of Home Affairs (the Department) was responsible for the coordination and leadership of strategy and policy in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, law enforcement and counter-terrorism, emergency management, citizenship, and the protection of our sovereignty and social cohesion.

In addition, the Australian Border Force (ABF) was responsible for working domestically and internationally to secure Australia's air, maritime and land domains, and to identify, mitigate and respond to threats.

The ABF plays a crucial role in managing the movement of goods across our border by 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

The Department's operating environment is characterised by continuous change, increasing complexity and wide-ranging threats that require the Department and ABF to remain agile. Throughout 2021–22, the Department's operating environment remained consistently heightened, and required fast paced responses to Government policy, and shifts in community and client demands. While the ongoing impacts of the COVID-19 pandemic were managed and have begun to settle across the Australian community, there remained significant impacts on migration and travel.

The Department continues to assess and forecast challenges and opportunities within our operating environment to ensure we remain vigilant and responsive to emerging threats while placing ourselves in a position to capitalise on future opportunities.

As a global organisation, the Department and the ABF bring together 13,846 staff based in Australia and across 42 cities around the world.

# Strategy

Throughout 2021–22, the Department and the ABF continued to align its activities to the *Department of Home Affairs' 2021–22 Corporate Plan*, and the *People and Workforce Plan 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

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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) to the Minister for Home Affairs for the financial year ending 30 June 2022. The Annual Report also includes the Secretary's fraud certification as the Department's Accountable Authority.

The report presents the Department's and ABF's performance for 2021–22, 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 May 2022.

## 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 2021–22 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' 2021–22 Corporate Plan* and *2021–22 Portfolio Budget Statements*. It also acquits performance against the *2021–22 Portfolio Additional Estimates Statements*. In addition, this part also includes trend data from previous financial years.

### 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 over 2021–22, 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 service, 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 2020–21 Annual Report*, tables relating to the report on financial performance, reporting required under other legislation 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

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**Australian Government**  
**Department of Home Affairs**

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The Hon Clare O'Neil MP  
Minister for Home Affairs  
Minister for Cyber Security  
Parliament House  
Canberra ACT 2600

The Hon Andrew Giles MP  
Minister for Immigration, Citizenship, Multicultural Affairs  
Parliament House  
Canberra ACT 2600

Senator the Hon Murray Watt  
Minister for Emergency Management  
Parliament House  
Canberra ACT 2600

Dear Ministers,

I am pleased to present the *Department of Home Affairs' Annual Report 2021–22* for the reporting period ending 30 June 2022, 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 'M. Pezzullo'.

**Michael Pezzullo AO**  
Secretary, Department of Home Affairs  
8 September 2022

# LETTER OF ENDORSEMENT

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**Australian  
BORDER FORCE**

The Hon Clare O'Neil MP  
Minister for Home Affairs  
Minister for Cyber Security  
Parliament House  
Canberra ACT 2600

The Hon Andrew Giles MP  
Minister for Immigration, Citizenship, Multicultural Affairs  
Parliament House  
Canberra ACT 2600

Senator the Hon Murray Watt  
Minister for Emergency Management  
Parliament House  
Canberra ACT 2600

Dear Ministers,

I am pleased to endorse the *Department of Home Affairs' Annual Report 2021–22* 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 2022.

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 2021–22*.

Yours sincerely

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

**Michael Outram APM**  
Commissioner, Australian Border Force  
19 September 2022

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# ABOUT THE PORTFOLIO

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As at 30 June 2022, the Home Affairs Portfolio (the Portfolio) consisted of the Department of Home Affairs, 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).

Under this construct the Portfolio integrated 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.

By design, the Portfolio enabled a robust national security posture, enhanced operational capabilities, improved information and intelligence sharing and enhanced coordination of strategic policy and planning.

## Portfolio Ministry

As at 30 June 2022:

- The Hon Clare O'Neil MP was Minister for Home Affairs and the Minister for Cyber Security.
- The Hon Mark Dreyfus GC MP was cross-sworn in as a Minister in the Home Affairs Portfolio.
- The Hon Andrew Giles MP was Minister for Immigration, Citizenship, and Multicultural Affairs.
- Senator the Hon Murray Watt was Minister for Emergency Management.

## Changes in ministerial responsibilities during the reporting period

- From 1 July 2021 until 23 May 2022, the Hon Karen Andrews MP held the position of Minister for Home Affairs.
- From 1 July 2021 until 23 May 2022, the Hon Scott Morrison MP was sworn in as a Minister for Home Affairs.
- From 1 July 2021 until 23 May 2022, the Hon Alex Hawke MP held the position of Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs.
- From 1 July 2021 until 23 May 2022, the Hon Jason Wood MP held the position of Assistant Minister for Customs, Community Safety and Multicultural Affairs.
- From 2 July 2021 until 23 May 2022, Senator the Hon Bridget McKenzie held the position of Minister for Emergency Management and National Recovery and Resilience, replacing the Hon David Littleproud MP.

# ABOUT THE DEPARTMENT

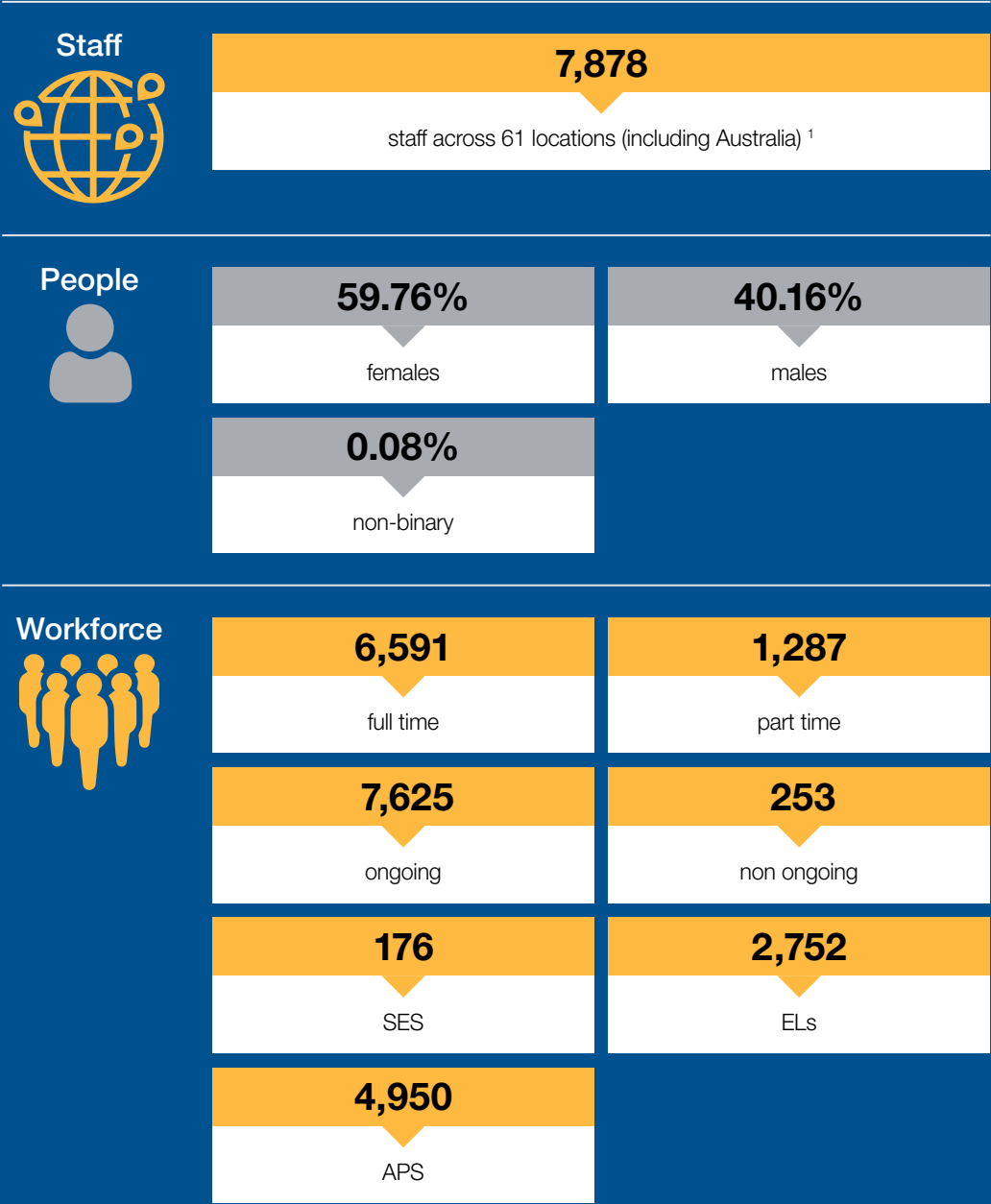
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During 2021–22, the Department of Home Affairs (the Department) was responsible for the leadership and coordination of strategy, policy and legislative reform in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, law enforcement and counter-terrorism, emergency management, the protection of our sovereignty and social cohesion.

The Department enabled rapid responses to the threats posed by foreign interference, terrorism, organised crime and natural disasters through our Commonwealth Coordinators and the Director-General of Emergency Management Australia. 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





# Organisational Structure

The Department's organisational structure at 30 June 2022 is shown in Table 1 below:

Table 1: Department organisational structure

Groups					
Chief Operating Officer	Social Cohesion and Citizenship	Immigration and Settlement Services	Strategy and National Resilience	Emergency Management Australia	Legal
Provided integrated support services that allowed the Department and the ABF to function effectively and support delivery of Government outcomes, including specialised corporate, people and financial advice and assistance.	Delivered citizenship and social cohesion policies and programs, including coordination of Australia's counter-terrorism and counter foreign interference arrangements.	Delivered migration, visa and humanitarian and settlement policies and programs to maximise the benefits of immigration through Australia's migrant and humanitarian intake.	Provided comprehensive policy and planning development at strategic and operational levels in consultation with industry, and state and territory partners to develop a more secure and resilient Australia.	Led the Government's efforts in national disaster management across the emergency response and recovery spectrum.	Provided specialist in-house legal services to the Minister, the executive and staff to support lawful implementation of the Department's objectives.

## Groups

Executive and International	Cyber and Infrastructure Security Centre	Global Business and Talent Attraction	Technology and Major Capability	Coordinator General Migrant Services
Provided the Department and Portfolio with parliamentary, international engagement, media and executive support services.	Delivered the Department's security regulatory capabilities, incorporating aviation and maritime security; critical infrastructure security and protection.	Drove a whole-of-government effort to attract high-value enterprises and exceptionally talented individuals to Australia.	Provided and maintained the Department's information and communications technology to build and integrate capability, identity and biometric services into the Department's infrastructure.	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 2022



## 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 2021–22, Michael was responsible for providing leadership and coordination of strategy, planning and policy development for the Department, and remained 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 and the Australian Border Force (ABF). As Secretary of the Department of Home Affairs, 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 Strategy and National Resilience

Marc was responsible for overseeing the development of Portfolio strategic guidance and capability planning through strategic leadership and policy development. Marc was also responsible for law enforcement, intelligence and transnational crime policy matters, in addition to the implementation of *Australia's 2020 Cyber Security Strategy*, digital and emergent technologies policy, managing the Department's intelligence functions, and overseeing the Department's Regional Processing and Resettlement Taskforce.



## **Justine Saunders APM**

### **Chief Operating Officer**

Justine was responsible for delivering strategic and tactical corporate capabilities to the Department and the ABF, including specialised, procurement and financial services. In addition, Justine led organisational people and culture initiatives and protective security arrangements for the Commonwealth, and supported the Government's staged re-opening of the international border.

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## **Andrew Kefford PSM**

### **Deputy Secretary Social Cohesion and Citizenship**

Andrew was responsible for supporting social cohesion through citizenship and multicultural programs, including citizenship application processing, conferral and revocation, multicultural community engagement, and counter violent extremism capability building programs. Andrew was also responsible for enhancing Australia's counter foreign interference (CFI) and counter-terrorism (CT) capability, providing international leadership and working with states and territories to coordinate CT and CFI arrangements for the Prime Minister and the Minister for Home Affairs.

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## **Hamish Hansford**

### **Group Manager Cyber and Infrastructure Security Centre**

Hamish was responsible for leading collaboration including through the Trusted Information Sharing Network with governments, industry and community to enhance Australia's cyber and critical infrastructure resilience. Hamish led regulatory reform and industry engagement to better protect Australian critical infrastructure including major reforms to the *Security of Critical Infrastructure Act 2018*. Hamish led transport, telecommunication and infrastructure security compliance and capability including through the provision of risk assessment and modelling advice. Hamish also led the background checking function through AusCheck.

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## **Cheryl-anne Moy**

### **Deputy Secretary Immigration and Settlement Services**

Cheryl-anne was responsible for the delivery of Australia's permanent and temporary migration programs, the Refugee and Humanitarian Program and settlement programs, including integrity and assurance activities. Cheryl-anne also delivered status resolution in detention and the community, and managed the Department's client facing and information services.

---



## **Joe Buffone PSM**

### **Director-General Emergency Management Australia**

Joe was responsible for leading Emergency Management Australia and for coordinating the Government's efforts in national disaster management including; operational preparedness, response and transition through to relief and early recovery. In addition, Joe provided oversight of the National Coordination Mechanism to coordinate industry and Government responses to crisis and national disruptions.

---



## **Sophie Sharpe**

### **Group Manager Executive and International**

Sophie was responsible for providing direct support to the Secretary of the Department and Portfolio Ministers, including through parliamentary and cabinet support, international engagement and coordination, media and communication (internal and external), inquiries coordination, governance, executive support services, business continuity, enterprise performance reporting and evaluation, and strategic issues management.

Sophie also held the role of the Department's Chief Risk Officer.

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## **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 operational capabilities.

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## Pip de Veau

### General Counsel, 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.

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## Alison Larkins

### Coordinator-General for Migrant Services

Alison was responsible for the 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.

## Changes to the Executive Team

The following changes in the Department's leadership occurred during 2021–22:

- Justine Saunders APM commenced the role of Chief Operating Officer on 1 December 2021.
- Cheryl-anne Moy transferred from the role of Chief Operating Officer to Deputy Secretary Immigration and Settlement Services on 1 October 2021.
- Andrew Kefford PSM transferred from the role of Deputy Secretary Immigration and Settlement Services to Deputy Secretary Social Cohesion and Citizenship on 1 October 2021.
- Kaylene Zakharoff left the role of Group Manager Integrated Strategic Planning on 12 September 2021.
- Cath Patterson left the role of Deputy Secretary Strategy and Law Enforcement on 26 September 2021.
- Peter Verwer AO left the role of Prime Minister's Special Envoy for Global Business and Talent Attraction on 1 June 2022.

# SECRETARY'S REVIEW

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Throughout 2021–22, the Department of Home Affairs (the Department) remained committed to contributing to Australia's prosperity, reinforcing and hardening Australia's security and supporting unity within the community. This commitment allowed the Department and the Australian Border Force (ABF) to prepare, act and respond to threats and opportunities—both continuing and emerging. Despite the ongoing impacts of the COVID-19 pandemic, geopolitical shifts and climate change, our strategic focus, resilience and adaptability enabled the delivery of meaningful outcomes.

The Annual Performance Statement included in Part 2 of this Annual Report, emphasises the Department and ABF's key successes and ability to deliver in a environment characterised by operational complexities. During 2021–22, 45 and eight (8) metrics were reported as met and partially met respectively.

## Renewed Economic Prosperity

The Department has supported renewed prosperity for Australians through the efficient facilitation of trade, travel and migration. A biosecurity-conscious re-opening of the international border supported the safe re-commencement of inward and outward movement of travellers across Australia's border. During 2021–22, the Department and the ABF facilitated 8.30 million travellers across Australia's border. This was made possible through extensive coordination with partner agencies, state and territory governments and industry partners on entry and biosecurity requirements for those travelling to and from Australia.

The efficient movement of travellers in 2021–22 was aided by the initial implementation of the Digital Passenger Declaration (DPD) which allowed for the integration of multiple processes into one digital platform. Importantly, the DPD also collected health screening and vaccine information, and enabled faster data sharing amongst relevant Australian Government agencies. The Department will continue to enhance streamlined border processing and stronger border integrity as passenger volumes return to pre-pandemic levels.



In addition, the Department continued to contribute to economic recovery through the effective delivery of Australia's migration program. Specifically in 2021–22, the Department continued to ensure policy settings supported industry and government in filling critical labour shortages. These settings included offering greater flexibility to student, temporary skilled and Working Holiday Maker visa holders to support critical industries as we emerged from the peak of the COVID-19 pandemic. The Migration Program overall has continued to ensure that Australia remains a preferred destination for those wishing to study, work and/or do business, while safeguarding community safety and stability, with 143,556 places delivered in 2021–22.

Migrant participation in all aspects of Australian society supports the cultural enrichment of our nation and is a key driver of economic wellbeing. In recognition of this, the Department supported client access to English language tuition by reducing administrative burden on service providers and working closely with service providers to ensure service continuity amongst COVID-19 restrictions. Previous reforms to the Adult Migrant English Program (AMEP) continued to deliver increased participation in refugee and migrant cohorts to ensure they were well equipped to actively engage with the community and the economy.

During 2021–22, the Department swiftly responded to the escalating security challenges in Afghanistan and supported the evacuation of individuals from Hamid Karzai International Airport. In addition, through a dedicated Settlement Support Package over 70 per cent of Afghan clients on temporary humanitarian stay visas (subclass 449) have registered for tuition with AMEP. Similar support is being offered to Ukrainian clients, with nearly 50 per cent of subclass 449 visa holders for this cohort having already registered.

## Safe and Protected

National security critically underpins the prosperity and unity of our nation. The Department operated effectively in 2021–22 within a complex threat landscape to ensure the ongoing safety and security of Australians.

The Cyber and Infrastructure Security Centre (CISC), established on 1 September 2021, has better enabled the Department to lead activities related to the all-hazards protection of Australia's critical infrastructure by centralising security regulation, policy, analysis and engagement functions. During 2021–22, CISC worked to safeguard the infrastructure and systems on which Australian communities and businesses rely, such as aviation and telecommunications.

The potential impact of cyber-attacks, including ransomware, has grown as dependence on digital systems increases, particularly finance technology. Ransomware and cyber extortion remains the most serious cybercrime threat facing Australia, due to its highly disruptive impact on victims and the wider community. The Department published the *Ransomware Action Plan in October 2021*, outlining the capabilities and powers that Australia will use to combat this threat. In particular, the Department has equipped asset owners and operators to take decisive action to respond to ransomware in line with national interests, through legislative reforms and industry engagement activities.

Throughout 2021–22, the Department worked in close partnership with industry and partner agencies to disrupt the efforts of malicious actors through an uplift of resilience, preparedness and response capabilities in relation to transnational crime activity, terrorism and cyber threats. We provided effective policy advice and coordination support to keep the Australian community safe.

In 2021–22, the Department continued to respond effectively and decisively to crisis situations. The Department demonstrated agility, resilience and flexibility when contending with natural disasters and supply chain issues in Australia. The coordinated efforts of Emergency Management Australia, in partnership with community, government agencies and the private sector, led to rapid responses, which prioritised Australian lives and interests. The Department, for example, was able to implement rapid response strategies in relation to Diesel Exhaust Fluid (AdBlue) supply shortages and flooding events across Queensland and New South Wales.

## Standing Together as a Nation

Australia's economic prosperity and security continue to be underpinned by enhanced social cohesion, including through the promotion of Australian values such as democracy and the rule of law and embedded these as a shared link between diverse communities. These principles were promoted through community engagement, delivery of the Citizenship Program (including through citizenship ceremonies) and the promotion of an inclusive national identity, which collectively aim to uphold social cohesion in Australia. Outreach initiatives, including 9548 Community Liaison Officer engagements, sought to establish meaningful lines of communication, which provide community with accurate information on Government programs and services, while offering avenues for community sentiment to be relayed to relevant program areas across Government.

During 2021–22, the unity and resilience of community was supported through the Department's efforts to counter-terrorism, violent extremism and foreign interference by stemming efforts to sow division, and by managing high risk factors, such as those who spread misinformation or hateful rhetoric.

We continued collaborative efforts with digital industry platforms to facilitate the removal of illicit content, including content related to terrorism and violent extremism. This included the removal of 2888 pieces of illicit content from industry platforms. In addition, the Department's efforts to mitigate the risk of foreign interference in the 2022 Federal Election supported the ongoing integrity of our democratic institutions.

The Citizenship Program, as administered by the Department in 2021–22, bestowed individuals with the rights and responsibilities of being an Australian. We continued to ensure our Citizenship program emphasised the need for an understanding and commitment to freedom, respect and equality as the cornerstones of our nation. The Department also maintained its improvements to the delivery of this Program by decreasing the on-hand caseload by 12.50 per cent. These improvements were the result of reviewing and optimising testing availability following the easing of COVID-19 restrictions and modernising processes. Despite limits on the provision of in-person services due to the pandemic and natural disasters, 18.80 per cent more clients acquired Australian citizenship through the conferral pathway in 2021–22 compared to the previous financial year. This demonstrates the Department's adaptability and constant pursuit for improved policy, processes and service delivery.

## Our People

During 2021–22, the Department and our staff faced many challenges, compounded by increases in the pace of our work and the demand on our services. Nevertheless, through extensive collaboration, determination and hard work, our people have demonstrated their extraordinary resilience and adaptability to deliver on our organisational priorities. As attested throughout this report, our people, as our most important asset, were able to produce strong outcomes for the Australian people amongst an ever-evolving operating environment.

The Department continued supporting its staff through the publication and implementation of initiatives detailed within the *People and Workforce Plan 2025*, released in March 2022. This Plan outlined the Department's commitment and efforts to uplift our priority areas of capability, performance and culture. The plan and our ongoing dedication will support staff attraction, retention, resilience and wellbeing.

Throughout 2021–22, the Department continued to embed and promote a culture of diversity and inclusivity. This was progressed through initiatives such as the *LGBTIQ+ Action Plan 2019–2022*,<sup>2</sup> the publication of the *Reconciliation Action Plan 2022–2025*,<sup>3</sup> an updated *Accessibility and Inclusion Action Plan 2021–25*<sup>4</sup> and through the launch of the updated *Gender Equality Strategy 2021–26*<sup>5</sup> and *Gender Equality Implementation Plan 2021–26*. Similarly, staff integrity and ethics were maintained to a high standard by focusing on prevention, education and early intervention. These plans, alongside existing strategies such as the *Healthy Us Strategy 2020–25* and *Realising Our Full Potential 2020–25* continue to provide a strong foundation to ensure our staff can contribute to meaningful outcomes through their diverse experience, capabilities and attributes. Implementation of these strategies, complemented by new initiatives brought forward to dedicated executive governance committee meetings, has also supported the Department to prioritise uplifting attraction and retention, and improving flexible work practices for our staff.

## Forward Focused

The Department will continue to pursue intensified integration and collaboration to prepare for, manage and respond to the complex and multifaceted threats and opportunities that will arise within our operational, legislative and policy environments in the years to come.

We will seek to equip ourselves with innovative, adaptable and scalable capabilities to ensure we are able to effectively deliver on our purposes for the benefit of the Australian community.

The Department will increase collaboration between agencies specifically law enforcement agencies, nurturing and driving innovation, while drawing upon the vast capabilities across the broader Australian Public Service.

We will work in tandem with our partners to pursue and leverage off strategic partnerships domestically and overseas. We will continue to enhance Australia's prosperity, harden our domestic security landscape, and contribute to the unity of our community. With a forward focus, the Department will be well prepared and equipped to support a secure Australia that is prosperous, open and united.

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2. [www.homeaffairs.gov.au/careers-subsite/files/lgbtiq-action-plan-2019-22.pdf](http://www.homeaffairs.gov.au/careers-subsite/files/lgbtiq-action-plan-2019-22.pdf)

3. [www.niaa.gov.au/reconciliation-action-plan-2022-25](http://www.niaa.gov.au/reconciliation-action-plan-2022-25)

4. [www.homeaffairs.gov.au/careers-subsite/files/accessibility-inclusion-action-plan-2021-25.pdf](http://www.homeaffairs.gov.au/careers-subsite/files/accessibility-inclusion-action-plan-2021-25.pdf)

5. [www.apsc.gov.au/working-aps/diversity-and-inclusion/gender-equality](http://www.apsc.gov.au/working-aps/diversity-and-inclusion/gender-equality)

# ABOUT THE AUSTRALIAN BORDER FORCE

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The Australian Border Force (ABF) is Australia's frontline border law enforcement and international customs agency. The ABF remains committed to implementing the Government's border protection policy in order to enhance Australia's national security, while ensuring border measures support a prosperous Australia.

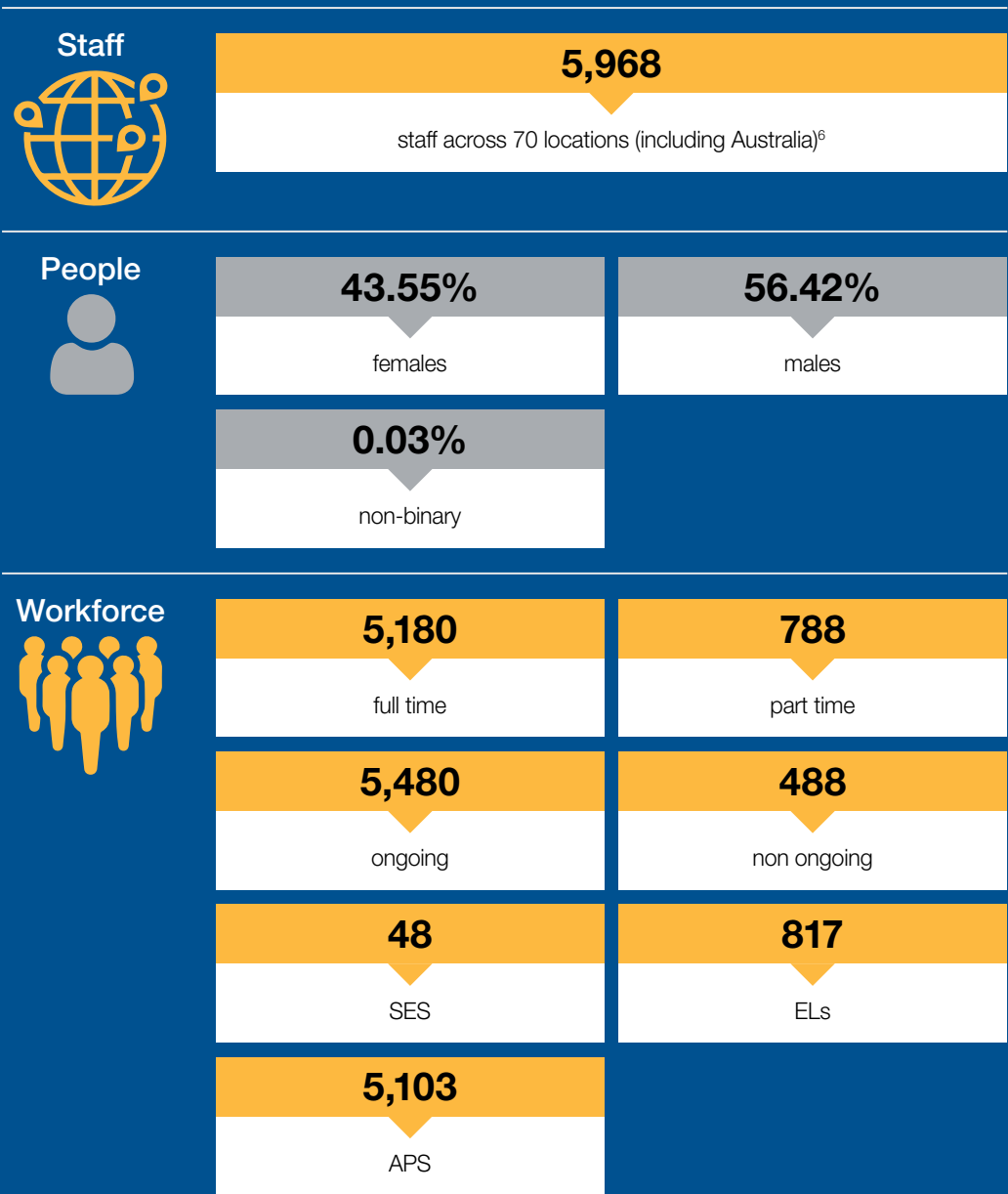
The ABF delivers Australia's border enforcement policies, from the facilitation of legitimate trade and travel to immigration and customs enforcement in support of border security. The Department and the ABF work collaboratively to achieve sustainable joint outcomes across the border continuum. This responsibility includes giving effect to departmental policies across frontline border law enforcement, civil maritime security, detention and customs activities. 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. The ABF focuses its capability on operational and tactical responsibilities to position Australia as a global leader in border enforcement, to protect our borders and ensure customs and border processes can meet today's challenges and ongoing shifts in client and industry demands. 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 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, as at 30 June 2022, the ABF also led the *Child Safeguarding Framework* and was responsible for the delivery of the *Modern Slavery Act 2018*.

# The ABF at a glance

Figure 2: The ABF at a glance



6. The number of locations is larger than the number cities reported on page vi, 27 and 270 as there are multiple office locations in some cities.

# Organisational structure

The ABF's organisational 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 2022 is shown in Table 2 below.

Table 2: Australian Border Force organisational structure

Groups			
Customs	Industry and Border Systems	South, East and Workforce	North, West and Detention
The Customs Group managed policy and regulatory frameworks to facilitate the movement of travellers and goods across our borders, supporting Australia's economy and security. Customs Group administered the <i>Modern Slavery Act 2018</i> and managed ABF ministerial, governance, risk and assurance functions.	The Industry and Border Systems Group led the ABF's engagement with industry and the modernisation of the border through technological advancement, operational change and system reform.	<p>The South, East and Workforce Group was responsible for operational delivery of all ABF functions and national strategic workforce planning, capability, operational policy and training.</p> <p>The operational remit for the Group encompasses trade and traveller facilitation and intervention, and enforcement activities including supply chain integrity, investigations, field operations and immigration compliance. The group also oversees capability development for trade and traveller facilitation and intervention, and enforcement and immigration compliance functions to ensure a nationally consistent approach.</p>	The North, West and Detention Group is responsible for the management of the National Detention Network; the delivery of ABF operational activity for Queensland, Northern Territory and Western Australia; Maritime Border Command and Operational Coordination and Planning.

# The Executive Team

As at 30 June 2022:



## **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.

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## **Vanessa Holben PSM**

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

Vanessa was the Deputy Comptroller-General of Customs in the ABF and led the Customs Group, which is 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. From December 2021, Customs Group led the enterprise governance arrangements for the ABF and oversaw the risk and assurance function.

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## **Cheryl Pearce AM CSC**

### **Deputy Commissioner South, East and Workforce, Australian Border Force**

Cheryl oversaw the delivery of ABF outcomes across the south east regions of Australia and was responsible for the provision of centralised ABF workforce capability and sustainment.

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## **Dwayne Freeman**

### **Deputy Commissioner North, West and Detention, Australian Border Force**

Dwayne led the management of the Immigration Detention Network and the delivery of operational outcomes within the northern and western regions of Australia. Dwayne also oversaw the activities of the Maritime Border Command in support of Operation Sovereign Borders.

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## 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.

## Changes to the Executive Team

The following changes in the ABF's leadership occurred during 2021–22:

- Justine Saunders APM left the role of Deputy Commissioner Operations Group on 19 July 2021 to commence the role of Deputy Secretary, COVID-19 Border Measures.

# COMMISSIONER'S REVIEW

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The Australian Border Force's (ABF) operational environment throughout 2021–22 remained both complex and ever changing. The ABF continued to facilitate the legitimate movement of people and goods, protect the border through enhanced law enforcement activities, increase supply chain integrity and deliver effective customs services. Our officers have once again demonstrated their ability to adapt, and pivot their operational focus throughout the COVID-19 pandemic. This adaptability supported the safe and successful re-opening of Australia's international border and the ongoing facilitation of trade.

Our operating environment required effective coordination to identify, mitigate and respond to threats across Australia's air, maritime and land domains. I recognise the outstanding efforts of all officers over the past 12 months and acknowledge their commitment and resilience throughout another year of uncertainty.

## Safely Opening Australia's Borders

The COVID-19 pandemic continued to impact the number of international passengers able to travel, but once borders were re-opened, the ABF ensured community health and safety was a priority.

Since 1 November 2021, fully vaccinated Australian citizens and permanent residents could leave Australia without requiring a travel exemption. On 15 December 2021, Australia reopened to fully-vaccinated international students, skilled migrants, working holiday makers and humanitarian visa holders. On 21 February 2022, Australia reopened to all fully-vaccinated visa holders, welcoming the return of tourists, business travellers, and other visitors.

These milestones were significant and the ABF was well postured to support increased volumes of passengers, in partnership with airlines, airports, international partners, Commonwealth agencies and states and territories to ensure Australia's border entry requirements were widely understood.

In addition to the movement of passengers, the ABF facilitates the two-way flow of goods so crucial to the economy and everyday lives of Australians. The downturn of international travel during the COVID-19 pandemic was in contrast to increased and more complex movement of goods across the border. The ABF responded swiftly by redeploying much of its workforce to international mail and cargo screening facilities. During 2021–22, 85.00 million air cargo consignments and 6.26 million sea cargo consignments were processed.

The ABF continued simplifying and improving its border management systems to further support legitimate and trusted businesses to flourish through trade modernisation initiatives. This has improved trader experiences and ensured more Australian businesses can participate in overseas markets through more productive and transparent supply chains. The ABF supported the principle of a 'Tell Us Once' model for the trade system, through implementation of a Single Trade Environment to help cut red tape and enhance industry engagement with the customs process. ABF's role in safely re-opening our borders represented a positive contribution to help reconnect Australians with the world, reunite families, and support crucial international trade.

## Border management for a safer Australia

The ABF continued working both domestically and internationally throughout 2021–22, in collaboration with our partner agencies to detect, deter and prosecute those who attempt to harm Australia, or the Australian way of life. This was made possible through early intervention and our enhanced efforts to share knowledge, expertise and intelligence.

The ABF has successfully continued to strengthen our nation's maritime security through the deployment of a range of surveillance and response capabilities, effectively utilising air and maritime assets to identify and respond to maritime threats swiftly. This civil maritime surveillance gave us the capacity to disrupt and detect drug smuggling ventures, illegal fishing, and remove marine hazards.

During 2021–22, the ABF maintained its security posture by preventing and disrupting people smuggling operations through Operation Sovereign Borders (OSB). OSB is about defeating people smugglers who manipulate vulnerable men, women and children to risk their lives at sea. In 2021–22, there were five identified maritime people smuggling ventures that were intercepted and detained under the *Maritime Powers Act 2013* for maritime people smuggling, and no ventures reached Australia without intervention.

Australia's association with regional processing arrangements in Papua New Guinea (PNG) concluded on 31 December 2021, with management of the residual caseload in PNG transitioning to the full and independent responsibility of the PNG Government, effective 1 January 2022. Australia now supports regional processing arrangements in Nauru only.

The global border environment continues to be characterised by increasingly sophisticated organised criminal actors who seek to infiltrate borders and circumvent migration, visa, trade and customs laws. Operation JARDENA was established during 2021–22 to enhance the ABF's supply chain capability and coordinate efforts to counter criminal infiltration. Through Operation JARDENA, the ABF has doubled the number of officers dedicated to supply chain operations, enabling targeted strikes against identified persons and companies while increasing our physical presence at international airports, ports and businesses licensed to store and handle international cargo.

In 2021–22, the ABF intercepted and seized an estimated 11.30 tonnes of major drugs, precursors, and new psychoactive substances at the Australian border.

The ABF continues to find illicit drugs concealed in new and inventive ways to be smuggled into Australia, and identified and seized tonnes of illicit tobacco and tobacco products. These excellent results contributed towards protecting the community against the harmful impacts of illicit drugs, as well as disrupting the business model of organised crime syndicates.

The ABF has demonstrated the capability and agility to assist with emergency situations around the world while continuing to deliver positive operational outcomes. This was never more apparent than our efforts in supporting humanitarian arrivals from Afghanistan in August and September 2021. We worked closely with officers from the Department, the Australian Defence Force and the Department of Foreign Affairs and Trade to efficiently welcome and process humanitarian arrivals of Afghan nationals into Australia following the crisis in Afghanistan. Additionally, the ABF operationalised trade sanctions issued on the Russian Federation as part of the international response to the situation in Ukraine.

## Looking ahead

Within an environment of continuing change, the ABF remains steadfast in delivering on the expectations of Government and community while also supporting economic growth. The changes to the ABF operating model on 1 December 2021 diversified tactical and operational decision-making into the heart of the operations of the ABF. These changes empower and enable ABF officers to deliver efficient and astute border and customs services.

As Australia's frontline border law enforcement agency, the ABF will continue to support Australia's ongoing COVID-19 pandemic response and economic recovery. Our dedicated officers remain vigilant in protecting the Australian community and its interests domestically and abroad through an intelligence-informed approach.

The ABF will seek to utilise its legislative powers and capabilities, working with our partner agencies to discover, disrupt and dismantle serious criminal actors seeking to circumvent border processes. The ABF and the Department will continue to develop the foundational capabilities regarding trade modernisation with a single goal of reducing regulatory burden and improving engagement with customs services. With increasing volumes of trade and emerging changes to illicit activity through supply chains, a Single Trade Environment will ensure our systems remain fit for purpose and meet growing expectations for seamless trade in and out of Australia.

As Australia emerges from the COVID-19 pandemic, I look forward to our ongoing contribution toward renewed economic and social prosperity, with every confidence our officers will deliver positive outcomes for the Australian community.

### Figure 3: Office and post locations

# LEGISLATION

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## 2021–22 legislative and regulatory reform

On behalf of the Minister for Home Affairs, the Department and the ABF administered the following Acts, which form the 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*
- *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 Part XVB and Part 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 (Skilling Australians Fund) Charges Act 2018*
- *Migration (Sponsorship Fees) Act 2007*
- *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 the Australian Victim of Terrorism Overseas Payment
- *Social Security (Administration) Act 1999*, insofar as it relates to the Australian Victim of Terrorism Overseas Payment
- *Surveillance Devices Act 2004*
- *Telecommunications (Interception and Access) Act 1979*
- *Witness Protection Act 1994*



## 2021–22 legislative and regulatory reform

During 2021–22, 13 Portfolio Bills were introduced to the Australian Parliament. During the same period, 13 Bills were passed by the Parliament and became Acts upon receiving Royal Assent, including seven of the Bills introduced into the Parliament during 2021–22.

A total of 58 Portfolio Regulations were made and registered in 2021–22, along with 82 other legislative instruments.

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

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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 2021 to 30 June 2022 as required under Paragraph 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013 (PGPA Act)*.

In my opinion, these annual performance statements are based on properly maintained records, accurately reflect the performance of the Department and the Australian Border Force and comply with subsection 39(2) of the PGPA Act.



**Michael Pezzullo AO**  
Accountable Authority

8 September 2022

# Performance reporting

The relationship between the outcome structure of the *Department of Home Affairs 2021–22 Portfolio Budget Statements* and the purposes in the *Department of Home Affairs 2021–22 Corporate Plan* is in Table 4 below.

The Department's purposes and performance published within the *2021–22 Corporate Plan* were updated from those reported on in 2020–21. These changes better reflected the remit of the Department and the ABF.

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

## Performance Ratings

Consistent with 2020–21, 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 performance fell within five percentage points below the published target, and 'not met' if performance fell more than five percentage points below the published target.

## Performance Results

In 2021–22, the Department and the ABF continued to deliver key functions, in the context of an ever-changing operating environment, with 73.77 per cent and 13.11 per cent of metrics reported as met and partially met respectively across the three Purposes. Notably, the Department continued to progress a significant number of policy and legislative changes to enhance resilience to emerging threats in our operating environment, complemented by strong compliance initiatives. The performance results also demonstrate improved performance related to delivery of immigration and humanitarian programs, with the easing of some COVID-19 related restrictions, ongoing service delivery enhancements and better outcomes through bolstered stakeholder engagement opportunities. The ABF also demonstrated strong performance, with a strong focus on combatting criminal infiltration of Australia's international supply chains and effectively facilitating increased traveller numbers as borders globally re-open.

Table 3: 2021–22 performance against metrics by category and purpose

	Total	Purpose 1	Purpose 2	Purpose 3
Met	45	21	14	10
Partially Met	8	5	2	1
Not Met	8	3	1	4

Table 4: Outcome, program and purpose structure

Our Purposes					
<b>Purpose 1—National Security:</b> Protect Australia from national security and criminal threats, and support national resilience, through effective national coordination, policy and strategy development, and regional cooperation. <i>(Department of Home Affairs PBS Outcome 1).</i>		<b>Purpose 2—Prosperous and United Society:</b> Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs. <i>(Department of Home Affairs PBS Outcome 2).</i>		<b>Purpose 3—Border and Customs Operations:</b> 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. <i>(Department of Home Affairs PBS Outcome 3).</i>	
Our Activities					
<b>Activity 1.1:</b> Effective national coordination and development of resilient national security and transnational, serious and organised crime policies, legislation and programs.	<b>Activity 1.2:</b> Support national resilience and effective coordination of national emergencies.	<b>Activity 2.1:</b> Effective delivery of orderly and planned immigration and humanitarian programs.	<b>Activity 2.2:</b> Support social cohesion and drive the effective delivery of citizenship and multicultural programs.	<b>Activity 3.1:</b> Effective border management and revenue systems.	<b>Activity 3.2:</b> Border Security, Maritime Surveillance and Immigration Detention.
Our Performance Objectives					
<b>Objective 1.1.1:</b> Effective transport security regulation, policy coordination and advice prevents and protects Australia from security incidents affecting the movement of people and goods. <i>(Department of Home Affairs PBS Program 1.1).</i> <b>Objective 1.1.2:</b> Effective policy implementation and coordination deters foreign actors who wish to harm Australia's sovereignty. <i>(Department of Home Affairs PBS Program 1.2).</i> <b>Objective 1.1.3:</b> Effective policy development, coordination and industry regulation safeguards Australia's critical infrastructure against sabotage, espionage and coercion. <i>(Department of Home Affairs PBS Program 1.2).</i> <b>Objective 1.1.4:</b> Effectively monitor and disrupt transnational, serious and organised crime to protect and preserve Australia's community and our partners. <i>(Department of Home Affairs PBS Program 1.2).</i> <b>Objective 1.1.5:</b> Effective cyber security strategies, policies, and advice protects and advances Australia's interests. <i>(Department of Home Affairs PBS Program 1.3).</i> <b>Objective 1.1.6:</b> Counter-terrorism priorities, legislation and programs enhance our capacity to detect and respond to potential terror threats. <i>(Department of Home Affairs PBS Program 1.4).</i>	<b>Objective 1.2.1:</b> 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>(Department of Home Affairs PBS Program 1.6).</i>	<b>Objective 2.1.1:</b> Migration and visa programs support an open, prosperous and united Australia. <i>(Department of Home Affairs PBS Program 2.1, Department of Home Affairs PBS Program 2.2).</i> <b>Objective 2.1.2:</b> Refugee and humanitarian programs reflect Government priorities and international protection obligations through providing settlement support whilst contributing to global resettlement. <i>(Department of Home Affairs PBS Program 2.3).</i> <b>Objective 2.1.3:</b> Effective regional processing and resettlement deters irregular migration. <i>(Department of Home Affairs PBS Program 2.4).</i>	<b>Objective 2.2.1:</b> Community engagement and effective citizenship and multicultural programs support and enhance social cohesion. <i>(Department of Home Affairs PBS Program 2.5).</i>	<b>Objective 3.1.1:</b> Effective trade and travel policy and regulation settings contribute to Australia's economic prosperity. <i>(Department of Home Affairs PBS Program 3.1, Department of Home Affairs PBS Program 3.2).</i> <b>Objective 3.1.2:</b> Administration of border revenue laws and processes supports revenue collection and reduced revenue evasion. <i>(Department of Home Affairs PBS Program 3.3).</i>	<b>Objective 3.2.1:</b> Border security and contemporary maritime surveillance activities supports the identification and referral of people and goods crossing Australian Borders that pose a risk. <i>(Department of Home Affairs PBS Program 3.4).</i> <b>Objective 3.2.2:</b> Enforcing the integrity of Australia's migration system and compliance with Australia's migration laws pre, at and post the border. <i>(Department of Home Affairs PBS Program 3.5).</i>
Regional Cooperation – PBS Program 1.5					
Protect Australia's sovereignty, security and safety by strengthening relationships with partner governments to improve migration and border management capabilities; working collaboratively with international organisations, including the International Organisation for Migration (IOM), provide services for irregular migrants including promoting dialogue through the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime.					

# PURPOSE 1: NATIONAL SECURITY

Table 5: Purpose 1 – Performance framework

Activity	Performance Measures
<b>ACTIVITY 1.1:</b> <b>Effective national coordination and development of resilient national security and transnational, serious and organised crime policies, legislation and programs.</b>	<b>OBJECTIVE 1.1.1:</b> Effective transport security regulation, policy coordination and advice prevents and protects Australia from security incidents affecting the movement of people and goods.
	<b>OBJECTIVE 1.1.2:</b> Effective policy implementation and coordination deters foreign actors who wish to harm Australia's sovereignty.
	<b>OBJECTIVE 1.1.3:</b> Effective policy development, coordination and industry regulation safeguards Australia's critical infrastructure against sabotage, espionage and coercion.
	<b>OBJECTIVE 1.1.4:</b> Effectively monitor and disrupt transnational, serious and organised crime to protect and preserve Australia's community and our partners.
	<b>OBJECTIVE 1.1.5:</b> Effective cyber security strategies, policies, and advice protects and advances Australia's interests.
	<b>OBJECTIVE 1.1.6:</b> Counter-terrorism priorities, legislation and programs enhance our capacity to detect and respond to potential terror threats.
<b>ACTIVITY 1.2:</b> <b>Support national resilience and effective coordination of national emergencies.</b>	<b>OBJECTIVE 1.2.1:</b> 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.

# ACTIVITY 1.1

## Summary of performance

### Building national resilience

Throughout 2021–22, the Department worked to deliver enhanced resilience to national security threats and criminal activity through effective regulation tools, policy coordination, and monitoring and disruption strategies. The Department continued to respond to existing and emerging threats in a complex and demanding operating environment.

The Department pursued greater resilience through investment and maintenance of key initiatives. The Department also continued to invest in activities to coordinate and manage cyber security incident response and recovery activities by providing continuous monitoring, notification and investigation of incidents. The Department sought to create strong coordination and collaboration in response to key threats, including cyber security by chairing the Quad Senior Cyber Group to align multilateral efforts on issues such as cyber security standards, critical infrastructure resilience and capacity building in the Indo-Pacific region. The Department also supported coordinated enhancements by leading the Counter Ransomware Initiative's Disruption Working Group to shape policy direction alongside partner agencies. Collectively, these efforts delivered stronger resilience to security and criminal threats through coordinated action and a collective uplift.

The Department pursued a variety of international partnerships which contribute to the security of Australians, and our region more broadly. Collaborative knowledge sharing has been pursued with key regional players including India and Malaysia. The Department also supported the Philippines through the United Nations Office of Counter-Terrorism to uplift capability to identify and address the evolving terrorist and criminal threats within the Indo-Pacific.

The Department also collaborated with Commonwealth agencies and like-minded international partners to uphold the integrity of Australia's democratic institutions. As part of the Electoral Integrity Assurance Taskforce (EIAT), officers from the Department were co located with other EIAT agencies throughout the 2022 Federal Election period to enhance information-sharing on potential threats to electoral integrity—including foreign interference. Additionally, the Department engaged with online media platforms to establish strategies for addressing electoral-related disinformation and alleged legislative breaches.



Additionally, in 2021–22, the Border Watch Program (BWP) continued to serve as a collection point for community and industry-sourced information on activities which pose a potential threat to Australian interests domestically. The Department sought to educate and encourage groups and individuals to report suspicious and adverse border-related behaviour through BWP.

A total of 25,960 allegations were received during 2021–22 which supported the generation of 10,120 intelligence referrals being shared within the Department, and with partner agencies to support assurance and law enforcement activities.

## Improving regulatory functions

The Department's performance as a regulator is critical to ensuring Australian industry and community are ready for and resilient against a variety of security and criminal threats. The Department remains committed to continual improvement in its performance, including through active implementation of the principles outlined in the *Regulator Performance Guide*.

During 2021–22, the Department continued to implement improvements to the processes through which telecommunications carriers submit annual Interception Capability Plans within the legislated requirements. This included earlier and more targeted engagement with carriers prior to the lodgement deadline, reviewing forms and templates, and coordinating with the Australian Communications and Media Authority on any instances of non-compliance.

In 2021–22, all screening officers complied with training and qualification requirements. Under section 94B(1) of the *Aviation Transport Security Act 2004* and section 165B(1) of the *Maritime Transport and Offshore Facilities Security Act 2003*, there were no exemptions granted regarding requirements for screening officers.

In addition, AusCheck continued to respond to ad hoc requests for information under paragraphs 14(2)(b)(iii) and 14(2)(b)(iiia) of the *AusCheck Act 2007*. During 2021–22, AusCheck received 35 requests for access to information stored in the AusCheck database for national security and law enforcement purposes, in comparison to 13 requests received in 2020.

Further, following amendments to the *Security of Critical Infrastructure Act 2018* (SOCI Act), the Department worked with the Australian Cyber Security Centre (ACSC) to establish a new regulatory reporting tool for mandatory cyber security incident reporting. The tool is a simple webform on the ACSC website and is designed to enable organisations to use a single report to notify the ACSC of an incident, seek technical support from the ACSC, and meet reporting requirements under the SOCI Act.

The Department drove an all-hazards approach as a part of its work as a regulator of critical infrastructure sectors. Through the recently-released *Compliance and Enforcement Strategy*, the Department has sought to engage with industry to securely share threat information to appropriately and proportionately mitigate risks through collaborative action. The Department also provided greater support to assist regulated businesses in understanding and complying with their obligations.

## Strategy, Policy Design and Legislative Developments

During 2021–22, the Department's policy design and legislative developments continued to protect Australia from national security and criminal threats through:

- The commencement of the *Surveillance Legislation Amendment (Identify and Disrupt) Act 2021* which introduced three new warrant powers for the Australian Federal Police (AFP) and the Australian Criminal Intelligence Commission (ACIC) to combat serious cyber-enabled crime occurring on the dark web or facilitated by anonymising technology. The AFP and ACIC have since used these powers to target child sex offenders, and illicit drug, firearms and money laundering activities.
- The introduction of new, harmonised eligibility criteria for the aviation and maritime security identification card (ASIC and MSIC) schemes. All applicants for an ASIC or MSIC now undergo a criminal intelligence assessment to determine if they may commit a serious and organised crime or assist another person to commit a serious and organised crime. Any person issued an adverse criminal intelligence assessment is ineligible to be issued or hold an ASIC or MSIC.
- The implementation of the *Aviation Transport Security (Screening Officer Requirements) Determination 2021* and *Maritime Transport Security (Screening Officer Requirements) Determination 2021* including new screener qualification, identity and uniform requirements. The mandatory qualification, the Certificate II in Transport Security Protection, was developed in collaboration with industry through Australian Industry Standards, and provides screener-specific skills and capabilities to improve aviation and maritime security.

# CASE STUDIES

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## **Agreement with the US on access to electronic data to counter serious crime**

Building upon efforts first announced in October 2019, the Department of Home Affairs successfully led negotiations on behalf of the Australian Government. This work resulted in the signing of the Agreement by the former Minister for Home Affairs, the Hon Karen Andrews MP, and the US Attorney-General Merrick Garland on 15 December 2021. Following the review process, it will become Australia's first bilateral agreement designated under Schedule 1 of the *Telecommunications (Interception and Access) Act 1979*.

As a part of the negotiation process, the Department spearheaded engagement with US government agencies, US communication providers, as well as facilitating knowledge sharing amongst Australian law enforcement agencies and civil stakeholders.

The agreement will strengthen international efforts to fight crime by giving our law enforcement agencies timely access to the evidence and information needed to prevent, prosecute, and investigate serious crimes. Once operationalised, the agreement will expedite the ability of Australian law enforcement and national security agencies to obtain data previously only accessible under less efficient mutual legal assistance processes.

## **Building resilience to foreign interference in Australian universities**

In November 2021, the University Foreign Interference Taskforce (UFIT), chaired by the Department, refreshed the Guidelines to Counter Foreign Interference in the Australian University Sector. The refreshed Guidelines support Australian universities to examine, develop, and strengthen their tools and resources for assessing and mitigating risks associated with foreign interference.

The refreshed Guidelines enhance those originally released in 2019 by making them more specific and measurable. The Guidelines have ensured stakeholders are able to remain responsive to both the evolving threat of foreign interference and best practice approaches that have emerged within the sector since the publication of the original Guidelines. These collaborative efforts are established on the basis of a shared objective between the Government and universities to raise awareness and build resilience to foreign interference. The Guidelines are voluntary and can be applied proportionately to the unique risk profile of each university. This ensures all universities are able to continue benefiting from their valuable international partnerships in a safe and informed manner.

# Performance information

Table 6: 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.

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.

METRIC 1.1.1.1:

100 per cent of the National Compliance Plan (NCP) is delivered, and where non-compliance is identified, compliance or enforcement action is taken to address security outcomes.

Rating	Performance against metric	Rationale for result
Met	<p>In 2021–22, the Department conducted 1467 compliance activities under the National Compliance Plan (NCP).</p> <p>Throughout the year, compliance targeting was directed at activities that would have the greatest impact on improving transport security outcomes particularly where risk was heightened due to the impact of COVID-19 on regulated entities.</p> <p>The Department increased its compliance activities at designated Tier 1 and Tier 2 airports and air cargo facilities in the second half of the financial year, given the increase in passenger and air cargo movements across all airports as domestic and international borders reopened.</p>	<p>This metric was <b>met</b> as the Department exceeded the target number of 1300 activities under the NCP by 167, which were delivered in the ongoing, constrained operating environment due to COVID-19.<sup>7</sup></p> <p>Further, 100 per cent of regulated entities that were subject to compliance activities met their statutory obligations or had either a compliance or enforcement activity commenced, to address non-compliance.</p>

Supporting Performance Information

As at 30 June 2022, of the 1467 compliance activities conducted, 274 non-compliance notices and 16 infringements were issued to regulated entities to rectify security deficiencies.

The primary reasons for the non-compliances were:

- non-compliance with an entity’s approved security program
- failure to adhere to an aviation screening notice, air cargo security program or air cargo examination notice
- failure to control access to security restricted areas/zones
- failure to prevent a departmental test weapon from entering a sterile area
- failure to properly display (or return to an Issuing Body) an Aviation Security Identification Card (ASIC) or Maritime Security Identification Card (MSIC).

Trend Data	2021–22	2020–21	2019–20	2018–19
Percentage of scheduled NCP compliance activities completed	100%	100%	100%	-
Compliance activities completed	1,467	1,738	1,546	1,547

Data Sources:

- Regulatory Management System (RMS) datasets

7. At the start of 2021–22, the Department scheduled 1300 compliance activities under the National Compliance Plan. Throughout the financial year, a further 187 activities were scheduled. This metric has been assessed against the delivery of the initial 1300.

### METRIC 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.

Rating	Performance against metric	Rationale for result
<b>Partially met</b>	In 2021–22, the Department delivered 38 of the 40 funded transport security capacity building projects included in the 2021–22 Capacity Building Plan. The Transport Security International Capacity Building (TSICB) program continues to enhance transport security outcomes across the six priority countries (Indonesia, Sri-Lanka, Thailand, Philippines, Timor-Leste and Vietnam) to address in-bound transport security risks to Australian interests.	This metric was <b>partially met</b> as the Department delivered 95 per cent of the scheduled activities included in the 2021–22 Capacity Building Plan. <sup>8</sup> The delivered projects contributed to the enhancement of regional aviation and maritime security outcomes through the delivery of training and workshop assessments, aimed at strengthening sovereign state capability across regional partners, including through a virtual delivery model.

### Supporting Performance Information

#### Examples of the Department's activities under the International TSICB in 2021–22

##### Security by Design: Philippines

The Department delivered a six-day Security by Design (SBD) in airports course to Philippine aviation security stakeholders and representatives of the airport operators' planning and design teams. This course was developed and delivered in response to a request from the Philippines to develop its internal capability to provide policy oversight in Security by Design. This was driven by an increasing number of new airports and terminals being built and ongoing refurbishing of existing airports. The workshop provided participants with an understanding of SBD in aviation to enable them to develop customised SBD guidance for their own organisations. Following the completion of the course participants had an improved understanding of:

- the design process associated with the built environment and airports
- SBD principles, including how design can be used to address specific security risks in the airport environment
- when and how the appropriate authority can facilitate design outcomes to mitigate security risks and ensure compliance with national and international standards
- the use of sample model tables of contents to develop a 'National Aviation Security in Airport Design Guide'
- how to identify aspects of national aviation security frameworks that may need to be altered to promote good security through design
- which security design resources to access to inform their decision-making.

The training supported participants from the Philippine aviation security regulator and airport authorities to operationalise concepts learnt and ensure future aviation frameworks included SBD principles to strengthen aviation planning and approval processes.

##### Enhancing ETD Capability: Bandaranaike International Airport, Colombo

In 2021–22, three Smiths Detection IonScan 600 Explosive Trace Detection units were gifted to Airport and Aviation Services Sri Lanka (AASL) to address the lack of explosive detection capability at Bandaranaike International Airport (BIA), Colombo which posed risks to direct flights to Australia. The equipment will improve random explosive trace detection screening of passengers and their cabin baggage and will assist Sri Lanka meet the requirements of International Civil Aviation Organization (ICAO) Annex 17 Recommendation 4.4, and be used to screen all direct flights from BIA to Australia.

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8. An additional eight projects were added to the schedule in 2021–22 in response to recovery demand in partner countries, however these had not been delivered as at 30 June 2022. The performance against target has been assessed against the initial 40 projects scheduled under the 2021–22 Capacity Building Plan.

Trend Data	2021–22	2020–21	2019–20	2018–19
Percentage of Capacity Building Plan projects delivered	95%	75%	69%	-
Capacity Building Plan projects delivered	38	25	29	34

**Data Sources:**

- Activity reports from service providers
- Internal program/project reports
- Activity Completion Reports from capacity building projects and information from the Monitoring and Evaluation Framework
- Last Port of Call assessment reports

**OBJECTIVE 1.1.2:**

Effective policy implementation and coordination deters foreign actors who wish to harm Australia's sovereignty.

**METRIC 1.1.2.1:**

Enhanced domestic coordination and international cooperation of Counter Foreign Interference (CFI) efforts.

Rating	Performance against metric	Rationale for result
<b>Met</b>	Throughout 2021–22, the Department established and maintained relationships with key domestic and international partners. The Department also hosted a multilateral dialogue, which brought together representatives from a number of likeminded partners, and facilitated a number of follow-up meetings with international counterparts. These engagements enabled a broad range of information-sharing and relationship building opportunities and have served to protect the integrity of Australia's sovereignty, values and national interests by developing stronger national, subnational, and international partnerships to counter foreign interference (CFI).	<p>This metric was <b>met</b> as the Department has enhanced the number of engagements with a broad range of critical stakeholders across the eight at-risk sectors when compared to previous financial years.</p> <p>Effective coordination across government has enhanced the baseline understandings of foreign interference risks and governance across state, territory and Commonwealth government agencies.</p>

**Supporting Performance Information**

As at 30 June 2022, the Department attended or hosted 55 significant CFI engagements, strengthening Australia's response to foreign interference by raising awareness and providing risk mitigation advice to at-risk sectors. In addition, the CFI Executive Board met four times, bringing together 16 Commonwealth agencies to consider and provide strategic direction on a range of cross-government CFI measures, including coordinating cross agency work to better understand foreign interference as it impacts communities.

Despite the ongoing impacts of COVID-19, international partners continue to seek to learn about Australia's experience and gain insights into our CFI efforts. Efforts to coordinate with likeminded countries are ongoing through a range of bilateral and multilateral engagements. A number of international partners have sought meetings to discuss Australia's approach to foreign interference, demonstrating the global leadership of Australia on CFI. Notable international engagements in 2021–22 include:

- supporting the Minister for Home Affairs, and other portfolio ministers, in a range of international meetings where CFI matters are a key discussion topic
- providing verbal briefings to a number of international counterparts, including those facilitated by the Department, DFAT and the CFI Taskforce respectively. During these engagements, the Department provided an overview of Australia's approach to CFI, and received positive feedback for both. Several countries have continued engaging closely to seek further briefings and information on Australia's CFI efforts
- engaging with likeminded counterparts, and participating in a number of multilateral forums, to continue strengthening established relationships, providing updates on Australia's CFI priorities, and working with partners to increase domestic resilience across the globe against the threat of foreign interference.

#### Snapshot of CFI briefings delivered by the Department in 2021–22

Sector	Number of Briefings
Education and Research	146
Democratic Institutions	157
Social Cohesion	137
Industry, Trade, Investment and Critical Technology	79
Critical Infrastructure and Systems of National Significance	49
Safety and Security of People	9
Communications and Media	13
International dimensions	14
<b>Total</b>	<b>604</b>

Trend Data	2021–22	2020–21	2019–20
Number of consequential CFI engagements hosted or attended	55	29	>20

#### Data Sources:

- CFICC state and territory engagement reports
- Electoral Integrity Assurance Taskforce minutes
- CFI Executive Board and CFI Senior Oversight Board minutes
- International Engagement Calendar

#### METRIC 1.1.2.2:

Demonstrated progress against key initiatives supporting the Department's CFI approach.

Rating	Performance against metric	Rationale for result
<b>Partially met</b>	<p>In 2021–22, the Department supported at-risk sectors by delivering tailored threat awareness briefings and the provision of expert advice on best-practice foreign interference risk mitigations, in partnership with other agencies.</p> <p>The Department also successfully strengthened Australia's ability to counter foreign interference (CFI) in our elections by supporting the Electoral Integrity Assurance Taskforce (EIAT), ensuring effective linkages between the AEC, and national security and intelligence agencies.</p> <p>The Department also improved capability to CFI in the higher education and research sector by chairing the University Foreign Interference Taskforce (UFIT) and coordinating a refresh of the <i>Guidelines to counter foreign interference in the Australian university sector</i>.</p>	<p>This metric was <b>partially met</b> as, although the Department effectively implemented initiatives to strengthen CFI efforts in at-risk sectors, some industry engagement was not delivered due to COVID-19 restrictions affecting planning and travel arrangements.</p>

## Supporting Performance Information

### Examples of the Department's key activities in 2021–22

- Consulted with, and incorporated feedback from, 39 universities on the refreshed Guidelines to counter foreign interference in the Australian university sector.
- Met with the Departments of Premier and Cabinets in VIC, TAS, NSW, QLD, SA, ACT and WA to raise awareness of foreign interference risks and enhance capability.
- Conducted 43 assessments of foreign investment applications in support of the Cyber and Infrastructure Security Centre's (CISC) foreign investment review function.
- Supported CFI Taskforce agencies, who are responsible for enforcing counter foreign interference laws, by providing strategic direction and updates on a range of cross-government CFI measures, including coordinating cross agency work to better understand how foreign interference is impacting communities. This has occurred through the CFI Executive Board and CFI Senior Oversight Board, which are chaired by the National Counter Foreign Interference Coordinator.

In 2021–22, the CFI Taskforce has conducted a number of operations leading to charges being laid against one individual, completing a number of search warrants to inform prosecution prospects and disruption activities. The CFI Taskforce continues to have a number of significant investigations underway to discover, deter and disrupt foreign interference activity targeting Australia. These activities led to the first charges being laid against an individual for foreign interference offences.

### Support to the EIAT for the 2022 Federal Election

Since 2018, the Department has provided support to the Australian Electoral Commission-led EIAT which is made up of relevant agencies across government, working together to provide information and advice to the Australian Electoral Commissioner on matters that may compromise the real or perceived integrity of the federal election.

In the lead up to, and during the 2022 Federal Election, the Department co-located to the AEC's Command Centre to monitor and respond to potential threats to integrity as part of the EIAT. The Department played a key role during this period by building resilience to foreign interference in our electoral system by:

- working with EIAT members to ensure that risks associated with foreign interference in the election were understood, and that potential issues that were identified were treated appropriately
- working with the EIAT to engage with state and territory Electoral Commissions, Ministers, political parties and candidates to raise awareness of, and build resilience to foreign interference
- engaging with social media platforms to increase resilience to foreign interference in at-risk sectors, including disinformation through social media relating to the 2022 Federal Election
- assisting with the coordination of election-related intelligence reporting and referrals for the EIAT and its Board members, as required.

Throughout the 2022 Federal Election, the Department contributed to the protection of the integrity of Australia's electoral processes, and our open and democratic system of government. Findings from the 2022 Federal Election have not yet been finalised, however these findings will be considered in future efforts to counter foreign interference in elections. In addition, the Department (through its membership of the EIAT) will continue to advance efforts in this key sector, which includes working with the Electoral Council of Australia and New Zealand (ECANZ), and state and territory electoral bodies.

### Data Sources:

- University Foreign Interference Taskforce briefings and minutes
- University and Industry engagement notes
- Research engagement notes
- Parliamentary Joint Committee on Intelligence and Security (PJCIS) inquiry findings
- FIRB assessments
- Media outputs



**OBJECTIVE 1.1.3:**

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

**METRIC 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.

Rating	Performance against metric	Rationale for result
<b>Met</b>	During 2021–22, the Department engaged with entities related to all 214 assets listed on the Register of Critical Infrastructure Assets (the Register). 168 assets were listed on the Register prior to the passage of new legislation on 15 December 2022. As at 30 June 2022, there were an additional 46 assets on the Register, with the Register obligations expanded to a number of different critical infrastructure asset classes, with a six-month grace period ending on 8 October 2022. During the grace period, these additional assets have been submitting their information for inclusion on the Register.	This metric was <b>met</b> as the Department engaged with 100 per cent of entities on the Register in 2021–22.

**Supporting Performance Information**

Throughout 2021–22, the Department conducted town halls and a number of bi-lateral meetings with, and provided written correspondence to, stakeholders in all critical infrastructure sectors. These engagements related to policy to ensure reforms were fit-for-purpose and supported enhanced compliance with the *Security of Critical Infrastructure Act 2018* (SOCl Act). In December 2021, the SOCl Act was amended allowing for the expansion of the Register obligations to provide interest, control and operational information to additional classes of critical infrastructure asset. The former Minister for Home Affairs commenced consultation on the *Security of Critical Infrastructure (Application) Rules 2022* (the Application Rules), which would expand the Register reporting obligation. Responsible entities for these assets received written correspondence notifying them of their potential requirements and were invited to provide submissions during the consultation period. Through the consultation process, industry stakeholders were provided with an opportunity to raise issues regarding the appropriateness of the proposed Application Rules, including whether they were fit-for-purpose and would assist the Government achieve the objectives of the new legislative obligation.

Stakeholder feedback was taken into account before the Application Rules were made and the Security Legislation Amendment (Critical Infrastructure Protection) Bill 2022 (SLACIP Bill) was introduced. Entities were advised of this through written correspondence from the Department.

Trend Data	2021–22	2020–21	2019–20
Percentage of entities on the <i>Security of Critical Infrastructure Act 2018</i> register engaged with	100%	100%	100%
Entities on the <i>Security of Critical Infrastructure Act 2018</i> register	214	168	167
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>Departmental SOCl register</li> <li>Department enquiry tracker</li> </ul>			

**METRIC 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.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>In 2021–22, the Department responded to 30 notifications received under the Telecommunications Sector Security Reforms (TSSR) to the <i>Telecommunications Act 1997</i> within statutory timeframes. No notification exemption requests were received.</p> <p>In addition, the Secretary of the Department issued eight information gathering requests under section 315C of the <i>Telecommunications Act 1997</i>.</p>	<p>This metric was <b>met</b> as 100 per cent of notifications received were responded to within the statutory timeframe of 30 calendar days.</p>

**Supporting Performance Information**

Telecommunications Sector Security Reforms (TSSR) in Part 14 of the *Telecommunications Act 1997* require carriers and nominated carriage service providers to submit notifications on changes to telecommunications systems or services that are likely to have a 'material adverse effect' on their capacity to comply with their security obligation. The notification threshold is subjective, as outlined in the Department's submission to the Parliamentary Joint Committee on Intelligence and Security (PJCS).

The Department regularly engages with carriers in relation to the notification obligation, with carriers ultimately driving the number of notifications received. Carriers and nominated carriage service providers can seek an exemption from the notification obligation, and carriers and nominated carriage service providers are responsible for determining whether they would like to seek an exemption.

Notifications received demonstrate that the industry is aware of its TSSR responsibilities and that the telecommunications industry is taking appropriate steps to protect telecommunications networks and facilities from unauthorised access and interference.

Trend Data	2021–22	2020–21	2019–20
Percentage of notifications received under the Telecommunications Sector Security (TSS) reforms that were assessed within statutory timeframes	100%	100%	100%
Notifications received under the TSS reforms	30	30	32
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>Critical Infrastructure Centre web portal</li> <li>Notification Tracking in Departmental databases</li> <li>Equity Tracking in Departmental databases requests</li> </ul>			

**METRIC 1.1.3.3:**

100 per cent of Foreign Investment Review Board cases referred are responded to within agreed timeframes.

Rating	Performance against metric	Rationale for result
Met	<p>During 2021–22, the Department received 1003 Foreign Investment Review Board (FIRB) cases referred from the Department of the Treasury (Treasury). Of the 1003 FIRB applications received:</p> <ul style="list-style-type: none"> <li>• 924 of those referred were responded to within statutory timeframe and six were responded to outside of statutory timeframes</li> <li>• 23 were withdrawn by the applicant</li> <li>• 50 were still undergoing assessment as at 30 June 2022.</li> </ul>	<p>This metric was <b>partially met</b> as 99.4 per cent of FIRB cases referred were finalised and responded to Treasury within agreed timeframes.<sup>9</sup> The six applications received that were responded to outside the statutory timeframe, were responded to within one week after the agreed timeframe.</p>

**Supporting Performance Information**

The Department's activities in responding to 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 *Foreign Acquisitions and Takeovers Act 1975 (FATA Act)*.

Instances where cases were responded to outside of agreed timeframes were attributed to case complexity, requiring input from multiple partner agencies and additional time required for extensive analysis and Senior Executive clearance. The Department kept Treasury updated throughout the consideration of the six cases that did not meet the agreed timeframe. In all cases the Department's input was received by Treasury in a timeframe that ensured statutory requirements were met under the FATA Act.

In 2021–22, the Department also actively responded to short notice requests from Treasury and prioritised FIRB cases with identified commercial deadlines or where Treasury requested an urgent response.

Trend Data	2021–22	2020–21	2019–20	2018–19
Percentage of Foreign Investment Review Board (FIRB) cases referred that were responded to within agreed timeframes	99.4%	95.0%	88%	-
FIRB cases referred	1,003	943	640	403
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• FIRB Application Tracker</li> <li>• Briefings to the Foreign Investment Review Board</li> </ul>				

9. The 73 cases that were either withdrawn by the application or were still undergoing assessment as at 30 June 2022 were not included in the calculation of cases responded to within agreed timeframes.

**METRIC 1.1.3.4:**

100 per cent of Foreign Investment Review Board cases referred are responded to within agreed timeframes.

Rating	Performance against metric	Rationale for result
<b>Partially met</b>	<p>In 2021–22, the Department delivered enhanced regulation under the <i>Security of Critical Infrastructure Act 2018</i> (SOCI Act), including through the passage of the <i>Security Legislation Amendment (Critical Infrastructure) Act 2021</i> (SLACI Act) and the <i>Security Legislation Amendment (Critical Infrastructure Protection) Act 2022</i> (SLACIP Act). The Department also facilitated consultation and Ministerial advice on the <i>Security of Critical Infrastructure (Application) Rules 2022</i> (Application Rules), the <i>Security of Critical Infrastructure (Definitions) Rules 2021</i> and the <i>Security of Critical Infrastructure (Australian National University) Rules 2022</i>. The Department continued to hold bi-lateral discussions with critical infrastructure entities upon request to discuss specific aspects of the critical infrastructure forms.</p> <p>In addition, the Department extended the Trusted Information Sharing Network (TISN) by establishing Sector Groups for Electricity, Gas, Liquid Fuel, Chemicals and Mining. The Department has begun the process for establishing the Data Sector Group.</p>	<p>This metric was <b>partially met</b> as the Department successfully delivered passage of critical infrastructure regulatory reform through Parliament, however finalisation of the <i>Critical infrastructure Resilience Strategy</i> has been delayed as a result of further consultation and approval related activities.</p>

### Supporting Performance Information

In 2021–22, the Department has progressed a number of regulatory reforms, non-regulatory reforms and amendments which continue to support a maturing of the framework delivered to protect critical infrastructure, including systems of national significance.

#### Examples of the Department's regulatory reform activities in 2021–22

- Held engagements with entities from the gas, electricity, water and payment systems sectors to inform the design of risk management program rules.
- Consulted with over 1000 individuals (including through four public town halls) prior to the passage of the SLACI Act. The Department received 122 formal submissions on the related exposure draft package, which were complemented by bilateral discussions with industry, state and territory governments.
- Supported the former Minister for Home Affairs to make the *Security of Critical Infrastructure (Application) Rules 2022* (Application Rules) which switched on mandatory cyber incident reporting and reporting to the register of critical infrastructure assets for specified critical infrastructure asset classes. These obligations are subject to three and six month compliance grace periods respectively, and are designed to uplift the security and resilience of Australia's critical infrastructure.
  - The Department held an industry-wide virtual awareness session to discuss the commencement of compliance with this mandatory cyber incident reporting obligation.
- Commenced consultation with entities in the health sector (including state and territory health departments) to address concerns with the regulatory settings of the critical infrastructure reforms.

## Examples of the Department's other activities in 2021–22

- Developed a final draft of the updated *Critical Infrastructure Resilience Strategy* (CIRS) and developed the Plan that will sit under the CIRS to guide implementation. Both documents were consulted through relevant Commonwealth, state and territory and industry counterparts. The Strategy brings together legislative reform and non-regulatory initiatives to guide how industry, state and territory governments, and the Australian Government work together to strengthen and uplift the security and resilience of the critical infrastructure sector.
- Consulted significantly with industry to continue to enhance the TISN framework, including standing up an interim Data Sector and restructuring the energy sector. The TISN on-line collaborative platform continues to be rolled out to Critical Infrastructure Advisory Council (CIAC) members.
- Held meetings with industry through the following forums: All-Sector-Chairs meeting, TISN Consultative Forum, Resilience Expert Advisory Group (REAG), Liquid Fuel Sector Group, Banking and Finance Group, Communications Sector Group, Health Sector Group, Maritime Industry Security Consultative Forum, Supermarket Taskforce meeting and Community of Interest meetings.
  - REAG meetings were used to inform the expansion of TISN and the development of the TISN platform, while individual sector groups (energy, oil, communications, health, banking and finance) provide a mechanism for all stakeholders to consider and address key issues, including mitigating the disruption of COVID-19 on businesses and supply chains.
- Progressed project work for the development of industry guidance on international best-practice principles and standards for critical infrastructure protection, with regard to all-hazards, including physical, cyber, supply chain and personal security risks. This guidance will support businesses of all sizes and varying maturity levels to uplift their security and resilience.

### Data Sources:

- Legislative instruments
- *Critical Infrastructure Resilience Strategy* consultation documentation
- Meeting minutes

## OBJECTIVE 1.1.4:

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

### METRIC 1.1.4.1:

100 per cent of capability plans outlining compliance with telecommunication interception obligations are reviewed within statutory timeframes, consistent with section 198 of the *Telecommunications (Interception and Access) Act 1979*.

Rating	Performance against metric	Rationale for result
Met	As at 30 June 2022, 430 decisions were made by the Communications Access Coordinator (CAC) on interception capability obligations consistent with section 198 of the <i>Telecommunications (Interception and Access) Act 1979</i> . Of the 430 decisions, 338 related to Interception Capability Plans (IC Plans) and 92 to Interception Capability Exemptions (IC Exemptions).	This metric was <b>met</b> as the Office of the Communications Access Coordinator (OCAC) worked effectively with industry, law enforcement and national security agencies to review capability plans and finalise decisions on compliance with obligations within statutory timeframes in 100 per cent of instances. <sup>10</sup>

10. Section 198 of the *Telecommunications (Interception and Access) Act 1979* (TIA Act) specifies the statutory timeframes for considering IC Plans is 60 days receipt of the IC Plan from the nominated CSP. In instances where an amendment is required the CSP has 30 days to address the matters. From receipt of the amendment, the CAC has another 60 days to consider the IC Plan, which includes re-consulting agencies. In addition, section 192 of the TIA Act requires IC Exemption applications to be considered within 60 days from receipt.

## Supporting Performance Information

Throughout 2021–22, the Department observed overall improvements in the quality of IC Plans. Good quality IC Plans support law enforcement and national security agencies to have access to appropriate information, allowing them to efficiently and effectively intercept communications, as well as requiring less intervention by OCAC (and related agencies), and reduced effort in understanding and assessing IC Plans. The OCAC has attributed the improved quality of IC Plans to greater industry engagement, including through newsletters, updated guidelines and an updated and user-friendly template distributed to industry well in advance of 1 July 2022, which was the due date for IC Plans.

The OCAC also put in place a more streamlined process to receive agency comments on each IC Plan or IC Exemption, supported by discussions with the lead agency and the Australian Communications and Media Authority. The OCAC will continue to build on this by proactively engaging with industry and law enforcement and national security agencies.

Trend Data	2021–22	2020–21	2019–20
Percentage of Interception Capability Plans and Interception Capability Exemption applications responded to within statutory timeframes	100%	99.7%	99.6%
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>Customer Relationship Management (CRM) system datasets</li> </ul>			

### METRIC 1.1.4.2:

The Department implements policy and legislative reforms to enhance responses to national security and law enforcement issues.

Rating	Performance against metric	Rationale for result
Met	The Department delivered a number of policy and legislative reforms throughout 2021–22, including through the preparation of discussion papers on matters such as electronic surveillance reform, supporting the progression of national security and law enforcement related legislation through Parliament, public consultation on matters such as import restrictions on electromagnetic weapons, and developing the model for the National Permanent Firearms Amnesty.	This metric was <b>met</b> as the Department continued to respond to national security and law enforcement issues through policy and legislative reforms, while ensuring that reforms do not place an undue regulatory burden on industry.

## Supporting Performance Information

### Policy development and examples of the Department's key activities in 2021–22

- Publicly released the *Reform of Australia's electronic surveillance framework Discussion Paper* with 62 written submissions received and over 1400 downloads. In 2021–22, the Department also convened 228 consultations with stakeholders (Commonwealth, state and territory agencies, industry, civil society and international partners) on electronic surveillance legislative reform.
- Publicly consulted on proposed import restrictions on electromagnetic weapons and held a Firearms and Weapons Policy Working Group meeting, which included agreement from states and territories to impose import restrictions on electromagnetic weapons that were due to be exported from the United States in early 2022. The Australian Border Force (ABF) subsequently imposed import restrictions on 10 February 2022 under the *Customs (Prohibited Imports) Amendment (Electromagnetic Weapons) Regulations 2022*.
- The former Minister for Home Affairs agreed to the Department's proposed Terms of Reference for its review of the Minister's Guidelines in relation to the performance by the *Australian Security Intelligence Organisation of its functions and the exercise of its powers*.

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## Legislative reform in 2021–22

- Supported the passage of National Security Legislation Amendment (Comprehensive Review and Other Measures No.1) Bill 2021 (NSLAB) through Parliament without amendment, which implements a number of non-electronic surveillance recommendations of the *Comprehensive review of the legal framework of the National Intelligence Community* and the *2017 Independent Intelligence Review*. NSLAB was developed in close consultation with relevant National Intelligence Community (NIC) agencies, and the legislation was accompanied by high-quality and responsive advice to support good decision-making.
- Supported the passage of the *Surveillance Legislation Amendment (Identify and Disrupt) Act 2021* through Parliament, which introduced three new powers to substantially boost the capacity of the Australian Federal Police and the Australian Criminal Intelligence Commission to fight cyber-enabled serious crime.
- Supported the passage of the *Foreign Intelligence Legislation Amendment Act 2021* (the FILA Act) through Parliament, which amended the foreign communications warrant in section 11C of the *Telecommunications (Interception and Access) Act 1979* (TIA Act) to allow the Australian Security Intelligence Organisation (ASIO) to intercept communications for the purpose of obtaining foreign intelligence from foreign communications. The FILA Act also amended the TIA Act and the *Australian Security Intelligence Organisation Act 1979* to enable the collection of foreign intelligence on Australians who are acting for, or on behalf of, a foreign power.
- Supported the introduction of the *Customs (Prohibited Imports) Amendment (Firearms and Weapons) Regulations 2021*, which removed unnecessary and duplicative regulatory requirements to obtain a firearms import permit, while preserving community safety. The Regulations also ensured that firearm barrel extensions were controlled on import, which will help combat domestic illicit firearms manufacturing, particularly the manufacture of fully automatic firearms.
- Supported the *Criminal Code Amendment (Firearms Trafficking) Act 2022* to come into force, with maximum penalties for firearms trafficking offences under the *Criminal Code Act 1995*, introducing an aggravated offence for trafficking large numbers of firearms/firearms parts punishable by a maximum penalty of life imprisonment, and a mandatory minimum penalty of five years' imprisonment.
- Developed the *Telecommunications (Interception and Access) (TIA) (Enforcement Agency—NSW Department of Communities and Justice) Declaration 2022*, which temporarily declares Corrective Services NSW as an enforcement agency under the TIA Act to allow access to telecommunications data on a temporary basis. This instrument will assist Corrective Services to better identify, investigate and prevent illicit mobile phone related crime in correctional facilities.

### Data Sources:

- Customer Relationship Management (CRM) system datasets

# CASE STUDIES

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## National Permanent Firearms Amnesty

On 1 July 2021, the National Permanent Firearms Amnesty was launched in partnership with Crime Stoppers Australia. The Amnesty allows people in Australia who have an unregistered firearm, weapon or related item to surrender it to a police station anonymously and without penalty, for registration, sale or destruction.

The Department developed the model for this Amnesty with states and territories through the Firearms and Weapons Policy Working Group, prepared promotional and media material, and engaged Crime Stoppers Australia to deliver 65 grassroots community events across the nation to encourage people to hand in unwanted and unregistered firearms. Phase 1 of Crime Stoppers Australia's campaign concluded in September 2021. Phase 2 of the Amnesty was launched on 3 February 2022 and ran through to the end of April 2022.

Data provided by states and territories indicated that over 15,287 articles (including firearms, weapons and firearms parts) have been surrendered under the Amnesty from 1 July 2021 to 5 June 2022, with significant numbers of surrenders in this period still yet to be counted. Surrenders were considerably disrupted by the COVID-19 outbreak, with lockdowns in states and territories limiting ability to surrender firearms and weapons.

## Criminal Justice and Law Enforcement Forum

The Criminal Justice and Law Enforcement Forum (CJLEF) brings together agency heads from across the Australian Government to consider the threat of transnational, serious and organised crime (TSOC) and provide strategic oversight and guidance for the development of whole-of-government strategies, policies and coordinated activities to respond to this threat.

The CJLEF convened in April 2022 to discuss a range of strategic issues, including illicit drugs policy, strategies to address corruption risks, and ongoing work to develop a new electronic surveillance framework. The CJLEF also finalised a Strategic Report for relevant Ministers, which explored the domestic and international threat environment through a 'post-COVID-19 lens'. As outlined in the Report, CJLEF agencies now recognise COVID-19 as an enduring feature of the criminal landscape, with threats induced or exacerbated by the pandemic largely known and effectively managed. CJLEF agencies will continue to work together to strengthen our collective response to TSOC, including vulnerabilities created by the resumption of international travel, as Australia navigates the COVID-19 recovery phase.



**METRIC 1.1.4.3:**

Enhance partner governments' capability through providing capacity building resources.

Rating	Performance against metric	Rationale for result
<b>Not met</b>	<p>As at 30 June 2022, the Department had not been able to deliver any capacity building activities with partner governments in the Indo-Pacific (in person or virtual).</p> <p>The Department supported the Asia Pacific Group (the regional Financial Action Task Force (FATF) body) financially and in-kind to host its Joint Group meeting in Sydney in May 2022. This is the key forum for discussing and assessing regional members' compliance with the FATF standard and providing actions for assessed members to improve their Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) regimes.</p>	<p>This metric was <b>not met</b> as COVID-19 continued to present significant challenges to effective capacity development, which severely impacted both the scope and extent of activities undertaken for capacity development. Further, Papua New Guinea (PNG) was preparing for national elections, which further redirected resources and priorities within PNG.</p> <p>No activities with PNG were able to progress throughout 2021–22, and the majority of work remains with PNG for consideration, decision or action as at 30 June 2022.</p>

### Supporting Performance Information

During 2021–22, the Department continued to work with PNG Post and the Australian Transaction Reports and Analysis Centre (AUSTRAC) to assess options for the Supporting PNG's Effective AML/CTF Reform (SPEAR) Program. Domestic conditions in PNG led to a pause in activities in 2021–22, due to the limited absorptive capacity of PNG partners for AML/CTF assistance, most significantly due to the impacts of COVID-19. The SPEAR Program, and associated funding, officially concluded on 30 June 2022.

#### Data Sources:

- Six monthly formal Program reports
- Partner government feedback
- Delivery partner discussions
- Capacity building program documentation

**METRIC 1.1.4.4:**

Progress in implementing the *National Strategy to Fight Transnational, Serious and Organised Crime*.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>In 2021–22, the Department operationalised the National Cybercrime Capability Fund to uplift national capability to combat transnational, serious and organised crime (TSOC) with the aim to keep this capability ahead of emerging threats.</p>	<p>This metric was <b>met</b> as the Department continued to progress projects aligned to the four pillars of the National Strategy, and effectively supported its implementation through stakeholder engagement activities, including through the Australian Transnational, Serious and Organised Crime Committee (ATSOCC).</p>

### Supporting Performance Information

#### Examples of the Department's activities to implement the National Strategy in 2021–22

- Developed the National Strategic Priorities (NSPs) to Counter TSOC on behalf of, and in consultation with, member agencies of the ATSOCC. The NSPs provide further guidance to Commonwealth, state and territory agencies on the actions required to support a nationally consistent, full-spectrum approach in combatting TSOC by identifying areas for action and partnership opportunities. They are intended to be used as a guide to government agencies to coordinate counter-TSOC efforts in a holistic manner, with national coordination being central to the approach.

- The TSOC Narrative (the Narrative) is on track to be endorsed by the ATSOCC in 2022–23, reflecting two streams of effort (broad public communications and targeted preventative messaging). The Narrative's flexible framework will enable the Department to communicate the threat of TSOC to Australia and its interests, and inform the public of how the Australian Government is fighting TSOC through implementation of the National Strategy. The Narrative itself is an initiative that aligns with the 'Integrated' pillar of the National Strategy, through its focus on increasing community resilience.
- Convened the Consultative Committee with members from 22 interception and law enforcement agencies from the Commonwealth, states and territories that use powers under the *Telecommunications (Interception and Access) Act 1979*. The meeting focused on a range of issues relating to the telecommunications interception framework, including policy, financial, operational and systems issues aimed at strengthening cooperation across the telecommunications sector and Commonwealth regulatory bodies to better fight crime.

#### **Australian Transnational, Serious and Organised Crime Committee**

The ATSOCC members agreed to fund 12 projects, totalling \$21,931,426. These projects cover training, skills enhancement, victim support, software and licencing, and strategic innovation and will develop the capability of Australia's law enforcement bodies to more effectively disrupt the cybercrime business model of TSOC actors.

The ATSOCC also endorsed the Capability Project: the Digital Forensics (DF) Wave Final Project and the commencement of the second wave of the (DF) Wave. The Department has led the stakeholder engagement phase of the DF Wave through coordination of a survey that baselines participating agencies' DF capabilities, followed by a series of face-to-face and virtual workshops and interviews with participating Commonwealth, state and territory police and justice agencies to gain intimate knowledge of the challenges faced by the stakeholders of the DF community. This project has identified five national opportunities that will result in significant uplift across the DF community upon implementation, including initiatives promoting better data sharing, attraction and training, and joint-procurement.

#### **TSOC Funding Package**

In 2021–22, the Department progressed a funding package, which included a variety of initiatives within the scope of the National Strategy. Through this package, \$170.4 million over four years will be invested in Australian Federal Police (AFP) and Australian Border Force (ABF) capabilities, to be used to make Australia a hostile environment for organised crime groups. This funding will:

- harden Australia's border against TSOC by increasing the ground presence of ABF officers at seaports, airports and warehouse, helping us catch those criminals who try to use Australia's borders, and our aviation and maritime networks, to further their illegal activities
- enhance the AFP's specialist capabilities, including enabling a sophisticated new AFP operating model to attack TSOC crime groups and keep ahead of the TSOC threat
- expand the AFP's Criminal Asset Confiscation Taskforce (CACT), which targets the criminal business model and the profit of organised crime.

#### **Data Sources:**

- Australian Transnational, Serious and Organised Crime Committee (ATSOCC) documentation
- National TSOC Narrative documentation
- National Counter-TSOC Capability Project—The Cyber Wave documentation
- National Counter-TSOC Capability Project—Digital Forensics Wave documentation

### OBJECTIVE 1.1.5:

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

### METRIC 1.1.5.1:

Demonstrated progress against key initiatives within *Australia's Cyber Security Strategy 2020*.

Rating	Performance against metric	Rationale for result
Met	As at 30 June 2022, all nine Department-led program elements under <i>Australia's Cyber Security Strategy 2020</i> (the Strategy) <sup>11</sup> have been progressed or delivered in full. <sup>12</sup> The Department-led initiatives represent a critical contribution to the Department's role in protecting and advancing Australia's interests in securing our cyber environment, including through development and review of cyber security policy and engagement with key stakeholders.	This metric was <b>met</b> as the Cyber Security Strategy Delivery Board were satisfied that initiatives were progressing in accordance with the timeframes approved at the Ministerial level. The outcomes of these initiatives included increasing the public and industry's awareness of cyber security threats, coordination of Government efforts to enhance cyber security capabilities across Commonwealth agencies, expansion of Government's ability to support small and medium enterprises and individuals, and development of a robust framework to protect critical national infrastructure from cyber threats.

### Supporting Performance Information

Throughout 2021–22, the Department led the development and review of cyber security policy and collaborated with both Government agencies and non-government stakeholders to harden Australia against cyber security threats and enable the various elements of cyber security across Government to function to their greatest effect. Feedback from stakeholders was positive across a number of initiatives and feedback from the Advisory Committee addressed the need for increased collaboration between Government.

#### Examples of the Department's key activities delivered under the Strategy in 2021–22:

- Supported the passage of a number of legislative reforms including the *Surveillance Legislation Amendment (Identify and Disrupt) Act 2021*, the *Telecommunications (Interception and Access) Amendment (2021 Measures No. 1) Regulations 2021*, the *Security Legislation Amendment (Critical Infrastructure) Act 2021* and the *Security Legislation Amendment (Critical Infrastructure Protection) Act 2022*.
- Introduced the *Crimes Legislation Amendment (Ransomware Action Plan) Bill 2022* to Parliament, which would amend legislation to enable law enforcement to pursue ransomware gangs, and freeze or seize their ill-gotten cryptocurrency.
- Launched the Cyber Security Campaign *Beat cybercrime in your downtime*, which concluded on 11 December 2021. This campaign was highly successful in shifting attitudes and perceptions of the importance of cyber security and managing cyber security threats, with 86 per cent of evaluation research respondents reporting they had taken action as a result of seeing the campaign, such as implementing multi-factor authentication.
- Supported the former Minister for Home Affairs to publicly release the *National Plan to Combat Cybercrime*, and formalised a framework to support development of a nationally coordinated approach to combating cybercrime in Australia.

11. <https://www.homeaffairs.gov.au/cyber-security-subsite/files/cyber-security-strategy-2020.pdf>

12. In 2021–22, the Department has reported on the initiatives under the Strategy that are led by the Department, not other entities. The 2020–21 Annual Report included reporting on all 18 initiatives under the Strategy.

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Throughout 2021–22, the following committees and consultative forums met for a combined total of 17 times:

- Industry Advisory Committee
- Secretaries Digital Committee
- Cyber Security Strategy Delivery Board
- Best Practice Regulation Taskforce
- Secretaries and Agency Heads Cyber Security Regulations Roundtable.

These forums provide oversight and coordination of the many agencies and programs that interact under or with the Strategy, as well as provide unique insights and perspectives for the effective implementation of the Strategy.

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**Data Sources:**

- Cyber Security Strategy Implementation Tracker
  - Cyber Security Delivery Board Minutes and Papers
  - Cyber Security Strategy and Governance Events Calendar Program Implementation Status Reports
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# CASE STUDIES

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## Supporting Industry to Block Cyber Threats at Scale

Throughout 2021, the Department undertook targeted consultation with key industry and Government stakeholders to understand barriers they face in blocking threats at scale, including malicious SMS scams. During this consultation, telecommunication providers consistently raised that one of the most significant barriers to undertaking threat blocking was a lack of legal clarity to enable the use of SMS filtering technologies against worsening scam threats. Meanwhile, reports of scam calls and SMS to Scamwatch increased by 56 per cent, with associated financial losses doubling, between 2020 and 2021.

In response, the Department developed the *Telecommunications (Interception and Access) Amendment (2021 Measures No. 1) Regulations 2021* which were subsequently made on 25 November 2021. The Regulations give telecommunications provider's confidence to deploy tools to block malicious SMS scams at scale by explicitly stating that blocking malicious SMS messages is necessary for the operation and maintenance of telecommunications systems. Since the Regulations were made, the Department has been advised that industry members have started implementing scam detection and blocking technology to protect their customers.

## Best Practice Regulation Taskforce

In 2021–22, the Taskforce commenced industry consultation through the release of a discussion paper titled *Strengthening Australia's Cyber Security Regulations and Incentives*. This discussion paper focused on three areas of action: setting clear cyber security expectations, increasing transparency and disclosure and protecting consumer rights. Over the course of the seven-week consultation period, the Taskforce heard from more than 770 stakeholders at consultation events and received 143 written submissions. Following industry consultation, a number of recommendations were made, with a focus on voluntary incentives and use of existing legislative frameworks for consideration by Government.

**METRIC 1.1.5.2:**

Enhanced national cyber security awareness for Australian families and households to protect children and vulnerable people online.

Rating	Performance against metric	Rationale for result
<b>Met</b>	Throughout 2021–22, 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. This included delivery of the Cyber Security Awareness Campaign and stakeholder engagement activities to hold industry to account for online safety.	This metric was <b>met</b> as an independent evaluation undertaken by Hall and Partners Pty Ltd, assessed that the Cyber Security Awareness Campaign delivered positive outcomes for Australian families and households. This was supported by an increase in the number of visits to cyber.gov.au, with respondents taking further actions to protect their cyber security (such as enabling multi-factor authentication).

**Supporting Performance Information**

- The Department's Cyber Security Awareness Campaign was developed in accordance with the Australian Government process for public information campaigns (the Guidelines), including consideration by the Service Delivery and Coordination Committee (SDCC) of Cabinet at four stages. The campaign complements the Australian Cyber Security Centre's *Act Now, Stay Secure* campaign and encourages Australians and businesses to 'beat cybercrime in their downtime' by going to cyber.gov.au to learn more.
- The campaign ran on television and digital channels, and included translated materials deployed on Culturally and Linguistically Diverse (CALD) media. The campaign advertising was supported by a range of resources available for download from cyber.gov.au. The resources were developed based on evidence and user tested with the most vulnerable audiences.
- Turnkey resources such as downloadable seminars for small and medium enterprises and older Australians, which can be used by the professional services industry, community organisations, and peak bodies to educate and upskill their members and communities were also produced under the campaign. Similarly, a suite of bespoke online content for Indigenous Australians and those from a CALD background were produced, including translation of guides into 13 languages.
- The independent evaluation of the campaign indicated it performed very strongly and drove substantial increased traffic to cyber.gov.au where users were able to increase their cyber security resilience. In addition, the evaluation recommended additional time in market would have assisted in driving further behavioural change amongst individuals, and research indicates that the campaign has had a cascading effect across the whole of economy. As at one month following launch, the campaign was performing very well, with overall visits to cyber.gov.au up by 51 per cent and visits by new users up 60 per cent. The number of 'sessions' overall was up 49 per cent. The biggest referral mechanism to cyber.gov.au for the comparison period was Facebook, which generated a 290 per cent increase in new users on direct mobile (m.facebook.com), a 248 per cent increase on desktop shares (l.facebook.com), and mobile shares (lm.facebook.com) up by 423 per cent. These platforms also generated an increase in average session duration among each group, suggesting the targeting was effective and efficient, and that the ad was relevant to the audiences.
- The campaign was highly successful in shifting attitudes and perceptions of the importance of cyber security and managing cyber security threats. Independent evaluation of the campaign indicates that 86 per cent of evaluation research respondents reported they had taken action as a result of seeing the campaign, such as implementing multi-factor authentication.

**Data Sources:**

- Cyber Security Strategy Implementation Tracker
- Cyber Security Delivery Board Minutes and Papers
- Third party report on campaign effectiveness

**METRIC 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.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>Throughout 2021–22, the Department undertook training activities with international partners (e.g. Thailand) to train prosecutors on prosecuting online child sexual exploitation and abuse, and participated in Five Country Ministerial Digital Industry Engagement Senior Officials Group for Child Sexual Abuse and Exploitation meetings.</p> <p>The Department also obtained funding under the <i>National Strategy to Prevent and Respond to Child Sexual Abuse</i> to develop public information and promote Government and industry debate on policy options to address risks of child sexual abuse.</p>	<p>This metric was <b>met</b> as the Department continued to combat online child sexual exploitation and abuse, including through hosting continued engagement with Five Country Ministerial partners.<sup>13</sup></p>

**Supporting Performance Information****Examples of the Department's key activities in 2021–22**

- Undertook training activities in Thailand to train Thai prosecutors on prosecuting online child sexual exploitation and abuse, using trauma-informed approach to dealing with child victims and witnesses, and using culturally sensitive practices in dealing with vulnerable victims. The training was well received, filled crucial capacity gaps and identified a range of opportunities for further assistance.
- Progressed the proposed Pacific Junior Officers Mentorship Program, which would pair prosecutors from the Commonwealth Director of Public Prosecutions (CDPP) with prosecutors in the Pacific, with a view to support their skills in prosecuting child sexual offences.
- Participated in three meetings of the Five Country Ministerial Digital Industry Engagement Senior Officials Group for Child Sexual Abuse and Exploitation, as well as a Dialogue with the Tech Coalition and WeProtect on transparency reporting.
- Joined the G7 officials' level working group on internet safety to develop a Safety Tech action plan in the lead up to the G7 Safety Tech Summit and Future Tech Forum.

Further, the Department has promoted our collaborative international approach in tackling online child sexual abuse (OCSEA) in Vienna, New York and London. The Department hosted private screenings of 'The Children in the Pictures', a hard hitting documentary which follows the 10 year journey of TaskForce Argos in tackling OCSEA. These screenings were followed by panel discussions of global experts from both Australia and host countries. Guests attended from across the diplomatic corp, law enforcement community, civil society and government agencies. The events provided an opportunity to promote Australia's policy approach through the *National Strategy to Prevent and Respond to Child Sexual Abuse*, enhance law enforcement cooperation and seek to garner support for holding industry to account for online safety.

**Data Sources:**

- Five Country Ministerial (FCM) meeting documentation
- Industry engagement notes
- Stakeholder engagement notes

13. This metric has been assessed using an incomplete performance information. The methodology for metric 1.1.5.3 as published within the 2021–22 *Corporate Plan* included the number of endorsements and commitments to action regarding the *Voluntary Principles to Counter Online Child Sexual Exploitation and Abuse* during the reporting period. This data was not available during 2021–22.



#### METRIC 1.1.5.4:

Bolster law enforcement capabilities to target, investigate and disrupt cybercrime, including child exploitation and other criminal activities on the dark web.

Rating	Performance against metric	Rationale for result
Met	The <i>National Plan to Combat Cybercrime</i> (the Plan) <sup>14</sup> was developed through extensive consultation with Commonwealth, state and territory stakeholders, bringing together the experience, powers, capabilities, experience and intelligence of all jurisdictions to build a strong multi-faceted response to cybercrime.	This metric was <b>met</b> as the Department bolstered law enforcement capabilities to target, investigate and disrupt cybercrime, particularly through the development of the Plan, which was publicly released in 2022.

#### Supporting Performance Information

The Plan was endorsed by Police Ministers at the Counter Terrorism and Transnational Serious Organised Crime Ministerial Meeting in March 2022, and was subsequently released publicly by the former Minister for Home Affairs. The Plan formalises a framework that will support the development of a nationally coordinated approach to combatting cybercrime. The Department has since focused on the development of the Cybercrime Action Plan and the establishment of the National Cybercrime Forum, through engagement with Commonwealth, state and territory law enforcement agencies. As traditional crimes such as drug trafficking move into the digital realm of dark web marketplaces, facilitated by anonymising technologies and cryptocurrencies, the Plan will include a focus on specialised cybercrime investigation capabilities.

The Department also led the Portfolio's contribution to the *National Strategy to Prevent and Respond to Child Sexual Abuse 2021–2030*,<sup>15</sup> which includes funding for initiatives to be delivered by the Australian Federal Police to combat child sexual abuse, and funding to bolster the capabilities of intelligence, research and border protection agencies to disrupt the cash flow behind child sexual abuse, prevent and disrupt livestreamed child sexual abuse, intercept material and offenders at the border, and enhance our ability to identify offenders within the community. A number of measures are currently being reviewed in response to Machinery of Government changes to ensure measures and lead agency responsibilities remain consistent with agencies' authorities and achieve the objectives of the National Plan.

#### Data Sources:

- National Plan to Combat Cybercrime and Capability Fund documentation
- Strategy progress reports
- Records relating to the *National Plan to End Violence Against Women and Children* (led by the Department of Social Services)

14. <https://www.homeaffairs.gov.au/criminal-justice/files/national-plan-combat-cybercrime-2022.pdf>

15. <https://chidsafety.pmc.gov.au/sites/default/files/2021-10/national-strategy-2021-30.pdf>

# CASE STUDY

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Throughout 2021–22, the Department supported cross-Portfolio information sharing on strategic and legal policy issues regarding child sexual exploitation and abuse to contribute to New Policy Proposals to the MYEFO package on the next *National Plan to End Violence Against Women and Children*, led by the Department of Social Services. Leveraging the Portfolio's service delivery and policy responsibilities for migration, law enforcement, modern slavery and human trafficking, the Department worked closely with Commonwealth counterparts to develop seven new policy proposals which seek to improve law enforcement and criminal justice responses to domestic, family and sexual violence, enhance service delivery for refugee and migrant women and increase the capability of law enforcement to identify, deter and protect victims/survivors at risk of violence.

**METRIC 1.1.5.5:**

Enhance industry outreach and national capability collaboration to support small and medium enterprises and vulnerable Australians.

Rating	Performance against metric	Rationale for result
<b>Met</b>	As at 30 June 2022, the Department had engaged with 2159 small and medium enterprise representatives nationally and had undertaken approximately 317 outreach activities (including presentations), reaching over 17,300 industry stakeholders nationally, and 60 vulnerable Australians/culturally and linguistically diverse community members.	This metric was <b>met</b> as the increase in small to medium enterprise and vulnerable Australians reached through a wide range of engagement activities demonstrates the Department's enhanced industry outreach and national capability collaboration.

**Supporting Performance Information**

In 2021–22, the Department's Outreach Officers continued to expand and coordinate Government's cyber security outreach to industry and businesses by building on existing relationships between Government and industry through the facilitation of greater two-way information sharing. The Cyber Outreach Program had six officers in place as at 30 June 2022, all working within the Joint Cyber Security Centres (JCSCs) in their respective jurisdictions. The program has expanded its geographic capability with officers in Western Australia (WA), Queensland (QLD), the Northern Territory (NT), South Australian (SA) and Victoria (VIC), with an officer to commence in Tasmania in 2022–23. At full complement, there will be Outreach officers in all JCSCs working to help uplift cyber security and resilience among SMEs, particularly in the supply chains of critical infrastructure sectors.

**Examples of the Outreach Officer's activities in 2021–22**

- Delivered a presentation at the Southern Critical Infrastructure and Crowded Places Forum, hosted by the WA Police Protective Security Unit. The presentation covered the role of the Department's Cyber and Infrastructure Security Centre, cybercrime case studies and common threats.
- Engaged with the Law Council of Australia and the Mortgage & Finance Association of Australia (MFAA) across WA, QLD, VIC, NSW and NT in relation to the threat of business email compromise within the property sector.
- Initiated an innovative network partnering activity with a large domestic and international business entity, to reach their membership base and to bolster an industry cyber security campaign. Key activities included promoting cyber security messaging, highlighting resources available for SMEs through the Australian Cyber Security Centre, and amplifying the importance of being connected to the Trusted Information Sharing Network. Feedback indicated the initial engagement was of significant value for the business entity, and further engagement was welcomed. Building upon this success, the Department intends to participate in a 'working group' being established by insurance innovation and venture hub, IAG Firemark Labs, to determine how best to reach their more than 430,000 onshore industry members—most of whom are concentrated in the financial services sector.
- Collaborated with the Australian Taxation Office (ATO) to provide cyber security information and advice to the 3.1 million small business subscribers to the ATO's Small Business Newsroom. This included a cyber security awareness webinar and a published article in the ATO's Small Business Newsroom Newsletter. The material covered common threats and scams affecting SMEs and mitigation measures to enhance cyber resilience.

**Data Sources:**

- Meeting minutes
- Cyber Security Strategy Implementation Board documentation
- Stakeholder feedback
- Cyber Security Outreach Engagement Tracker

**METRIC 1.1.5.6:**

Manage technology security risks to support Australian economic resilience and to facilitate economic growth.<sup>16</sup>

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>In 2021–22, the Department supported the former Minister for Home Affairs to publicly release the <i>Critical Technology Supply Chain Principles</i> (the Principles) and the discussion paper for the <i>National Data Security Action Plan</i>.</p> <p>The Department also supported the passage of Migration Amendment (Protecting Australia's Critical Technology) Regulations 2022 through Parliament, which provides a visa screening framework to manage the risk of unwanted transfer of critical technologies.</p>	<p>This metric was <b>met</b> as the release of the Principles and the <i>National Data Security Action Plan</i> discussion paper demonstrate progress in providing clarity to Government and industry on technology and data security settings. The Department also took active steps to enhance the security and market diversification of 5G and future connectivity both domestically and internationally.</p>

### Supporting Performance Information

#### Examples of the Department's key activities in 2021–22

- Conducted scoping and operating models for the of the 'Secure G' Connectivity Test Lab (a 5G testing facility) through engagement with international partners including with the United States National Telecommunications and Information Administration and United Kingdom (UK) Department for Digital, Culture, Media and Sport (SONIC Labs), in addition to numerous others established by commercial entities.
- Secured approval to engage the Commonwealth Scientific and Industrial Research Organisation (CSIRO) to conduct foundational research into future connectivity needs (including 6G telecommunications networks) to build a sovereign knowledge base to support development of these technologies, with this arrangement to commence early 2022–23, pending approvals on the nature and substance of the research agreement.
- Scoped the design of a 5G Standards Expert Advisory Group to advance Australia's role in shaping, understanding, setting and adopting international telecommunications security standards.
- Engaged an external provider to assess the viability of collaborating with international partners to support the deployment of future connectivity technologies in regional neighbouring countries.
- Supported the passage of the *Migration Amendment (Protecting Australia's Critical Technology) Regulations 2022*, which will be operationally 'enlivened' when the Minister for Home Affairs specifies a list of 'kinds of critical technology' in a legislative instrument. The Department undertook consultation with the higher education sector on the operationalisation of these measures and 'kinds of critical technology'.
- Developed, in collaboration with the UK, a Five Eyes policy paper on telecommunications market diversification, which is a key deliverable of the *Five Eyes Critical Technology Security Strategy*.

The Department also led significant consultation across Government on the National Data Security Framework, and commenced initiatives that seek to enhance guidance for aggregated government data and to uplift capability through the *Hosting Certification Framework* and the critical infrastructure security reforms.

In addition, the co-designed approach by the Department to consult, develop and publish the Principles continue to be incorporated into Government decision-making practices regarding critical technologies, including by clearly outlining to suppliers the Government's expectations in relation to security.

#### Data Sources:

- Departmental data sources

16. This metric has been assessed using incomplete performance information. The methodology for metric 1.1.5.6 as published within the 2021–22 Corporate Plan included the number of technology security and data security initiatives delivered. The total number initiatives was not available during 2021–22.

**METRIC 1.1.5.7:**

Demonstrated progress to develop and support implementation of Australia's 10-year *National Strategy to Prevent Child Sexual Abuse*.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>In 2021–22, the Department hosted the inaugural annual digital industry event, which brought together over 90 stakeholders to collaborate on the issue of combatting livestreamed child sexual abuse.</p> <p>The Department also progressed planning and research for the scoping study of the availability of civil remedies for victims of Commonwealth child sexual abuse crimes and commenced informal consultation in early 2022 prior to delivering a presentation to the National Advisory Group.</p>	<p>This metric was <b>met</b> as the Department demonstrated progress in implementing initiatives and activities in support of the <i>Australia's National Strategy to Prevent and Respond to Child Sexual Abuse 2021–2030</i> (the Strategy), particularly through stakeholder engagement activities to support discussions on challenges for law enforcement agencies as it relates to combating child sexual abuse.</p>

### Supporting Performance Information

#### Examples of the Department's activities in support of the Strategy in 2021–22

- Collaborated with the Australian Federal Police (AFP) and the Australian Centre to Counter Child Exploitation (ACCCE) on legislative review options to ensure that legislation meets the needs of law enforcement, prosecution and victims/survivors.
- Deployed an officer to Washington DC who has successfully established relationships with key industry, Government, like-minded and non-government contacts, which have been leveraged to support productive engagement on digital technology policy priorities, including those focused on child sexual exploitation and abuse (CSEA). The officer has gained crucial insights into the policies, practices and trends of digital industry on CSEA and fed those insights directly into the Department's policy development and international engagement strategic management.
- Designed and operationalised the Indo-Pacific Child Protection Program (IPCPP), which is a four-year program to work with agencies in the Indo-Pacific and South East Asia regions to build law and justice capacity to respond to child sexual abuse.

#### Digital Industry Event

In February 2022, the Department delivered its inaugural annual Digital Industry Event, focused on tackling new and emerging challenges that obstruct law enforcement efforts to detect, disrupt, investigate and prevent online child sexual abuse. The event enabled the sharing of information and insights across policy makers, law enforcement, industry and civil society. Discussions considered challenges for law enforcement posed by livestreaming technology as it relates to the distribution of online child sexual abuse, with a range of actions identified to inform the Department's work plan. The event was delivered successfully and engagement with bilateral and multilateral partners has continued to lend Australia's weight to the promotion of global consensus and action on addressing CSEA.

#### Data Sources:

- Departmental data sources

### OBJECTIVE 1.1.6:

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

### METRIC 1.1.6.1:

The Department's counter-terrorism policy, legislative reforms and programs respond to evolving risks and the needs of law enforcement.

Rating	Performance against metric	Rationale for result
Met	<p><i>Safeguarding Our Community Together—Australia's Counter-Terrorism Strategy 2022</i><sup>17</sup> (the Strategy) was released on 24 March 2022, following Department-led consultation across Government and with state and territory partners on the document, and the provision of advice to Government on evolving counter-terrorism risk.</p> <p>The Department also provided policy advice to the Independent National Security Legislation Monitor (INSLM) on the High Risk Terrorist Offenders (HRTTO) scheme, and continued to facilitate engagement with the Parliamentary Joint Committee on Intelligence and Security (PJCIS) on counter-terrorism legislation.</p>	<p>This metric was <b>met</b> as the Department effectively responded to evolving counter-terrorism risks and the needs of law enforcement, through supporting the release of the Strategy and through engagement with INSLM and PJCIS on legislative reform.</p>

### Supporting Performance Information

#### Examples of Department's activities in 2021–22

- Progressed development of a National Convicted Terrorist Offender Register (NCTOR) and commenced work on the legislation that will underpin the NCTOR.
- Led the evaluation and implementation of terrorist organisation listings under the *Criminal Code 1995*, with regulations made by the Governor-General listing Hamas, Hay'at Tahrir al-Sham, Hurras al-Din and National Socialist Order as terrorist organisations for the first time. Regulations were also made by the Governor-General re-listing Abu Sayyaf Group, al Qa'ida, al Qa'ida in the Lands of the Islamic Maghreb and Jemaah Islamiyah as terrorist organisations.
- Coordinated whole-of-government input to develop the *Protocol for declaring an area in a foreign country under the Criminal Code*, which provides guidance on the process and requirements for the Minister for Foreign Affairs to declare an area under section 119.3 of the Criminal Code. The areas targeted by these provisions are dangerous locations in which listed terrorist organisations are engaging in hostile activities. The declared area offence is designed to act as a deterrent to prevent people from travelling to declared areas. This is particularly important given the risk to the Australian community posed by individuals who have fought for or otherwise supported terrorist organisations offshore and seek to return to Australia.
- Liaised with the Attorney-General's Department (AGD) to progress the Government response and consequent legislative amendments relating to the PJCIS review of control orders, preventative detention orders, continuing detention orders and terrorism-related police powers, with the indicative Government response approved by the former Prime Minister in March 2022.
- Developed a public joint submission, a separate classified submission and facilitated a significant number of documentation requests for the ISNLM's statutory review of the HRTTO scheme in Division 105A of the *Criminal Code 1995*.
- Supported endorsement of the Strategy at the Ministerial meeting on counter-terrorism (CT) and transnational, serious and organised crime (TSOC).

#### Data Sources:

- Proposed legislation (bills)
- Passed legislation (acts)
- Regulations (legislative instruments)
- Departmental submissions to Parliamentary inquiries

17. <https://www.nationalsecurity.gov.au/what-australia-is-doing-subsite/Files/safeguarding-community-together-ct-strategy-22.pdf>

# CASE STUDY

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## **Amendments to, and passage of the Counter-Terrorism Legislation Amendment (High Risk Terrorist Offenders) Bill 2021**

In 2021–22, the Department progressed Government amendments to the Counter-Terrorism Legislation Amendment (High Risk Terrorist Offenders) Bill 2021 (the Bill) through the PJCIS review process. The amendments will strengthen the practical application of the legislation to manage high-risk terrorist offenders and persons of counter-terrorism interest, and incorporate feedback from and recommendations by the legal counsel, states and territories and the PJCIS.

The amendments to the Bill clarify the interaction between the various counter-terrorism powers and what counter-terrorism powers the Court can consider in preventing an offender's unacceptable risk of committing a serious Criminal Code Part 5.3 offence. The amendments also introduce safeguards in relation to the application of extended supervision orders (ESOs) and control orders in the context of non-prison custody.

In response to the 11 recommendations by the PJCIS, the Department of Home Affairs and AGD prepared a Government response in which the Government accepted 10 of the recommendations in full, in part or in principle, and noted one recommendation.

The Department supported the re-introduction of the Bill, which passed both houses of Parliament in November 2021 and received Royal Assent in December 2021.

In parallel, the Department led the finalisation of the HRTTO Regime Implementation Framework, outlining ESO implementation and HRTTO regime governance arrangements, which was endorsed by ANZCTC Members in November 2021. The Department undertook significant engagement with jurisdictions, at the practitioner and senior officials' level, to discuss the arrangements set out in the framework.

**METRIC 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.

Rating	Performance against metric	Rationale for result
<b>Met</b>	In 2021–22, the Department and the Australia-New Zealand Counter Terrorism Committee (ANZCTC) convened a number of cross-jurisdictional and international forums and training courses to improve domestic and international coordination and interoperability. This included meetings that focused on the endorsement of renewed Strategy and briefing of Commonwealth and state and territory agencies on the Ukraine situation and the Australian Government's response, and training activities that focused on uplifting counter-terrorism skills nationally.	The metric was <b>met</b> as the Department undertook regular and consistent engagement with domestic and international partners throughout the financial year. In addition, the Department delivered positive outcomes through the coordination of an ambitious training calendar to build counter-terrorism capability.

**Supporting Performance Information****ANZCTC and Sub-Committee meetings**

In 2021–22, 100 per cent of scheduled ANZCTC and Sub-Committee meetings were delivered within previously agreed timeframes, comprising of eight Sub-Committee meetings, 25 Capability Forums and two Capability Advisors Group meetings. The ANZCTC develops and coordinates nationally consistent approaches to countering terrorism, with an emphasis on interoperability across jurisdictions. The Capability Forums are responsible for co-ordinating activities relating to specific ANZCTC capability that are common to each jurisdiction and that complement and support national preparedness, prevention, response and recovery measures.

**Examples of the Department's key activities in 2021–22**

- Secured funding through the Department of Foreign Affairs and Trade's Office of the Counter Terrorism Ambassador grant process, which will be used by Jakarta Post as part of a long-term work program to strengthen Indonesia's law and justice responses to terrorism. The Australian Embassy in Jakarta has assisted Indonesia to modernise their terrorism laws. Overall, the work program supports Indonesia to improve their security environment and in doing so assists with reducing the terrorist threat to Australia citizens and their interests in South East Asia.
- Engaged in working level discussions with the Dutch National Coordinator for Security and Counter-terrorism on counter-terrorism and counter violent extremism issues of mutual interest, in preparation for the next Australia Netherlands Strategic Dialogue on National Security.

**Data Sources:**

- ANZCTC Program of Activities
- ANZCTC Secretariat Activity Register
- ANZCTC Capability Section forward work plan
- ANZCTC and sub-group meeting outcomes
- Counter-Terrorism International Partnerships



# CASE STUDIES

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## **Quadrilateral Group on Chemical, Biological, and Radiological (CBR) Counter-Terrorism Capability Exercise (CAPEX) Planning**

During 2021–22, the Department continued to manage Head of Delegation and coordination functions for the CAPEX, which is a series of exercises providing an opportunity for member nations (Australia, Canada, United Kingdom and United States) to objectively evaluate the effectiveness and efficiency of their responses to CBR incidents. The CAPEX also exercise new capabilities that may allow specialist responders to better mitigate CBR incidents and operate in a CBR contaminated environment. This year, the United Kingdom hosted the event—Exercise SARUM SOLSTICE in Salisbury, United Kingdom. A small operational response team from the Department, support personnel and officials participated in the event. A planning and steering committee comprising of members of the ANZCTC CBRN Capability, Defence, Science and Technology Group and the Department coordinated with UK planners to ensure Australia’s strategic and operational needs were addressed in the exercise objectives.

The ANZCTC, and a number of ANZCTC member agencies, have invested considerable resources to build our national CBR response capability and provide our specialist operational response personnel and scientific adviser community with the technology, skills and support systems to ensure Australia’s nation-wide resilience and readiness to respond to incidents involving CBR materials into the future.

## **Senior Official Counter Terrorism Policy Forum (SOCTPF)**

The inaugural officials’ forum, co-hosted by Australia’s Deputy Commonwealth Counter-Terrorism Coordinator and Indonesia’s Deputy for Foreign Coordination was held virtually in September 2021. The officials’ meeting is an outcome of an agreement reached at the ministerial-level Sub-Regional Meeting on Counter-Terrorism and Transnational Security in December 2020. The meeting provided an important opportunity to undertake more in-depth and detailed policy discussions on regional counter-terrorism and security policy issues, with participants from Brunei Darussalam, Malaysia, Myanmar, New Zealand, the Philippines, Singapore and Thailand.

Members discussed emerging challenges, policies and regional preparedness on returning foreign terrorist fighters and their families, with a contextual presentation delivered by Dr Sana Jaffrey, Executive Director of the Jakarta-based Institute for Policy Analysis of Conflict.

Members also shared information about rehabilitation programs and discussed opportunities for future knowledge sharing and cooperation on biometric tools to strengthen border management to prevent terrorist travel through the region.

Members discussed their experiences on managing responses to violent extremism and identified a range of initiatives to prevent and counter violent extremism, which highlighted opportunities for future collaboration on sharing best practices and enhancing positive counter-narratives. The officials' meeting demonstrated the value and strengths gained from sharing regional policy approaches to countering terrorism and violent extremism.

### **Counter-Terrorism Financing Manual for use in prosecutions in Indonesian courts**

In 2021–22, the Department worked with senior prosecutors in Indonesia on a Counter-Terrorism Financing Manual for use in prosecutions in Indonesian courts. This project was run in partnership with Indonesian legal experts, Australian Transaction Reports and Analysis Centre (AUSTRAC) and the United States Department of Justice, and was designed to fill a gap identified by senior prosecutors, which has historically led to a lack of counter-terrorism financing cases making it to prosecution in Indonesia. Senior prosecutors had instructed the Indonesian CT Directorate to prioritise cases that cut financial flows to terrorist networks, recognising that cutting the 'lifeline' is an essential component of terrorism prevention in Indonesia. Indonesian prosecutors requested assistance with deepening their understanding of how to use their laws and understanding of terrorism financial crime typologies. This project also aimed to improve interagency links between key counter-terrorism financing agencies in Indonesia.

The Department drew on the expertise and knowledge of the Commonwealth Director of Public Prosecutions (CDPP) to develop the manual, to provide an Australian case study and examples of prosecutions in Australia, and trends in Australian terrorism financing prosecutions. This CDPP knowledge enabled a well-received presentation on the Australian experience in running terrorist finance prosecutions and enabled professional networks for senior Indonesian prosecutors to draw insights from.

The first iteration of the manual was delivered in December 2021, and the CTCC Legal Counsellor in Jakarta conducted a three-day training workshop with 40 Indonesian prosecutors.

### METRIC 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.

Rating	Performance against metric	Rationale for result
Met	<p>The Department supported the release of the <i>Safeguarding Our Community Together—Australia's Counter-Terrorism Strategy 2022</i> (the Strategy) in March 2022, which is the key doctrine for guiding national arrangements to respond to and recover from terrorist incidents and events.</p> <p>The Strategic Reviews Working Group was also established in 2021–22 to provide guidance and advice to better support strategic decision-making and the effectiveness and efficiency of ANZCTC response and coordination arrangements.</p> <p>Additionally, the ANZCTC Crowded Places Capability has undertaken a review of the Crowded Places national guidelines, following completion of a review of both the <i>Australia's Strategy for Protecting Crowded Places from Terrorism, Improvised Explosive Devices Guidelines for Crowded Places and the Chemical Weapons Guidelines for Crowded Places</i>, which will be re-launched in early 2022–23. Significant progress has also been made on reviewing and updating the <i>Active Armed Offender Guidelines for Crowded Places</i> and <i>Hostile Vehicle Guidelines for Crowded Places</i>.</p>	<p>This metric was <b>met</b> with release of the Strategy and the work undertaken to review guidelines related to crowded places collectively demonstrating the effectiveness of the Department in coordinating counter-terrorism response and recovery arrangements, through the development of doctrine and guidance.</p>

### Supporting Performance Information

- Throughout 2021–22, the Department continued to coordinate Australia's strategic, policy and operational approach to counter-terrorism activities. This included providing Ministers with timely, fit-for-purpose advice on terrorism and extremism related matters. An example of the Department's efforts include providing capabilities within the ANZCTC and providing advice on the work undertaken by the Australia New Zealand Policing Advisory Agency (ANZPAA) to address cross-border interoperability issues. To resolve issues related to cross-border interoperability regarding counter-terrorism capabilities, a Memorandum of Understanding (MoU) was updated under the Police Assisting Neighbouring States (PANS) Agreement and has been communicated to the Capability Advisory Group. The revised MoU includes New Zealand and allows for the deployment of officers to other jurisdictions for reasons beyond emergency situations.

There was one domestic terrorism attack in 2021–22 when a person fired two rifles at passing traffic on Windang Road, Wollongong NSW before taking two workers hostage at a nearby shop. To support preparedness efforts, the Department finalised updates to internal operating procedures and guidance to reflect outcomes from a table top exercise, focused on effectively carrying out crisis arrangements. No advice on response options was required to be provided to Government as the matter was dealt with by local law enforcement.

### Data Sources:

- ANZCTC Program of Activities
- ANZCTC Capability Forward Work Plan
- CAG summary of outcomes
- ANZCTC Secretariat Activity Register
- ANZCTC Capability Section forward work plan
- ANZCTC and sub-group meeting outcomes
- Departmental briefings and minutes

**METRIC 1.1.6.4:**

An annual program of exercises, procurement and training is delivered and builds counter-terrorism capability across Australia.

Rating	Performance against metric	Rationale for result
<b>Partially Met</b>	<p>As at 30 June 2022, 76.31 per cent (\$12.757 million) of the 2021–22 administered appropriation for the ANZCTC Special Fund (\$16.717 million) had been spent.</p> <p>In early 2022, the ANZCTC Capability Development activities recommenced following COVID-19 related disruptions, and subsequently, 100 per cent of ANZCTC and Capability Steering Group (CSG) activities and 70 per cent of the 2021–22 ANZCTC Program of Activities were delivered. This included one completed exercise and 29 training courses.</p>	<p>This metric was <b>partially met</b> due to COVID-19 related disruptions resulting in the inability for Departmental officers and participants to travel for training and exercise programs.</p> <p>The activities that were delivered addressed national counter-terrorism capability gaps and capability enhancement requirements, as prioritised by the ANZCTC. This work strengthens Australia's counter-terrorism readiness across the prevention, preparedness, response and recovery spectrum by better supporting capabilities through enhancing tools to respond to evolving threats.</p> <p>The 2022–23 ANZCTC Program of Activities takes into consideration activities carried over from 2021–22, where required, to rebuild crucial and perishable counter-terrorism skills.</p>

### Supporting Performance Information

#### Counter-terrorism training courses

Counter-terrorism training courses delivered in 2021–22 included courses on security coordination, protective security, covert online tradecraft skills, forensic search equipment, covert methods of entry, surveillance covert intelligence collection, negotiators skills, bomb response skills, police tactical and forward commander skills and exercise management.

For example, the Covert Method of Entry Skills Enhancement Course is designed to provide participants with the relevant instruction and opportunity through group discussions and practical exercises to enhance the technical skills required by Police Technical Unit operatives during Covert Method of Entry operations, in response to a terrorism related incident or investigation. After successfully completing this activity, participants would likely have an enhanced ability to conduct risk assessments, operate more effectively in multi-jurisdictional teams and be better equipped to plan and prepare for covert activities.

Additionally, the Department delivered the Covert Online Tradecraft Skills Enhancement Course which addressed:

- covert engagement with CT entities in support of operations and investigations
- covert social media exploitation and covert online environmental scanning around public order events (Mass Crowds) and Issue Motivated Groups (IMGs)
- providing specialist advice in the operational space in support of CT covert online activity, providing formal reports, intelligence, statements and other forms of evidence collected through covert online engagement to support critical decisions, investigations and prosecutions.

In 2021–22, this capability was utilised by Victorian Police to assist an investigation in New Zealand, demonstrating the benefits of both the course itself and of the collaborative and national approach that ANZCTC fosters.

#### Exercise Shearwater

During 2021–22, the Department undertook Exercise Shearwater in order to test response arrangements on the Bass Strait. The Exercise involved a scenario of a terrorist attack on a ship travelling through the Bass Strait and tested interoperability between Victoria Police and Tasmania Police as well as new maritime and air assets within these agencies, and control and command interoperability in responding to a terrorist incident. Evaluation of Exercise Shearwater will be finalised after Lead Action Group (LAG) consideration and endorsement. The evaluation recognised the Department's support to this activity as 'extraordinary and highlighted the priority of ANZCTC for counter-terrorism exercises'.

Trend Data	2021–22	2020–21
Percentage of administered appropriation of the ANZTC Special Fund expended	76.26%	94.0%
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• ANZCTC Capability Section Forward Work Plan</li> <li>• ANZCTC Program of Activities</li> <li>• ANZCTC and sub-group meeting outcomes</li> <li>• ANZCTC Annual Report</li> </ul>		

#### METRIC 1.1.6.5:

Effectively contribute to whole-of-Government risk management of terrorists.

Rating	Performance against metric	Rationale for result
<b>Not Met</b>	<p>In 2021–22, the Department continued to reactively manage individuals subject to the Management of Australians of Counter-Terrorism (CT) Interest Offshore (MACTI) Framework (the Framework). The Department prioritises capacity to those people of CT interest offshore who are assessed as high risk/threat.</p> <p>This included chairing and providing advice to multi-agency operational and senior level governance groups and the Minister for Home Affairs regarding the management of six individuals, who are either subject to the MACTI framework, or who are former Australians of CT interest offshore.</p> <p>The Department also continued to manage individuals subject to instruments issued under the Counter-Terrorism (Temporary Exclusion Orders) Act 2019, with two Australians offshore currently subject to a TEO, one Australian onshore subject to post-entry return permit conditions, and one offshore Australian with a return permit remaining in force.</p> <p>The Department also developed proactive advice regarding Australian or potential Australian women and children in Syrian Internally Displaced People (IDP) camps, and Australian's of security relevance in Lebanon to inform Non-combatant Evacuation Operation (NEO) planning.</p>	<p>This metric was <b>not met</b> as approximately 80 per cent of individuals of CT interest offshore were not being actively managed, due to operational delivery capacity limitations caused by resourcing challenges within the Department.</p> <p>Of a weighted sample of the known offshore individuals subject to the Framework, the majority of individuals within this sample are considered 'high risk' and are not being actively managed. This elevates terrorist risks in the offshore environment.</p> <p>The individuals not actively managed by the Department may have been subject to action by other agencies on the Joint Operations Group and Senior Oversight Group, or other modes of risk management.</p>

#### Supporting Performance Information

In 2021–22, the Department directed capacity to address Australian and former-Australian individuals of CT interest on a case-by-case basis, dependent upon the specifics of the individual and their circumstances, so that urgent or imminently returning MACTI cases and high profile former Australians of CT interest were actively managed. The levels of management varied depending on case specific circumstances including the threat posed by the individual and imminence of return. In addition to reactive management of specific MACTI cases and maintaining oversight of the larger MACTI caseload including mapping of Australian groups in IDP camps, the Department managed an additional three former-Australian individuals of continuing CT interest.

In 2021–22, the Department also continued to implement the terrorism-related citizenship cessation provisions in the *Australian Citizenship Act 2007* (the Citizenship Act). This included progressing consideration of nine cases, as well as working with relevant agencies to determine the prioritisation status of a further 21 cases. However, on 8 June 2022, the High Court declared section 36B of the Citizenship Act invalid in one of two High Court challenges to the citizenship cessation provisions (*Alexander v Minister for Home Affairs & Commonwealth* [2022] HCA19).

The Department is working to support the Minister for Home Affairs to consider and manage the implications of the Alexander judgement. The Department continues to manage Australian Citizens of CT interest offshore where they are assessed as posing a potential security risk.

#### Data Sources:

- Ministerial briefs
- Legislative instruments
- Citizenship Cessation Caseload Prioritisation Spreadsheet
- Alexander High Court Special Case and Submissions
- Departmental casework database

#### METRIC 1.1.6.6:

Effectively manage the High Risk Terrorism Offenders (HRTTO) cohort.

Rating	Performance against metric	Rationale for result
<b>Met</b>	In 2021–22, the Department progressed work related to nine onshore CT offenders, two annual reviews for continuing detention orders, and worked with relevant agencies to assign a prioritisation status to a further 21 cases in the broader cohort.	This metric was <b>met</b> as the Department effectively supported management of the High Risk Terrorism Offenders (HRTTO) cohort by working with agencies to prioritise individuals for citizenship cessation consideration.

#### Supporting Performance Information

In 2021–22, the Department continued to make coordinated progress on a number of cases within the HRTTO cohort and delivered key support mechanisms to ensure the effective management of the HRTTO regime. The *HRTTO Regime Implementation Framework* (the Framework) was endorsed by ANZCTC Members in November 2021, and sets out governance arrangements for the HRTTO regime, including the management and enforcement of extended supervision orders (ESOs) and pursues the protection of the community through clear governance of law enforcement responses and rehabilitation responses.

As at 30 June 2022:

- two offenders are currently subject to continuing detention orders (CDOs); one in New South Wales (NSW) and one in Victoria
- the Department commenced work on consideration of post sentence orders for eight HRTTO cases
- Federation Funding Agreements for NSW and Victoria were substantively negotiated and agreed
- citizenship cessation work for onshore terrorist offenders continued, with a focus on coordinated efforts across HRTTO management.

The future caseload projected out to 2024 identifies ten HRTTO eligible offenders due for release to be managed. Additionally, one offender who will be HRTTO-eligible if found guilty may potentially receive a short sentence if convicted.

#### Examples of the Department's key activities in 2021–22

- The endorsement of the Framework enabled the establishment of a governance structure comprised of Commonwealth and jurisdictional counterparts from law enforcement, policy, corrections and intelligence. The two-tier governance structure has been stood up in jurisdictions with a HRTTO cohort, including NSW, South Australia, Victoria and Western Australia. Governance structures in remaining jurisdictions will be stood up as required.
- Completed a successful annual review of the CDO made in relation to Mr Abdul Nacer Benbrika. In April 2022, the Victorian Supreme Court affirmed Mr Benbrika's CDO without variation.

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- Commenced preparations for an annual CDO review in relation to Mr Blake Pender, which was discontinued by the NSW Supreme Court following a request from Mr Pender's legal team after Mr Pender was charged with an additional offence. The Department is conscious that individuals who have served relatively long periods on remand and subsequently receive relatively short sentences can spend only a short period as "sentenced inmates", creating logistical challenges in seeking post sentence orders. This "short sentence" cohort is managed through interagency coordination.
  - Considering a post sentence order for Ms Hadashah Sa'adat Khan, who has received a short sentence of imprisonment following her remand period. Ms Sa'adat Khan's sentence expires on 26 August 2022. The Department is currently working to ensure a PSO application is presented to the Victorian Supreme Court prior to her release from custody.
  - Conducted HRT0 Rehabilitation Compliance and Enforcement Group (RCEG) and Terrorist Offender Review Committee meetings.

**Data Sources:**

- Ministerial briefs
- Legislative instruments
- Departmental casework database
- Records of whole-of-government inter-agency community meetings
- Citizenship Cessation Caseload Prioritisation Spreadsheet

# ACTIVITY 1.2

## Summary of performance

### Supporting all-hazards coordination and resilience to national emergencies

Throughout 2021–22, the Department continued to support emergency management by improving collaboration with stakeholders. The Department worked not only to coordinate across the preparedness, response, recovery and resilience spectrum to limit the impact of natural disasters on the Australian community, but also continued efforts to manage the ongoing consequences of the COVID-19 pandemic.

The Department supported the successful safe re-opening of Australia's international border through regular and ongoing consultation with key industry stakeholders. This was additionally supported by the Department providing enduring intelligence support to inform the Government's response, with a particular focus on border measures during the COVID-19 pandemic period. During 2021–22, the Department utilised the National Coordination Mechanism (NCM) to assist the Treasury in leading the Australian Government's response to supply chain issues, including shortages of AdBlue and Rapid Antigen Test kits. The NCM has been pivotal in response coordination and has involved over 110 meetings with over 4000 invitees.

The Department continued to lead the development of advice and policy which supports national resilience and the effective coordination of national emergencies. Emergency Management Australia (EMA) provided more than 20 briefings to over 2000 stakeholders ahead of Australia's 2021–22 high risk weather season. In close coordination with the Bureau of Meteorology, EMA provided situational awareness and modelling to assist in keeping the Australian public safe. The Department also appropriately administered funding arrangements which supported victims of natural disasters to recover, and to build up resilience nationally. In October 2021, EMA conducted an exercise through the Australia-New Zealand Emergency Management Committee to examine thresholds for recommending National Emergency Declaration to the former Prime Minister, and to develop the *National Emergency Declaration Aide-Mémoire*. Additionally, domestic cross-border movements of emergency support specialists and technicians was facilitated by the review and update of the COVID-19 Interstate (Fire, Emergency and other Essential Services) Deployment Protocol. In 2021–22, EMA worked to act on recommendations presented by the Royal Commission into National Natural Disaster Arrangements, such as by establishing the National Crisis Exercising Capability to develop and implement the National Crisis Exercise Program.



In 2021–22, the Department established the Protective Security Coordination Centre (PSCC) to support the safety and security of major national events and Australian High Office Holders, such as senior cabinet ministers. This included a focus on providing strategic oversight and coordination across Government to ensure the continuity of Australia’s executive government. By working closely with government partners with complementing operational arrangements, the Department hardened the protective security environment and enabled the Government to discharge its duties without fear of harm, violence or coercion. In 2022–23, this function has transferred to the Attorney-General’s Department as part of Machinery-of-Government changes.

# CASE STUDIES

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## National Sovereign Large Air Tanker

The Department facilitated the Australian Government's acquisition of a Large Air Tanker (LAT), which represents a significant step in bolstering nationally coordinated response efforts to natural disasters, namely bushfires, and demonstrates the Department's ongoing commitment to implementing recommendations from the Royal Commission into National Natural Disaster Arrangements. The LAT will serve as a key aerial firefighting resource, capable of carrying and releasing 15,000 litres of retardant or water. It will support and safeguard on-the-ground response efforts during catastrophic fire events. The air tanker will be especially effective in managing fire emergency situations in remote locations. This acquisition will reduce reliance on foreign-based air tankers which previously limited the responsiveness and sovereignty of Australia's emergency management capabilities.

The deployment location of the LAT within Australia will be determined according to the greatest need as determined through extensive bushfire risk assessments prior to and during the bushfire season. The LAT is capable of being manoeuvred and redeployed to provide rapid and effective fire suppression nationally. Australia's first National Sovereign Large Air Tanker was named "Phoenix" following a competition between primary schools across the nation.

## International disaster responses

The eruption of the Hunga Tonga-Hunga Ha'apai volcano within the Tongan Islands of the South Pacific in January 2022 triggered a trans-Pacific tsunami which posed a potential threat to Australia. The 24/7 all-hazards awareness and rapid response capabilities of the National Situation Room (NSR) within EMA, detected and provided information on impacts of the eruption on Australia and the Pacific. The NSR monitored the progression of tsunami waves towards our coastline and provided regular updates to states and territories, including external island territories. This was facilitated by near-real time information obtained through the National Joint Common Operating Picture.

These updates led to impact warnings being issued for Norfolk and Lord Howe Islands, and for communities along the eastern coastline of the Australian mainland. The NSR also monitored the movement of the ash-cloud emitted from the volcano as it dispersed over northern Australia. The volcanic eruption resulted in no impact to Australia, however, the situational awareness and coordination provided by EMA ensured communities were well informed of the threat situation. The Department engaged closely with efforts to support our Pacific family, especially Tonga, in the recovery from significant impacts that they encountered from the eruption.

# Performance information

Table 7: Activity 1.2 – Performance information

ACTIVITY 1.2:

Support effective national coordination and the delivery of responses to national emergencies.

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.

METRIC 1.2.1.1:

100 per cent of designated special events have a security risk plan in place.

Rating	Performance against metric	Rationale for result
Met	<p>During 2021–22, there were no scheduled designated special events in Australia.</p> <p>Security risk management plans in place for the ANZAC Commemorative Services in Turkey and France in April 2022 were deemed effective and delivered successfully.</p> <p>The Department continued with security planning through Security Working Groups (SWG) established for each Special Event. Each SWG includes representation from event organisers, Australian Government agencies, and state and territory agencies.</p>	<p>This metric was <b>met</b> as there were no designated special events within Australia consistent with 2020–21. However, there were two designated special events offshore that had security risk plans in place.</p>

Supporting Performance Information

- Throughout 2021–22, the Department continued to implement whole-of-government security coordination for designated special events, under the three-tiered approach, which details security responsibilities of event organisers, state and territory government agencies and Australian Government agencies. This included strategic security planning and risk assessments, national intelligence coordination and dissemination, aspects of law enforcement for which the Australian Government is responsible, protection of the national border, security related public communication plans, nationally coordinated background checking, and even specific security contingency plans.
- SWG meetings have continued throughout 2021–22 in preparation for the T20 World Men's Cup Tournament, scheduled for October to November 2022 and the FIFA Women's World Cup Australia and New Zealand to be held from July to August 2023.

Trend Data	2021–22	2020–21	2019–20
Percentage of designated special events that had a security risk management plan in place	N/A – no designated special event	N/A – no designated special event	100%

Data Sources:

- Major Event Security documentation
- 2022 Anzac Commemorative Services France and Turkey register

**METRIC 1.2.1.2:**

100 per cent of high office holders<sup>18</sup> have appropriate physical risk mitigations in place.

Rating	Performance against metric	Rationale for result
<b>Not Met</b>	<p>As at 30 June 2022, 11.4 per cent of eligible Australian High Office Holders (AHOHs) and locations had physical security risk mitigation plans in place. This is reflective of a change in Government on 21 May 2022.</p> <p>The Department has commenced a program of Physical Security Risk Assessments (PSRAs) for the new Ministry, which will be completed within the next 12 months.</p>	<p>This metric was <b>not met</b> as 11.4 per cent of AHOHs had a security plan in place, falling 88.6 per cent below the target and falling 86.6 per cent lower than the percentage of high office holders with a plan in place during 2020–21.</p>

### Supporting Performance Information

Throughout 2021–22, the Department updated existing Physical Security Risk Assessments based on current threat and risk profiles, managed the ongoing implementation work and rectified faults. These activities were critical to the security and protection of AHOHs, including the Governor-General and Executive Government, such as the Prime Minister, President of the Senate, Speaker of the House, and the Leader and Deputy Leader of the Opposition, among others. Although this metric was not met for 2021–22, as at 31 March 2022 (prior to Federal Election), 95 per cent of eligible AHOHs and locations of the former government had physical security risk mitigation plans in place.

Changes to the Ministry throughout the year are an inherent contributing factor to the delivery of this program, in addition to the impact of COVID-19 related border closures in Western Australia, which delayed the completion of Physical Security Risk Assessments to relevant AHOHs. The Department remained reactive in light of these challenges, including by implementing different methods to facilitate appropriate physical security treatments at residences and offices, to effectively contribute to the safety and well-being of AHOHs.

Noting that all high office holders will not have a PSRA completed for approximately 12 months, the Department continues to work closely with the Australian Federal Police to ensure that substantial, credible or emerging security threats are appropriately managed. This includes re-prioritising assessment and fast tracked implementation as required. These threats are monitored through dedicated governance forums on a fortnightly basis.

Trend Data	2021–22	2020–21	2019–20
High office holders with physical risk mitigation in place	11.4%	98.0%	100%
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>Departmental database</li> <li>Australian High Office Holder list</li> </ul>			

18. 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.

**METRIC 1.2.1.3:**

Eligible non-financial disaster assistance requests are approved within six hours of an agreed request received.

Rating	Performance against metric	Rationale for result
<b>Met</b>	In 2021–2022, the Department received and approved 15 requests for domestic non-financial disaster assistance under the Australian Government Disaster Response Plan.	This metric was <b>met</b> as 100 per cent of requests were approved within six hours of the agreed request being received compared to 92.3 per cent in 2020–21.

### Supporting Performance Information

#### Assisting with New South Wales (NSW) and Queensland (QLD) flood events

In February 2022, the Director-General of Emergency Management Australia (DG EMA) activated the Australian Government Disaster Response Plan (COMDISPLAN) in anticipation of requests for non-financial assistance (RFAs) from states affected by a severe rain and flooding event. Four requests were received from NSW and five from QLD, with all requests accepted by the Australian Defence Force (ADF).

A streamlined approach to COMDISPLAN requests was agreed by DG EMA, the former Minister for Emergency Management and National Recovery and Resilience, and relevant State emergency services commissioners. These expedited support arrangements were put in place through broad 'overarching' Requests for Assistance (RFAs) from both NSW and QLD, which allowed the Department of Defence (Defence) to be tasked directly through state Emergency Operations Centres for activities within the Ministerial approved scope. This ensured that Defence support was provided to affected communities as quickly as possible. Additionally, EMA Liaison Officers were deployed to the QLD State Disaster Coordination Centre and the NSW State Emergency Operations Centre to provide further support.

Throughout this flooding event, the National Situation Room and the National Joint Common Operating Picture was used to support the COMDISPLAN requests, including through improved situational awareness.

#### International Disaster Assistance

Throughout 2021–22, there were nine activations in response to international disaster assistance requests for the provision of medical support to United Arab Emirates to support the Afghanistan Evacuation, and the provision of medical support to Timor Leste, Papua New Guinea, Solomon Islands, Kiribati, and Vanuatu in response to COVID-19.

A Disaster Assistance Response Team was also deployed to Tonga to assist with hazardous material removal due to the tsunami impacting the Tongan Islands and AUSMAT representatives were deployed to Geneva and Moldova, to provide assistance to the World Health Organization Emergency Management Coordination Cell.

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
Requests for domestic non-financial disaster assistance	15	13	75	15	4
Percentage of requests approved within six hours of the agreed request being received	86.67%	92.3%	100%	-	-
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Departmental databases</li> <li>• Zeus datasets</li> </ul>					

# CASE STUDY

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## **Assisting World Health Organization in response to events in Ukraine**

During 2021–22, an Australian Medical Assistance Team (AUSMAT) officer was deployed to World Health Organization (WHO) in Geneva to assist with coordinating Emergency Medical Assistance teams responding to events in Ukraine.

AUSASSISTPLAN was activated to support this AUSMAT deployment, with their mission objectives to provide specialist technical advice and health logistics coordination as a Technical Adviser within the Geneva Emergency Medical Team Coordination Cell (EMTCC) and to undertake the leadership role setting up other required EMTCCs in other locations as required, including Moldova. The purpose of the EMTCC was to coordinate the surge of responding Emergency Management Teams, both national and international, to best meet health-care needs resulting from increased morbidity, overwhelming casualties or from damage to existing capacity.

The AUSMAT deployment to Geneva and Moldova highlights flexibility to deploy at short notice to provide assistance towards unfolding international events, with the WHO expressing gratitude for the assistance.

**METRIC 1.2.1.4:**

Enhanced national coordination of emergency management response efforts through the management of cross jurisdictional fora.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>As at 30 June 2022, a total of 163 cross-jurisdictional meetings (including working groups) were held or attended, this includes 13 Australian Government Crises and Recovery Committee (AGCRC's), 91 National Coordination Mechanism (NCM), 46 Working Groups and two Commissioner and Chief Officer Strategic Committee (CCOSC) and Australia New Zealand Emergency Management Committee (ANZEMC) meetings.</p> <p>One multi-agency exercise was also held to test thresholds for recommending a National Emergency Declaration to the Prime Minister.</p> <p>From meetings held throughout 2021–22, 90 action items that the NCM leads have been closed.</p>	<p>This metric was <b>met</b> as the NCM enhanced its engagement activities delivering or attending an increase of 34 cross-jurisdiction meetings when compared to 2020–21. These activities supported emergency management and response efforts across the Commonwealth.</p>

### Supporting Performance Information

The NCM's critical objectives are to support the whole-of-government response and decision making, support the maintenance of essential government services and coordinate information to maintain community confidence in government(s), their agencies and processes coordinated with industry on business continuity priorities and plans, and identify emerging vulnerabilities.

#### Examples of the NCM in effect throughout 2021–22

- Faced with a national shortage of Diesel Exhaust Fluid (DEF), the NCM brought together industry manufacturers, suppliers, and retailers with Australian Government agencies in a way that prioritised investment in a domestic manufacturing capability so that the issue was avoided. Industry participants mentioned this action as "saving the nation".
- Presented with a critical breakage of the transnational railway line, Western Australia and the Northern Territory were isolated from South Eastern supply hubs. The NCM convened and facilitated the gazettal of alternative road freight routes, supplemental coastal routes, and developed guidelines for the prioritisation of goods through the restored freight route. Senior Western Australian officials were highly complementary of NCM involvement in reducing the impact of the supply breakage on essential goods in the state.
- Supported the Australian Electoral Commission (AEC) by utilising the NCM to facilitate staff for rural polling stations on Election Day, to address a large number of 'drop outs' as a result of COVID-19 and other challenges in the labour market.

#### Assistance for the repatriation of Australians and Approved Foreign Nationals from Kabul under the Australian Reception Plan (AUSRECEPLAN)

In August 2021, the former Government activated the AUSRECEPLAN to facilitate and coordinate repatriation of approximately 4000 Australian Citizens and approved Afghan Nationals who had been evacuated from Afghanistan to the United Arab Emirates.

The NCM coordinated discussion between Government, state and territory, and private sector stakeholders to facilitate delivery of essential services needed by those being repatriated to Australia. This included support in convening operational and strategic whole-of-Government meetings to obtain situational awareness and address any arising challenges.

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### 2022 East Coast Low

In February 2022, an intense and slow moving east coast low delivered heavy rainfall resulting in flash flooding and flood warnings over large areas of the southeast of Queensland (QLD) and New South Wales (NSW). This caused significant loss of life and significant damage to critical infrastructure (including rail, roads, power and telecommunications), property, the agricultural sector and numerous critical supply chains.

The NCM facilitated engagements between industries such as Banking and Finance, Food and Grocery, Agriculture, Telecommunications and Logistics with jurisdictional governments, and other Commonwealth Government agencies. These discussions ensured that emerging vulnerabilities were identified and addressed, with industry participants indicating they were grateful that they could inform and coordinate efforts with the Australian Government through these forums.

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Trend Data	2021–22	2020–21
Cross-jurisdictional meetings held or attended	163	129
<b>Data Sources:</b> <ul style="list-style-type: none"><li>• Cross-jurisdictional NCM meetings</li><li>• NCM records of outcomes and actions</li></ul>		



# PURPOSE 2: PROSPEROUS AND UNITED SOCIETY

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Table 8: Purpose 2 – Performance framework

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

# ACTIVITY 2.1

## Summary of performance

### Effective delivery of immigration and humanitarian programs

The Department worked throughout 2021–22 to ensure the effective delivery of Australia's immigration and humanitarian programs to drive prosperity into the future, cultivate social cohesion and ensure the safety of vulnerable global populations. The Department has remained collaborative, innovative and flexible in its delivery to ensure ongoing outcomes amongst COVID-19 and other global challenges.

The Department worked across a range of visa programs and cohorts to deliver on Government priorities in line with community needs. The Department pivoted between caseloads and processing locations across the global service network to maximise available resources and optimise service delivery on the 2,826,227 visa applications lodged during 2021–22. Despite reduced capacity in the immigration network due to COVID-19 restrictions, the Department granted almost 90 per cent of the 160,000 places allocated under the 2021–22 Migration Program.

The COVID-19 environment demonstrated the importance of being able to deliver programs in accordance with agile and attuned policy settings. The Department conducted extensive consultation with relevant government agencies, representatives of academia, industry, trade unions, community organisations and the Ministerial Advisory Council on Skilled Migration throughout 2021–22. This consultation and engagement informed any adjustments to current policy settings and informed planning levels for the 2022–23 Migration Program.

The Department carefully administered immigration programs to remain responsive to the needs of the labour market. Amendments to the Priority Migration Skilled Occupation List supported targeted adjustments to the migrant intake to fill skills shortages, such as in the healthcare, technology and engineering sectors. The temporary workforce available for agriculture was bolstered through changes to the Pacific Labour Scheme and Seasonal Worker Program which allowed for greater worker flexibility through increased recruitment caps and reduced limits on age and location.

The effective delivery of migration programs was the result of balancing appropriate risk settings while pursuing efficiency. The Department further optimised visa processing capabilities in 2021–22 through the consolidation of the global network to centralise workforces to avoid reduplication, and the establishment of specialised teams to manage caseloads with significant complexity, such as Partner and Family visa applications. A variety of digital solutions were also implemented to support efficiency and accuracy.

Throughout 2021–22, the Department has worked effectively to coordinate and deliver humanitarian programs to ensure vulnerable individuals and families are afforded protection in Australia. Over 13,000 refugee and humanitarian visas were offered to eligible applicants. This represents a significant achievement given capacity limitations in delivery partners stemming from COVID-19 restrictions limiting mobility required for interviews and medical screening.

The Department worked on the implementation of the Community Refugee Integration and Settlement Pilot, which is due to commence in 2022. The design of this pilot was guided by consultation with key stakeholders and will see community directly supporting refugee and humanitarian entrants. In partnership with the Community Refugee Support Association, up to 1500 places over 4 years from the Humanitarian program will be trialled through an alternative pathway for refugees to be settled in Australia to enhance social and economic outcomes across community.

The Department has worked to ensure the integrity of immigration and humanitarian programs. Australia's migration health settings were robust and able to respond to emerging and evolving health risks that may threaten the safety of Australia's public health, particularly in relation to tuberculosis. The Department stood as a member of the National Tuberculosis Advisory Committee (NTAC) and sought expert advice from members to inform appropriate management strategies. The Department also undertook a rigorous set of assurance measures to ensure decision making was completed in accordance with relevant regulations.

## Collaboration and engagement with stakeholders

The Department pursued close collaboration with a variety of domestic and international stakeholders to improve service delivery and policy design related to the planning and implementation of immigration and humanitarian programs.

Consultation with partners as a component of the Migration Five Health Working Group provided an opportunity for discussion with operational partners regarding health screening measures to support the effective and safe delivery of immigration programs in the post-COVID-19 environment. Further collaboration occurred to share refugee and humanitarian health screening strategies to support specific immigration programs related to cohorts from Afghanistan and Ukraine which prevented the importation of diseases and improve individual health settlement outcomes for these visa cohorts. The Department also participated in fortnightly International Student Arrivals Interdepartmental Committee and Working Group meetings to plan and support the return of international students to Australia.

During 2021–22, the Department engaged with settlement support providers, policy and academic groups, to gain insight and an evidence-base to improve settlement, employment and integration outcomes for refugees and humanitarian entrants. This work culminated in the development of the *Refugee and Humanitarian Entrant Integration Outcomes Framework* that identifies key areas that support successful settlement.

The Department collaborated closely with service providers and state and territory welfare agencies to provide unaccompanied children with safe and stable care arrangements and access to education, healthcare and emotional support via the Unaccompanied Humanitarian Minors Program. The establishment of a dedicated Domestic and Family Violence support team within the Department has also built the Department's capability and capacity to support migrant outcomes for temporary visa holders experiencing domestic or family violence.

The Office of the Migration Agents Registration Authority engaged with providers of Continuing Professional Development to ensure training on the new Code of Conduct requirements was available in a timely manner for Registered Migration Agents (RMAs). Further, ethics resources and toolkits to reflect current requirements in the code were designed to assist RMAs to understand their obligations and responsibilities and to encourage voluntary compliance.

## Policy design and legislative developments

Throughout 2021–22, the Department pursued a number of policy and legislative changes to further support the effective delivery of immigration and humanitarian programs. This included:

- Amending Migration regulations and legislation to provide a pathway to permanent residence for Temporary Skill Shortage visa holders in the short-term stream. This benefitted up to 20,000 visa holders.
- Implementing legislative changes for a number of family visas, to assist applicants and their Australian sponsors affected by COVID-19 related travel difficulties. This includes changes introduced on 29 October 2021 to further support Prospective Marriage Visa holders, including Visa Applications Charges refunds and extensions of visa validity periods.
- Introducing regulation changes on 5 March 2022 to allow offshore Dependent child (subclass 445) visa applications in Australia and visa grants regardless of the location of the applicant at the time of a visa decision.
- Piloting the Electronic Travel Authority (ETA) application, which was expanded to all ETA-eligible countries in April 2022. This program change automates a number of steps within an ETA application and has assisted in the Department's response to re-opening the border.
- Extending temporary visas of Ukrainian nationals through legislative amendments which came into effect on 18 March 2022. Visa extensions have been applied across seven temporary visa subclasses, including Visitor, Student and Temporary Work visas.

# CASE STUDIES

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## **Supporting migrant settlement through English language training**

The Adult Migrant English Program (AMEP) was established during the post-war period in 1948, and continued to serve the Australian community in 2021–2022. Learning English is a key driver of successful settlement outcomes for new migrants as it supports social and economic participation within the Australian community. Many AMEP students continue on with further training and employment as they establish lives in Australia. In 2021–22, the AMEP provided English language classes to over 56,000 students.

This high number of AMEP students in the 2021–22 program year can be attributed to legislative reforms made in April 2021, which have subsequently allowed more migrants to access government-funded English tuition for longer, until they reach a higher level of proficiency. As of 31 December 2021, over 24,000 students joined or re-joined the AMEP since these changes were introduced. Following the re-opening of Australia's international borders, AMEP student numbers have continued to increase.

Many clients have been in Australia for more than five years, and may not have been previously eligible for the AMEP due to time limits prior to the reforms. The top five countries of origin for the new and re-engaged clients are China, Iraq, Vietnam, Thailand and Afghanistan.

Despite these record student enrolments in 2021–22, there have been significant and ongoing challenges with delivering the AMEP, such as the continuing effects of COVID-19, and the impacts of natural disasters, especially floods.

Departmental teams and AMEP service providers have worked in partnership to overcome these challenges, with all providers continuing AMEP delivery through both face-to-face and virtual classes. Such innovation and flexibility in service delivery has seen AMEP students continue learning virtually throughout COVID-19 lockdowns and when classrooms were under threat from flooding. The resilience and commitment shown by all AMEP service providers and students is remarkable with the program continuing to deliver for the Australian community.

## Supporting Ukrainian migration to Australia

In the early stages of Australia's response to the situation in Ukraine, the Department called on resources across the global immigration delivery network, to prioritise the processing of visa applications from Ukrainians who were seeking to travel to Australia. This was in recognition of the significant threat to life posed by the invasion by the Russian Federation.

The Department's online visa application system allowed visa applications to be lodged quickly and easily. This system further transferred applications to available visa officers who could process them most quickly. Visa applications from Ukraine were able to be processed on a 24/7 basis by staff in offices across the globe, such as in Berlin, Shanghai, Jakarta and Hobart. As a result of this rapid visa processing, many were finalised within 1-2 days of lodgement, and subsequently resulted in over 8000 visas (mostly Visitor Visas) being granted to applicants in the Ukraine between 18 February and 31 May 2022.

In an interview with the *SBS*, an Australian, Irina Chapman, stated that her parent's Visitor Visa application took just seven hours to process. Irina explained, 'I submitted my application at 1 pm and by 8 pm the visas were issued'. This demonstrates the Department's ability to pivot and focus resources to address key priorities.

# Performance information

Table 9: Activity 2.1 – Performance information

## ACTIVITY 2.1:

Effective delivery of orderly and planned immigration and humanitarian programs.

## OBJECTIVE 2.1.1:

Migration and visa programs support an open, prosperous and united Australia.

## METRIC 2.1.1.1:

Visa policy settings deliver positive labour market outcomes.

Rating	Performance against metric	Rationale for result
<b>Met</b>	Results of the November 2021 Continuous Survey of Australia's Migrants (CSAM) demonstrate that, for surveyed primary migrants and secondary applicants at 18 months after settlement 78.4 per cent were employed, 6.1 per cent were unemployed and 15.5 per cent were not in the labour force.	This metric was <b>met</b> as the proportion of migrants who were employed, unemployed or not in the labour force were achieved in line with set targets (employed >70 per cent, unemployed <10 per cent and not in the labour force <20 per cent).

## Supporting Performance Information

Throughout 2021–22, the Department revised visa policy settings in response to changing labour market conditions, to attract workers to Australia, retain those already working in Australia and facilitate the entry of key cohorts in the context of COVID-19 border restrictions. This brought the number of COVID-19 concessions to over 75 across all visa categories, highlighting the Department's flexible approach to implementing policy, systems and legislative changes.

The Department implemented a range of changes to assist employers access foreign workers across a number of skill levels as the labour market tightened and the unemployment rate fell to a historically low level of 3.5 per cent in June 2022, including:

- Visa Application Charges (VAC) waivers and refunds for Students and Working Holiday Makers to incentivise their return to Australia following the re-opening of the border
  - This was coupled with changes to policy settings to increase flexibility in working conditions for these cohorts to encourage labour market participation.
- an enhanced pathway to permanent residence for temporary skill shortage visa holders in the short-term stream and legacy 457 visa holders who worked through the pandemic
- updates to the Priority Migration Skilled Occupation List to support Australia's economic recovery by prioritising those with critical skills
- reforms to the Pacific Labour Scheme and Seasonal Worker Program to be more aligned and flexible to meet the needs of employers and workers
- extensions of certain skilled visas for those disadvantaged by COVID-19 related travel restrictions
- expansion of eligibility criteria for the Pandemic Event visa so those working or with an offer to work in any sector could remain in Australia.

The Department undertook extensive consultation with stakeholders to inform and review changes, including four meetings of the Ministerial Advisory Council on Skilled Migration.



Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
<b>Temporary Visas granted</b>					
Visitor	1 million	0.2 million	4.1 million	5.7 million	5.6 million
Student	263,737	232,750	340,152	405,742	378,292
Working Holiday Maker	97,359	39,586	149,249	209,036	210,456
Special Category (subclass 444)	0.3 million	0.1 million	1.4 million	1.9 million	1.9 million
Maritime Crew and Transit	275,549	256,969	308,233	347,744	351,516
Temporary Work (skilled)	61,987	43,195	55,060	81,975	64,470
Temporary resident (other)	160,745	107,648	162,108	186,148	180,459
<b>Continuous Survey of Australia's Migrants results</b>					
Percentage of surveyed primary migrants and secondary applicants employed at 18 months after settlement	78.4%	74.4%	77.4% <sup>19</sup>	77.5%	-
Percentage of surveyed primary migrants and secondary applicants unemployed at 18 months after settlement	6.1%	9.1%	6.9%	6.0%	-
Percentage of surveyed primary migrants and secondary applicants not in the labour force at 18 months after settlement	15.5%	16.5%	15.7%	16.4%	-
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Continuous Survey of Australian Migrants</li> <li>• National Skills Commission Priority List</li> <li>• Priority Migration Skilled Occupation List</li> <li>• Australian Census and Temporary Entrants Integrated Dataset</li> </ul>					

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

**METRIC 2.1.1.2:**

Increased efficiency and effectiveness in visa application processing.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p><b>Visa applications lodged</b></p> <p>In 2021–22, 2,755,759 out of the 2,826,227 total visas lodged were lodged online equalling 97.51 per cent. 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><b>Visa application revenue</b></p> <p>From 1 July 2021 to 30 June 2022, the Department collected revenue totalling \$1.982 million in visa application charge (VAC) revenue. This largely reflects increased visa activities as a result of the border re-opening.</p>	This metric was <b>met</b> as the proportion of visa applications lodged online increased by 0.03 per cent and VAC revenue collected increased by 158.1 million when compared to 2020–21.

**Supporting Performance Information**

Following a reduction of 23.8 per cent in 2019–20 due to the COVID-19 pandemic and as travel recommenced, the volume of applications lodged in 2021–22 increased by 121.9 per cent when compared to 2020–21. Over 2.8 million applications had been lodged as at 30 June 2022 and it is expected the volume of applications will continue to increase throughout 2022–23.

**Enhanced efficiency and effectiveness**

While the Department's primary focus in 2021–22 was on delivering critical COVID-19 priorities, work also continued on delivering efficiencies and increasing online services. Many of these initiatives related to increasing efficiency and effectiveness in the design and delivery of visa programs and in support of Australia's economic recovery, including through implementation of three tranches of the Government's border re-opening plan.

**Examples of the Department's key activities in 2021–22**

- Expanded the Australian ETA App (the app) to all ETA eligible passport holders from April 2022. The app provides a simpler, faster, digital lodgement process for eligible travellers.
- Designed a new hybrid online lodgement solution for low volume paper-only visa and citizenship applications. Development of a prototype has commenced and the ETA Hybrid online form was implemented as part of a June 2022 release.
- Implemented a new online expression of interest (EOI) functionality for Work and Holiday Maker (WHM) visa applicants for PRC passport holders.
- Expanded ImmiAccount accessibility to Resident Return visa applicants, increasing online lodgement take up.
- Delivered Partner visa social media campaigns and website updates to encourage client engagement with the application process, and referrals to Bupa for priority health examination appointments to expedite the progression of applications
- Enabled WHMs who arrived in Australia from 19 January 2022 to 19 April 2022 to request a refund of the VAC for their WHM visa. As at 30 June 2022, 11, 641 refund claims had been lodged and 495 had been finalised.
- Enabled Student visa holders who arrived in Australia from 19 January 2022 to 19 March 2022 to request a refund of the Visa Application Charge (VAC) for their Student visa. As at 30 June 2022, 36,820 refund claims had been lodged by student visa holders and 1284 had been finalised.
- Until 31 December 2022, enabled eligible holders and former holders of a COVID-19 affected WHM visa offshore to make a nil VAC WHM application, while eligible current and former WHMs in Australia can apply for an onshore nil VAC WHM visa and the six month work limitation has been temporarily relaxed across all sectors.
  - Additionally, WHM visa holders can count paid and volunteer flood recovery work undertaken from 1 January 2022 in flood affected areas as specified work toward a second or third WHM visa.

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
Temporary Visas granted	2.3 million	1.0 million	6.5 million	8.8 million	8.7 million
Percentage of visas lodged online	97.51%	97.48%	98.84%	93.75%	88.07%
Total revenue from visa application charges	\$1,982.00 million	\$1,633.00 million	\$2.157 billion	-	-

**Data Sources:**

- Financial Management Information System (FMIS)
- Immigration and Visa Statistics
- Ministerial reporting

**METRIC 2.1.1.3:**

Improvements to information provided to registered migration agents and consumers increase consumers' understanding of their rights and agents' understanding of their obligations under the regulatory framework.

Rating	Performance against metric	Rationale for result
Met	<p>In 2021–22, communications of the Office of the Migration Agents Registration Authority (OMARA) supported increased awareness on visa and citizenship program changes, critical systems outages and matters relating to the Code of Conduct for Registered Migration Agents (RMAs). The OMARA engaged directly with RMAs through 42 all-agent emails and published 18 social media posts as part of the <i>OMARA Social Media Strategy</i>.</p> <p>In 2021–22, the OMARA website had 488,099 visits, with the Register of Migration Agents (the Register) viewed 545,260 times. 111,071 visitors to the Register came via targeted links on the Department's website as a continued result of 'Who can help with your application' being placed on all visa subclass webpages.</p> <p>As at 30 June 2022, 6894 agent and consumer enquiries were received, with all responded to within an average of two business days.</p>	<p>This metric was <b>met</b> as increased visits to the OMARA website and increased Register usage following social media posts indicates that communications are effective in increasing consumer awareness.</p> <p>Additionally, feedback from key industry stakeholders demonstrated OMARA communications are useful and well-received by RMAs.</p>

## Supporting Performance Information

All-agent emails sent by the OMARA during 2021–22 assisted with widespread awareness of visa and citizenship program changes and the new Code of Conduct for RMAs, which commenced on 1 March 2022. Following commencement, translated consumer protection materials (in 35 languages) published on the OMARA website were updated to provide reference to the new Code of Conduct for RMAs.

Information was also provided to professional bodies representing RMAs, the Migration Institute of Australia (MIA) and the Migration Alliance (MA).

The OMARA also met with the MIA, the MA and the Law Council of Australia to discuss changes both within the industry and the Department of Home Affairs. Feedback received from each organisation during 2021–22 engagements highlighted the importance of OMARA communications to industry and stakeholders, and stakeholder appreciation of the regular contact.

In 2021–22, 11 social media posts were published on the Department's Facebook page and seven on the Department's LinkedIn page. The social media posts focused on OMARA disciplinary decisions and reached over 734,000 people throughout the reporting period, raising awareness of the OMARA and its Register of Migration Agents.

Consumer enquiries received by the OMARA related to finding an RMA, how to complain about an RMA, how to apply for a visa and RMA application issues. Responses to these enquiries enabled the OMARA to provide information to consumers on the importance of seeking lawful immigration assistance and where to find information on Australia's migration program.

Trend Data	2021–22	2020–21	2019–20	2018–19
Views on the OMARA website	545,260	582,766	77.5%	77.5%
Social media posts	18	21	-	-
Agent and consumer enquiries received	6,894	7,412	-	-

### Data Sources:

- Targeted communications
- Social media platforms and interactions
- Consumer and agent enquires
- MARS system
- Data dashboard
- OMARA website

**METRIC 2.1.1.4:**

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

Rating	Performance against metric	Rationale for result																																																									
<b>Met</b>	<p>In 2021–22, the Department delivered 143,556 out of 160,000 places in the 2021–22 Migration Program. The Department continued to support delivery in line with priorities set by Government throughout 2021–22, through activities such as the Priority Skilled Migration Occupation List (PMSOL) and implementation of Ministerial Directions.</p> <p><b>Number of Migration Program places granted</b></p> <table> <tr> <th></th><th>2021–22</th><th>2020–21</th><th>2019–20</th></tr> <tr> <td>Employer Sponsored</td><td>26,103</td><td>23,503</td><td>29,261</td></tr> <tr> <td>Skilled Independent</td><td>5,864</td><td>7,213</td><td>12,986</td></tr> <tr> <td>State/territory nominated</td><td>19,376</td><td>14,268</td><td>21,495</td></tr> <tr> <td>Regional</td><td>18,223</td><td>13,585</td><td>23,372</td></tr> <tr> <td>Business Innovation and Investment (Provisional)</td><td>10,496</td><td>11,198</td><td>4,420</td></tr> <tr> <td>Global Talent</td><td>8,776</td><td>9,584</td><td>4,109</td></tr> <tr> <td>Distinguished Talent</td><td>225</td><td>269</td><td>200</td></tr> <tr> <td>Partner</td><td>46,288</td><td>72,376</td><td>37,118</td></tr> <tr> <td>Parents</td><td>4,500</td><td>4,500</td><td>4,399</td></tr> <tr> <td>Other Family</td><td>500</td><td>496</td><td>444</td></tr> <tr> <td>Special Eligibility</td><td>199</td><td>54</td><td>81</td></tr> <tr> <td>Child</td><td>3,006</td><td>3,006</td><td>2,481</td></tr> <tr> <td><b>Total</b></td><td><b>143,556</b></td><td><b>160,052</b></td><td><b>140,366</b></td></tr> </table>		2021–22	2020–21	2019–20	Employer Sponsored	26,103	23,503	29,261	Skilled Independent	5,864	7,213	12,986	State/territory nominated	19,376	14,268	21,495	Regional	18,223	13,585	23,372	Business Innovation and Investment (Provisional)	10,496	11,198	4,420	Global Talent	8,776	9,584	4,109	Distinguished Talent	225	269	200	Partner	46,288	72,376	37,118	Parents	4,500	4,500	4,399	Other Family	500	496	444	Special Eligibility	199	54	81	Child	3,006	3,006	2,481	<b>Total</b>	<b>143,556</b>	<b>160,052</b>	<b>140,366</b>	This metric was <b>met</b> as the Migration Program was delivered within the planning ceiling and in line with priorities set by Government.	
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### Supporting Performance Information

#### Migration Program delivery—ceiling and planning levels

All migration visa programs were delivered within planning levels in 2021–22, with both the Skilled and Family migration programs delivered within their respective aggregate planning levels.

Over 117,000 first and second stage Partner Visa applications were finalised (granted, refused or withdrawn), the second largest finalisations total on record behind 2020–21 and 2019–20 in which 129,411 and 117,367 were granted respectively. This resulted in an overall reduction in first and second stage partner pipelines.

In particular, the second stage Partner pipeline was significantly reduced, from over 54,000 active applications as at 30 June 2021 to 42,720 as at 30 June 2022. Approximately 58,000 second stage Partner visas were granted in 2021–22 and, while not counting to the Migration Program, these grants are providing security to these Australian families and solidifying their contributions to the community.

While reducing backlogs in both first and second stage partner pipelines was a key achievement, the reduced pipelines, particularly for first stage partners, resulted in a shortfall of first stage partner places being delivered under the revised planning level and the total family migration program not being reached.

Throughout 2021–22, resources were redirected to support the Department's Afghan and Ukraine crisis responses, in addition to the border re-opening and increases in temporary visa processing. Additionally, COVID-19 lockdowns, high numbers of complex and high risk on-hand applications with limitations for key caseloads to access health and biometric services impacted delivery in 2021–22.

10,000 Family stream places were re-allocated to the Skilled stream which were moved flexibly between programs to maximise delivery. The Department delivered 9463 of the 10,000 additional places re-allocated to the Skilled stream. To maximise Migration Program delivery in line with Government priorities, the Department utilised resources where available and deployed the flexible application of Ministerial Directions to prioritise decision ready, lower risk and streamlined cases.

#### Number of lodgements<sup>20</sup>

	2021–22	2020–21	2019–20
Employer Sponsored	34,980	24,997	25,096
Skilled Independent	7,512	8,529	11,821
State/territory nominated	25,578	15,904	20,512
Regional	31,616	19,396	24,270
Business Innovation and Investment (Provisional)	9,553	15,818	15,784
Global Talent	8,698	9,582	6,417
Distinguished Talent	336	646	454
Partner	44,408	44,325	52,479
Parents	17,606	14,827	12,664
Other Family	861	947	1,215
Special Eligibility	230	72	94
Child	3,652	2,946	3,412
<b>Total</b>	<b>185,030</b>	<b>157,989</b>	<b>174,218</b>

20. Figures includes provisional (first stage) visa applications only.

## Number of on hand applications<sup>21</sup>

	As at 30 June 2022	As at 30 June 2021	As at 30 June 2020
Employer Sponsored	22,029	14,379	13,023
Skilled Independent	13,001	12,240	11,226
State/territory nominated	20,255	14,588	13,123
Regional	35,067	21,214	14,615
Business Innovation and Investment (Provisional)	26,440	31,813	31,661
Global Talent	1,909	2,236	2,448
Distinguished Talent	886	915	596
Partner	56,169	64,111	96,361
Parents	125,233	114,360	108,659
Other Family	8,569	8,713	8,785
Special Eligibility	16	14	<5
Child	3,499	3,034	3,638
<b>Total</b>	<b>313,073</b>	<b>287,617</b>	<b>304,136</b>

## Priorities set by Government in delivery of program

In 2021–22, the Department has continued to process migration applications in accordance with prevailing Ministerial priorities and Ministerial Directions 80, 92 and 98 through:

- Prioritisation of skilled migration visa applications that fill critical skills needs in order to support Australia's economy recovery from the impact of COVID-19.
- Implementation of initiatives impacted by Direction 92, including updates to the *Restaurant Industry Labour Agreement framework* and implementation of new Designated Area Migration Agreements.
- Processing of applications in accordance with Direction 80 addressed caseloads within this cohort and the Family program.
- Continued drive to reduce the Middle East complex Family caseload. This ensured a consistent, focused and intensive approach was taken to resolving these cases with over 1500 Afghan Partner visas granted in 2021–22.
- The issue on 4 March 2022 of a new Ministerial Direction under section 499 of the *Migration Act 1958* which prioritises Family visa stream applications by Ukrainian nationals and was implemented by the Department.
- The prioritisation of Parent, Child and Other Family visas for vulnerable Ukraine visa applicants under Direction 98, taking precedence over both Direction 80 and 83.

The Department has also directed resources to support ongoing activities to address Government priorities. Staffing capacity onshore as well as across the global immigration network is monitored and utilised flexibly, allocating resources and overtime where appropriate to priority programs such as those mentioned above. These included:

- Additional processing resources allocated globally to process significantly increased numbers of complex Schedule 3 (Special Return Criteria) applications.
- Perth Program Delivery have established a Perth Complex Child processing team based alongside the WA Parent, Child and Other Family team to identify, triage and process all Child and Orphan Relative application from around the world, including those from Afghanistan. The initiative was to assist with the progression of residual on-hand complex cases. The work of this team is already driving a reduction in the number of older complex and protracted cases on hand.
- Manual triaging of the Partner visas caseload to identify those cases where requirements have been provided and are assessment ready.

21. Figures includes provisional (first stage) visa applications only.

**Data Sources:**

- Immigration and Visa Statistics
- Ministerial reporting including biannual updates on larger initiatives such as Migration Program Planning levels.

**METRIC 2.1.1.5:**

The Department undertakes assurance activities to ensure that decisions to detain are accurate and lawful.

Rating	Performance against metric	Rationale for result
<b>Partially Met</b>	<p>In 2021–22, 100 per cent of the 1228 decisions to detain that were subject to review had an initial review commenced by the Department within two business days from referral.<sup>22</sup></p> <p>Of the 1228 reviewed detention cases, 99 per cent were found to be accurate and lawful.</p>	This metric was <b>partially met</b> as 99 per cent of decisions to detain were found to be accurate and lawful, falling one per cent below the target.

**Supporting Performance Information**

The Department maintains a proactive and dynamic approach to safeguarding lawful and appropriate detention related decision-making through this assurance activity. Decisions to detain that are subject to detention review undergo a comprehensive quality assurance review, initiated within two business days, to ensure the decision was lawful and appropriate. The detention review process proactively assesses the circumstances of the individual detained including their immigration history, citizenship, identity, defective notifications, jurisdictional errors and any other pertinent information that may affect their immigration status and subsequent appropriateness of their detention. 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 through the detention review process, the Department takes immediate action to release the individual from detention.

The Department developed controls that sought to ensure that the officer detaining a person holds, and continues to maintain, a reasonable suspicion that the detainee is an unlawful non-citizen. These aim to detect information relevant to the detainee's immigration status and to prevent the ongoing detention of persons who are not unlawful non-citizens. In 2021–22, there were 12 cases identified through assurance activity, where the Detention Review Managers identified an error and the individuals were released from immigration detention as the holder of a visa. This demonstrates that the assurance activities are effective and robust controls are in place to promptly identify cases of inappropriate detention during the review process. There are also controls in place to prevent and mitigate instances of inappropriate detention, noting 12 detentions out of 1228 were not accurate or lawful. The 99 per cent result demonstrates the Department's strong controls and assurance mechanisms to quickly identify any case of possible inappropriate detention. The Department implemented corrective actions relevant to the errors identified, which included the ongoing maintenance of quality control checklists, a review of internal procedural instructions, and revised training and awareness activities for staff.

In 2021–22, the one per cent of reviewed detention cases that were not found to be accurate or not unlawful were promptly identified, actioned and resolved, which is consistent with the purpose and intent of this assurance activity. Every six months, the Department reports to the Commonwealth Ombudsman on the detention and later release of individuals who were detained and subsequently released not unlawful, including the corrective actions (operational, policy or legislative) implemented by the Department to mitigate the risk of similar instances occurring in the future.

Trend Data	2021–22	2020–21
Percentage of decisions to detain that had an initial review commenced within two business days	100%	100%
Percentage of decisions to detain that were accurate and lawful	99.0%	99.99%
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Detention referrals</li> <li>• Detention decisions review register</li> </ul>		

22. In scope cases include all detention cases excluding prison-to-plane removals and airport turnarounds where stay is less than 72 hours.



**METRIC 2.1.1.6:**

Health screening and assessment activities contribute to protecting Australia's health security, support immigration integrity and improve the quality and efficiency of panel clinics for Australian Immigration Medical Examinations (IMEs) for visa applicants.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>As at 30 June 2022, there were 2,100,740 Immigration Medical Examination (IME) finalisations (assessments of whether IMEs were required) and 556,437 visa grants where an IME was required.</p> <p>Of the total finalisations:</p> <ul style="list-style-type: none"> <li>• 957,969 cases (45.6 per cent) cases were provided a health clearance</li> <li>• 1,138,188 (54.2 per cent) did not require a clearance</li> <li>• 2433 (0.1 per cent) failed to meet the clearance requirement</li> <li>• 2150 (0.1 per cent) were otherwise finalised.</li> </ul> <p>As at 30 June, there were 475 panel clinics offshore conducting IMEs. Of the 475 clinics, there were 470 e-Medical enabled clinics. This equates to 98.9 per cent of the panel clinic network being e-Medical enabled.</p>	<p>This metric was <b>met</b> as the number of Australian panel clinics that are eMedical enabled exceeded the target of 98 per cent.</p>

**Supporting Performance Information**

Australia's health screening and assessment activities provides a risk based approach to facilitating the immigration program and maintaining Australia's health security. Capacity of the global panel network to meet increasing demand caused by the re-opening of the international borders has largely returned to normal, however local COVID-19 outbreaks and restrictions as well as some domestic situations such as floods and earthquakes temporarily impacted the capacity of clinics. Significant activity has been undertaken to identify and invite new clinics to join the network to meet increasing demand which has seen the network expand this program year.

While the global network is experiencing high demand, ensuring a high proportion of panel clinics are e-Medical enabled enhanced access to the work of panel clinics and contributes to ongoing improvements and timely visa processing.

The quality of services delivered to clients by the panel network is reviewed through ongoing monitoring of client feedback/complaints, stakeholder engagement, panel surveys and assurance activities. The Department undertook ongoing desktop assurance activities related to the panels by reviewing error rates, complaints, client feedback, escalated cases and conducting panel performance reviews to determine whether the panels met the Department's requirements. The assurance activities were effective in identifying a number of errors and issues, which were followed up with the panels and noted for future training and assurance activities, however no significant errors were identified.

As at 30 June 2022, Panel Performance Reviews (PPR) were completed for 20 per cent of the global network. These PPRs enable the Department to discuss panel performance, clinical and panel administration matters and client feedback as well as participate in a virtual tour of the clinic facilities. PPRs continue to receive positive feedback from all participants and remain a valuable assurance tool.

Additionally in 2021–22, the Department introduced an online training tool for panels, to provide and test their understanding of panel member instructions and responsibilities. Since the introduction of the E-Learning module, 53 per cent of the Australian Panel Physician Network completed the training.

Trend Data	2021–22	2020–21
Immigration Medical Examinations (IME) finalisations	2,100,740	1,002,641

**Data Sources:**

- Health immigration medical examination data
- Stakeholder feedback
- Panel Performance Review Program
- Panel physician list
- Onshore onsite audit program
- Onshore KPI 7 complaints and incidents register
- Desktop audit information

**METRIC 2.1.1.7:**

At least 80 per cent of Adult Migrant English Program (AMEP) clients demonstrate progression in one or more indicators in the *Australian Core Skills Framework (ACSF)* per quarter on average.

Rating	Performance against metric	Rationale for result
<b>Partially Met</b>	While data for the period of 1 January to 30 June 2022 is currently unavailable, as at 31 December 2021, 19,983 of 25,287 participants in the Adult Migrant English Program (AMEP) progressed in one or more indicators in the <i>Australian Core Skills Framework (ACSF)</i> .	This metric was <b>partially met</b> as 78.5 per cent of participants progressed in one or more indicators in the ACSF, falling 1.5 per cent below the target.

**Supporting Performance Information**

Throughout 2021–22, the Department worked closely with service providers to ensure service continuity with COVID-19 restrictions and health concerns. This has been successful with over 56,000 enrolments in the reporting period.

In response to the humanitarian crisis in Afghanistan, the Department participated in the whole-of-government exercise to provide migrant services to Afghan humanitarian entrants. As at 30 June 2022, over 70 per cent of Afghan clients on subclass 449 visa had registered for tuition with the AMEP.

Similarly, the Department assisted Ukrainian humanitarian entrants, with close to 50 per cent of Ukrainian clients registering for tuition with the AMEP.

The Department continued the pause on the service providers' requirement to conduct progressive assessments at every 200 hours of tuition. This pause allowed service providers to continue the focus on student engagement and retention during COVID-19. This refocus has been highly successful, with a record number of students participating in the AMEP, despite the pandemic.

In 2021–22, of the Department removed the need for double assessment against the ACSF in addition to curriculum assessments. Providers conducted client progression assessments using curriculum assessments only and report this to the Department. These results are then mapped to the ACSF.

Feedback from 5460 AMEP clients reported very high levels of satisfaction with AMEP teachers and classes. 92 per cent of survey respondents indicated the AMEP helps them to improve their English language skills in speaking and listening; with 91 per cent reporting improvements in reading and 88 per cent in writing.

The data collected illustrates the continued importance of AMEP in helping migrants to achieve settlement outcomes, with 92 per cent of AMEP clients saying the AMEP helps them feel more confident, complete everyday tasks (89 per cent) and communicate outside of class (88 per cent).

Trend Data	2021–22	2020–21	2019–20
<b>Percentage of Adult Migrant English Program (AMEP) participants that demonstrated an increase of one or more levels on the Australian Core Skills Framework</b>	78.5%	84.0%	96.2%

**Data Sources:**

- AMEP Reporting and Management System (ARMS)—system and database
- Service provider curriculum assessment data from the AMEP providers' student management systems.
- Bi-annual findings from interviews and focus groups undertaken by the AMEP Quality Assurance Provider LWA

**METRIC 2.1.1.8:**

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.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>During 2021–22, 942 primary visas were granted to exceptional candidates contributing to a total of 1147 primary visas granted to exceptional candidates since the Department's Global Business and Talent Attraction Taskforce's (the Taskforce) establishment.</p> <ul style="list-style-type: none"> <li>• The top three nationalities for number of visas granted to were the United States of America (218), India (156) and United Kingdom (148).</li> <li>• The top three sectors for number of visas granted were Digitech (375), Financial Services/Fin Tech (243) and Health Industries (193).</li> </ul> <p>As a result of work of the Taskforce, more than \$830 million of foreign investment has been announced by investors with a further \$12 billion (approx.) likely to eventuate and over 2500 ongoing jobs to be created, including an additional 730 construction jobs should the 39 investors under active management as at 30 June 2022 relocate to Australia.</p>	<p>This metric was <b>met</b> as the number of talented individuals attracted by the Taskforce as at 30 June 2022 was 14.7 per cent above the 1000 target.</p>

**Supporting Performance Information**

In 2021–22, the Taskforce enhanced Australia's global attractiveness through a comprehensive communication and engagement program. The Department engaged widely with stakeholders across Commonwealth state and territory governments and industry specialists, assessing 75 business leads.

**Examples of the Taskforce's key activities in 2021–22**

- Supported development of a range of Commonwealth Government incentives to enhance Australia's ability to attract business and individual talent, including the Australian Tax Office New Investment Engagement Service, simplified Individual Tax Residency Rules, changes for Corporations Residency Rules, employee Share Scheme—Taxation Reform, employee Share Scheme – Regulatory Changes, Digital Games Tax Offset, corporate Collective Investment Vehicle, and the fast-track Foreign Financial Service License.
- Introduced the Temporary Activity—Australian Government endorsed event—Post COVID-19 Economic Recovery (subclass 408) visa. This visa is only available to businesses identified by the Taskforce as likely to make a significant economic contribution to Australia and is a key enabler to attract business investment as it facilitates the rapid relocation of key staff to establish business operations in Australia. In 2021–22, eight businesses relocated 20 staff using this visa.
- Bolstered ties with state and territory stakeholders. This resulted in the WordLine campaign being referred by Invest Victoria. WordLine will employ more than 350 staff in its Australian headquarters in Melbourne. State and territory governments have also expressed a willingness to present at the global talent visa alumni organisation committee. This will allow them to share information about offers and career opportunities within their respective jurisdictions.

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- Hosted industry and sector specific webinars and roundtable discussions, including for the Space and semi-conductor sectors and attracting women in STEM.
  - Continued LinkedIn advertising, targeting over four million professionals in 16 industry sectors across 13 countries. The target industry sectors include advanced manufacturing, agrifood, critical minerals and resources, circular economy, cyber security/digitech, data sciences and digital technologies, energy, renewables and resources, and space and digital games.
  - Continued the partnership with the Dream Collective (a global diversity, equity and inclusion consultancy) targeting women in tech in Singapore, Taiwan, Hong Kong, India, South Korea, Philippines and Bangladesh.
  - Promoted the Bloomberg campaign microsite for FinTech, health and life sciences, clean energy, critical minerals and agrifood. This attracted over 23,000 unique page views.

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**Data Sources:**

- Visa statistics reporting
  - Customer Relationship Management (CRM)
  - Internal Taskforce reporting
  - Weekly Ministerial reporting
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# CASE STUDIES

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## **Professor Karen Walker-Bone—Occupational Rheumatology**

Professor Walker-Bone is recognised as one of the UK's 12 leading women in science. She will soon become the Director of Monash University's Centre for Occupational and Environmental Health and brings a depth of experience making workplaces accessible to people with disabilities and long-term health conditions and promoting health and wellbeing in the workplace. Professor Walker-Bone also brings her more recent experience in designing frameworks to rehabilitate people with long COVID-19 back into work.

## **Cognizant—Digital technology consultancy**

Global consultancy firm Cognizant is a US-based multinational company currently employing 300,000 staff. Cognizant will be creating an additional 800 digital jobs for Australians when it expands its operations into South Australia (SA) with the opening of a new global delivery centre in the heart of Adelaide. Its expansion into Australia will help local clients solve their most important business challenges through direct access to highly skilled experts in software, artificial intelligence (AI), machine learning, cloud computing and data analytics.

Being based in Adelaide will give Cognizant the opportunity to expand strong capabilities in Internet of Things, architecture and data with a focus on building a Centre of Excellence within the global delivery centre to help clients drive carbon neutrality. A key focus of the centre will be supporting clients to use digital technology, AI, 5G and space technologies to meet their sustainability goals, finding a path to de-carbonisation and providing solutions that help South Australia grow its Green Economy.

Cognizant's presence will further strengthen South Australia's reputation as an innovative state, and will ensure that its pipeline of talent will have digital jobs awaiting them, rather than losing their skilled workers to other states. At 30 June 2022, Cognizant's recruiting was well underway with Austrade and the SA Government providing ongoing investment facilitation support.

## Brightmark—Global Waste Solutions

On 1 March, 2022, the NSW Deputy Premier, together with Brightmark, announced plans to construct an \$AUD260 million, 200,000 tonne per annum advanced plastic renewal facility for the Parkes Special Activation Precinct in New South Wales. The plant is expected to be in operation by 2025, with construction planned for mid-2023. The facility will also lead to the creation of 150 new jobs. With the establishment of this new facility, Brightmark will be the first new circular economy business in the precinct, as well as the first-of-its-kind advanced recycling, plastics renewal facility in Australia. In their press release Brightmark acknowledged the skill and significant support of the Global Business and Talent Attraction Task Force and the Department of Regional NSW in bringing this investment to fruition. The Taskforce assisted Brightmark with the execution of its investment until 30 June 2022 when the company was handed off to the NSW Government and Austrade for further facilitation and aftercare.

### OBJECTIVE 2.1.2:

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

### METRIC 2.1.2.1:

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

Rating	Performance against metric	Rationale for result
Met	In 2021–22, 13,307 visas were granted to eligible individuals through the Humanitarian Program (the Program), with 11,545 visas delivered under the offshore component and 1762 visas under the onshore component of the Program	This metric was <b>met</b> as the Program was delivered within the planning ceiling of 13,750 and continued to support global resettlement.

### Supporting Performance Information

Throughout 2021–22, the Program continued to face several logistical challenges including capacity limitations of key Program partners, inability to access many refugee camps and reduced mobility of applicants rendering attendance to interviews and medical examinations difficult.

Several new arrangements were introduced in 2021–22 to facilitate ongoing processing while minimising the impacts of COVID-19 on staff and clients, such as telephone and video-conferencing interviewing. This has ensured a steady processing of applications onshore, enabling the Program to provide protection to some of the world's most vulnerable people with a focus on Afghan refugees in response to the in-country situation.

#### Evacuation operations in Afghanistan

Australia's air evacuation operation in Afghanistan was one of the largest humanitarian airlift operations in our history. Since evacuations commenced from Kabul in August 2021, over 6000 Afghan evacuees were brought to Australia and are in the process of securing permanent visas, as they establish lives in their new home. More than 2800 evacuated Afghans (who held subclass 449 visas) were granted permanent Humanitarian Visas (Class XB201) since their arrival onshore. This response drew heavily on departmental resources at Overseas Posts meaning that visa outcomes in the Offshore program over that period were reduced. Over 41,000 predominantly Afghan humanitarian applications, comprising more than 187,000 applicants, supported by a proposer in Australia have been received since 17 August 2021 and the Department is utilising resources to register these applications.

In 2021–22, the former Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs announced that 10,000 places within the offshore Humanitarian Program will be provided to Afghan nationals affected by the recent crisis in Afghanistan over four years from 2021–22 to 2024–25. It was also announced that Afghan subclass 449 visa holders in Australia would be able to make a valid application for a Refugee and Humanitarian (Class XB) visa in Australia. Any Class XB grants in 2021–22 to individuals within this cohort were to be included in the 5000 places.

Additionally, on 29 March 2022 16,500 places for Afghan nationals under the Humanitarian Program were announced by the former Government to be equally allocated over the next four years equating to 4125 places per year.

#### Temporary humanitarian visa pathway for Ukrainian nationals

On 20 March 2022, the former Government announced enhanced support for the humanitarian crisis in Ukraine. This included a temporary humanitarian visa pathway for Ukrainian nationals in Australia who hold other temporary visas to ensure support services are in place. As at 30 June 2022, a total of 3672 Ukrainians and their immediate family members accepted the Australian Government offer of temporary humanitarian stay in Australia. Following completion of health checks where required, the Department is transitioning the subclass 449 visa holders to a subclass 786 visa. During 2021–2022, 1783 Ukrainian nationals have been granted a subclass 786 visa.

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
Humanitarian Program visas granted	13,307	5,947	13,171	18,762	16,250
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Immigration Records Information System (IRIS)</li> <li>• Business Intelligence Reporting System</li> <li>• Integrated Client Services Environment (ISCE)</li> </ul>					

#### METRIC 2.1.2.2:

Improved Illegal Maritime Arrival (IMA) legacy caseload application processing.

Rating	Performance against metric	Rationale for result
<b>Not Met</b>	As at 30 June 2022, a total of 29,481 cases of the Unauthorised Maritime Arrival <sup>23</sup> (UMA) Legacy caseload of 31,111 persons have been decided or otherwise resolved, representing 94.7 per cent of the caseload now resolved.	This metric was <b>not met</b> as the caseload was not resolved as at 30 September 2021, however significant work continues to complete the remaining IMA legacy caseload. A number of the remaining applications are cases with complex national security, character or identity concerns, or other case complexities.

#### Supporting Performance Information

The Department continued work to resolve the vast majority of the IMA legacy caseload, subject to processing impacts resulting from COVID-19. A number of the remaining applications are IMAs with particularly complex national security, character or identity concerns, or other case complexities. Significant focus and resources were diverted to this activity to ensure that most of this caseload was resolved in alignment with the target.

Throughout 2021–22, the Department identified and implemented processes that resulted in a year-on-year reduction to the outstanding IMA legacy caseload. While the target of completing the entire caseload was not met, significant work continues to be carried out to ensure resource prioritisation to address the caseload and minimise the impacts of COVID-19 restrictions. This includes through pivoting to telephone and video conferencing interview methods, and improving how interviews are conducted in a COVID-safe way using these methods.

Re-prioritisation of resources assisted with reducing the caseload, with the majority of the IMA caseload now finalised, however, the remaining cases are particularly detailed for individual reasons and will take more time to resolve.

Trend Data	2021–22	2020–21	2019–20
Percentage of the UMA Legacy Caseload resolved	94.7%	91.0%	87.0%
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• UMA Legacy Caseload Report on Status and Processing outcomes</li> <li>• IMA reporting placemat</li> </ul>			

23. Previously referenced in the 2021–22 Corporate Plan as 'Illegal Maritime Arrival' and has been updated in this Report to reflect terminology of Government.



**METRIC 2.1.2.3:**

Demonstrated improvement in settlement support services assists eligible migrants to participate in the Australian community.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p><b>Humanitarian Settlement Program (HSP)</b></p> <p>From 1 July 2021 to 28 February 2022, 3463 of clients (77.5 per cent), 15 years and over who arrived from program commencement and exited during 2021–22, were assessed to have the skills to manage their lives and use services independently in Australia. This ranged from 81.8 per cent to 86.2 per cent across the ten HSP outcomes.</p> <p>During the period 1 March to 30 June 2022, 95 per cent of eligible clients aged 15 years and over achieved all applicable outcomes of HSP Orientation at 'application level by Exit'.<sup>24</sup></p> <p><b>Australian Cultural Orientation Program (AUSCO)</b></p> <p>As at 30 June 2022, 97.28 per cent of clients participated in all AUSCO course sessions.</p> <p><b>Settlement Engagement and Transition Support (SETS)</b></p> <p>As at 30 June 2022, 84.6 per cent of clients receiving SETS services demonstrated positive progress in achieving individual goals.</p>	<p>This metric was <b>met</b> as the HSP result exceeded the target of 75 per cent, the AUSCO result exceeded the target of 90 per cent, and the SETS result exceeded the target of 80 per cent.</p>

### Supporting Performance Information

The Department's settlement programs continued to support eligible clients, ensuring funding is appropriately targeted to humanitarian entrants and other vulnerable migrants on a needs basis. Recently this eligibility has been extended to include temporary humanitarian visas for migrants arriving as result of the Afghan humanitarian crisis and the war in Ukraine.

#### Humanitarian Settlement Program (HSP)

During the period 1 July 2021 to 28 February 2022, 785 clients achieved at least one HSP orientation at the application level and 3977 clients who exited the HSP achieved at least one orientation topic at the application level at the point of exiting.

As at 30 June 2022, a total of 257 desktop reviews have been conducted with feedback regarding findings communicated to providers. Findings related to information contained within Case Management Plans and evidencing of costs for basic household goods in line with contractual requirements.

The Department is working with peak bodies to improve Case Management Plans, including undertaking training for all providers regarding the structure and information in Plans, with training scheduled to be delivered from September to November 2022.

24. Reporting of HSP data changed from 1 March 2022, due to this being the effective date of a Deed of Variation (DoV) signed by all providers, which formally altered the Key Performance Indicators for the program. Following the DoV, the way in which data was collected to measure this component of the metric (as published in the 2021–22 Corporate Plan) changed. The new methodology continues to provide an assessment of improvements in settlement support services to ensure eligible migrants are able to participate in the Australian community.

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### Australian Cultural Orientation (AUSCO) Program

As a result of easing COVID-19 restrictions, the International Organization for Migration (IOM) resumed face-to-face classes for AUSCO services. Where necessary, services were delivered via telephone and video conference to a small number of humanitarian entrants, who were granted an exemption travel to Australia and able to engage with AUSCO prior to their departure.

AUSCO services were extended to Humanitarian Stay (Temporary) subclass 449) visa holders who are in safe locations and provided sufficient time available to undertake training before travel. Additionally, AUSCO services have been extended to support the Community Refugee Integration and Settlement Pilot (CRISP).

Trend Data	2021–22	2020–21	2019–20
Percentage of HSP clients 15 years who exited the program that were assessed to have the skills to manage their lives and use services independently in Australia, across the ten HSP outcomes	81.8%-86.2% (between 1 July 2021 to 28 February 2022)	87.6%-93.7% across the ten HSP outcomes	81.0%-90% across the ten HSP outcomes
Percentage of AUSCO sessions attended by invited clients	97.28%	99.4%	87.8%
Percentage of clients receiving SETS that demonstrated positive progress in achieving individual goals	84.6%	82.5%	78.9%
<b>Data Sources:</b> <ul style="list-style-type: none"><li>• Qlik quarterly reports</li><li>• Data Exchange System (DEX)</li><li>• Qualtrics</li><li>• Results of client interviews</li><li>• Desktop reviews</li><li>• Departmental tracking register</li></ul>			

**OBJECTIVE 2.1.3:**

Effective regional processing and resettlement deters irregular migration.

**METRIC 2.1.2.1:**

Demonstrated effort in supporting regional processing countries identify durable migration pathways for transferees.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>As at 30 June 2022, the regional processing population on Nauru was 112, including three transitory persons temporarily in Taiwan for medical treatment.</p> <p>As at 30 June 2022, 1015 individuals were resettled in the United States (US) and 50 individuals in other third countries, resulting in 1065 durable migration outcomes for the regional processing cohort.</p> <p>On 24 March 2022, Australia and New Zealand announced a resettlement arrangement, which provides resettlement of 150 refugees annually in New Zealand over three years. This arrangement will further support population outflow and the resolution of the regional processing caseload, with the first resettlements expected to take place by the end of 2022.</p>	<p>This metric was <b>met</b> as the Department continued to support population outflow from Nauru, Papua New Guinea (PNG) and Australia to the US, Canada and other third countries facilitated by the United Nations High Commissioner for Refugees (UNHCR), providing logistical assistance, including interview support and charter aircraft to effect resettlement departures.</p> <p>Furthermore, New Zealand has acted quickly to implement the resettlement arrangements and is on track for the first resettlements to take place by the end of 2022 as intended.</p>

**Supporting Performance Information**

On 31 December 2021, Australia ended its regional processing association with PNG. The PNG Government subsequently assumed full and independent management of the residual regional processing caseload of 105 individuals from 1 January 2022. These individuals are considered settled in PNG on a permanent temporary basis and the Department no longer monitors or reports on the remaining caseload. Effective 1 January 2022, Australia supports regional processing in Nauru only.

The former Minister for Home Affairs and her New Zealand counterpart, the former Minister for Immigration, announced a resettlement arrangement for individuals under regional processing arrangements in Nauru and temporarily in Australia. The new arrangement will provide 150 places annually over three years, and will target individuals with no existing resettlement pathway and those in Nauru. Since announcement, approximately 300 expressions of interest have been received and are being triaged. Implementation of the arrangement commenced immediately on announcement with the UNHCR website going live to receive expressions of interest.

In addition, throughout 2021–22, the Department engaged regularly with US Government officials seeking promotion of US resettlement engagement and prioritisation of finalisation of US resettlement cases. Increased engagement and enhanced communication with advocates and US counterparts increased awareness of resettlement options and resulted in re-engagement and new engagement from transferees in Nauru and Australia. The US has committed to prioritising finalisation and aims to complete its caseload of individuals in 2022.

Trend Data	2021–22	2020–21	2019–20	2018–19
<b>Regional processing population in Nauru and Papua New Guinea</b>	112	233	373	814
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>Compliance, Case Management and Detention Portal</li> </ul>				

## ACTIVITY 2.2

### Summary of performance

#### Community unity for national prosperity

The Department delivered throughout 2021–22 on its responsibility to uphold the unity and diversity of our society through citizenship, multicultural and social cohesion policies. The Department, through these initiatives, continued to promote an inclusive national identity based upon shared values which supported Australian safety and prosperity. A marginal decrease in the Scanlon-Monash Index (SMI) of Social Cohesion, from 89.4 in July 2020 to 88.0 in July 2021, demonstrates that despite the unique challenges and influences faced by Australians over the previous year, we remain unified. In addition, the 2021 Report included a new Australian Cohesion Index (ACI) which combines subjective and objective indicators to build a robust picture of cohesion in Australia. The first ACI was a score of 94 using data between 2007 and 2018, which is a small decline over the six index points from the 2007–08 benchmark.

The success of Australian multiculturalism is the cornerstone of the wellbeing and productivity of our economy as it reduces costs for businesses, allows greater access to goods and services, and supports productivity. In recognition of this dynamic, the Department delivered social cohesion programs during 2021–22 which were critical to bolstering unity, especially amongst the ongoing impacts of COVID-19. Throughout 2021–22, the Department proactively addressed a variety of potential and emerging threats to safeguard Australia's unity and cohesion. A key component of our work has been ensuring the Australian community can access reliable and accurate information to limit the spread of disinformation has sought to weaken the efficacy of pandemic health measures, trust in government and public solidarity. In close collaboration with Commonwealth partner agencies, the Department sought to act on disinformation by identifying and referring malign content to the Australian Federal Police and digital industry. Similarly, the Department combatted growing reports of racism within the COVID-19 context through information campaigns which condemned racism in all its forms and encouraged witnesses of such incidents to report. These campaigns were accompanied by advertising across multicultural media channels which provided information on support services to empower victims and witnesses of racism.

The COVID-19 pandemic continued to impact the delivery of client services. In response, the Department undertook adaptive responses to these new operating conditions which allowed for the gradual return of face-to-face delivery models, including citizenship ceremonies. Additionally, the Department continued to pursue and implement process and systems enhancements which have contributed to improved average processing times for citizenship by conferral applications during 2021–22 which enabled a significant conferral cohort being granted.

The Department explored new ways to leverage workforce planning, recruitment and alternate client engagement locations to further support the effective delivery of citizenship and multicultural programs.

## Community outreach and stakeholder engagement

The Regional Director and Community Liaison network serves as a primary point of engagement to strengthen the relationship between the Department and communities across Australia, and to bolster social cohesion. During 2021–22, communities were provided with reliable information on visas and health restrictions through tailored sessions based on the unique needs of each group. The Department continued to make use of digital information streams, such as the COVID in-language website, which provided up-to-date and accurate information in 63 languages to culturally and linguistically diverse communities.

In addition, throughout 2021–22, the former Prime Minister, Portfolio Ministers and other government leaders hosted national roundtables with the support of the Department to engage with leaders from across the Australian community to build relationships of trust and collaboration. These fora provided high-level opportunities for community to express concerns and opportunities in relation to government policy, especially regarding the response to COVID-19.

Through the Commonwealth's Coordinator-General for Migrant Services, the Department worked to further support social unity and to improve settlement and integration outcomes for refugees, humanitarian entrants and other migrants. This included ongoing efforts to enhance employment, English language learning and community integration opportunities.

## Legislative and regulatory change

In 2021–22, the Department continued to deliver policy and legislative reforms to enable the effective delivery of multicultural and citizenship programs to enhance our social cohesion. The Department:

- Changed the *Australian Citizenship Regulation 2016* (Citizenship Regulation) to update application fees for Australian citizenship to more accurately reflect the cost of delivering the citizenship program.
- Broadened eligibility for the special residence requirement under the *Australian Citizenship Act 2007* (Citizenship Act) to include people who work in a profession, sport, the arts, or academia and research and who hold, or have held, a Distinguished Talent visa or a Global Talent visa.
- Amended an instrument under the Citizenship Act to add additional questions to the bank of questions for the Australian citizenship test, alter the definition of a 'Test Administrator' to provide flexibility in administering the citizenship test overseas, and adjust the eligibility requirements to undertake an Assisted citizenship test.
- Amended the Citizenship Regulation to allow people who acquire citizenship by descent or citizenship by adoption to receive a citizenship certificate under section 37 of the Citizenship Act) without having to make a separate application or pay a separate fee for evidence of citizenship.

# CASE STUDIES

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## Australian Values

The Australian Values Program, which seeks to promote Australia's shared values and inclusive national identity marked its first anniversary in January 2022. Real stories from a wide range of communities were presented through digital platforms to break down barriers and encourage Australians to embrace the nation's core values, such as freedom, respect, fairness, democracy and equal opportunity.

The Australian Values Program builds engagement with community by showcasing Australia's liberal democratic values from the perspective of members of the Australian community, and by creating a platform that celebrates how individuals and organisations live our shared values every day.

Australian Values is aligned with the citizenship program which also supports dialogue with Australian citizens, and applicants on their rights, responsibilities, shared values, history and identity. This builds awareness of the liberal democratic values that unite all Australians through storytelling related to Australia's diversity, inclusive national identity and social cohesion.

The Department launched platforms across various social media channels which host information in English and the top three other languages spoken in Australia—Chinese, Arabic and Vietnamese. Australian Values content is designed based on community feedback to ensure outreach and utility for diverse groups.

## Australia's 'highest' citizenship ceremony

Citizenship is granted to eligible individuals based on their commitment to Australian values, and ability to contribute to the economic and social life of the nation. The ceremonies during which citizenship is conferred are significant moments in the lives of grantees as they are then afforded the rights and responsibilities associated with being an Australian.

In March 2022, in recognition of this significance, the Department hosted the 'highest' ever citizenship ceremony at the Sydney Tower Eye. Six new citizens took their pledge of commitment to Australia at 268 metres above sea level. The new citizens from Brazil, Finland, India, South Africa, South Korea and the United Kingdom were delighted to have received their citizenship during a truly unique ceremony. Such initiatives are able to promote conversation on what it means to be Australian and the values which unite us as a nation.

# Performance information

Table 10: Activity 2.2 – Performance information

<b>ACTIVITY 2.2:</b> Support social cohesion and drive the effective delivery of citizenship and multicultural programs.		
<b>OBJECTIVE 2.2.1:</b> Community engagement and effective citizenship and multicultural programs support and enhance social cohesion.		
<b>METRIC 2.2.1.1:</b> 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.		
Rating	Performance against metric	Rationale for result
Met	<p>In 2021–22, the three scheduled Violent Extremism Risk Assessment–2 Revised (VERA-2R) training courses were delivered in the Australian Capital Territory, New South Wales and Victoria to 26 participants.</p> <p>Additional specialised training courses increased the number of VERA 2R trainers nationally by four, built capability in 14 officials in the new VESA screening tool, and increased the skills of 12 VERA-2R experts to make and defend risk assessments in court.</p>	<p>This metric was <b>met</b> as 100 per cent of scheduled training activities were delivered during 2021–22.</p>
<b>Supporting Performance Information</b>		
<p>The three VERA 2R courses equipped psychologists and other officers from correctional services and law enforcement agencies with skills to better assess violent extremism risks for a range of purposes including the management of violent extremist offenders.</p> <p>Participant feedback forms completed by participants at the conclusion of each of the 2021–22 trainings, indicated that trainee requirements were met and the training was of good quality. An analysis of the feedback forms from six participants at one training held in 2021–22, showed five rated the trainer as excellent with the session receiving a total rating of 160 out of 180. Comments provided through feedback include:</p> <ul style="list-style-type: none"><li>• “Case studies and practical application of VERA-2R were beneficial to learning.”</li><li>• “Brilliant. Answered all questions and ones I didn’t ask.”</li><li>• “It met and exceeded expectations.”</li><li>• “I felt the case studies gave me the confidence to use the tool.”</li><li>• “The training was informative and I feel like I had a good overview of how VERA-2R works.”</li></ul>		
<b>Data Sources:</b> <ul style="list-style-type: none"><li>• VERA-2R training and certification register</li><li>• Inventory of registered VERA-2R users</li></ul>		



**METRIC 2.2.1.2:**

Number of pieces of illicit content identified and referred to digital industry platforms, and proportion removed.

Rating	Performance against metric	Rationale for result
<b>Met</b>	As at 30 June 2022, the Department referred 3828 items of terrorist or violent extremist content (TVEC) material to digital industry platforms for removal, of which 2888 items were removed.	This metric was <b>met</b> as the removal rate of 75.25 per cent indicates an increased efficiency in identification and referral by the Department, to help reduce the volume and effectiveness of TVEC online and to lower the risk of Australians being exposed to violent extremist propaganda.

**Supporting Performance Information**

The Department's activities to limit the spread of TVEC online includes working with major platforms to encourage the proactive identification and removal of extremist content. The Department identifies and refers content to online platforms if it meets one of three thresholds agreed by the Communications Against Violent Extremism Working Group in 2015, namely if it:

- provides instructions to commit an offence associated with terrorism
- is extremely graphic in nature, and
- expressly promotes or advocates violence against individuals or organisations.

In 2021–22, 96.13 per cent of content referred related to religiously motivated violent extremism.

In January 2021, the Department engaged an external service provider to undertake the identification and referral functions on behalf of the Department to ensure consistency in referrals regardless of the Department's internal capacity and priorities. The acquisition of this service provider has allowed for increased effectiveness and consistency in identifying TVEC and referring it to digital industry platforms for removal. The Department reviews statistics and referred content on a weekly basis, to monitor service provider performance and ensure alignment with referral thresholds.

In 2021–22, a large number of items referred were on file hosting sites in which a link to the material is then shared on other platforms. Some alternative platforms do not have a referral function, which continues to impede upon the ability for content to be referred for removal.

Trend Data	2021–22	2020–21	2019–20
Percentage of scheduled Counter Violent Extremism (CVE) training programs delivered	100%	100%	71.4%
Pieces of illicit content referred by the Department for removal	3,838	2,790	593
Referred pieces of illicit content removed by digital platforms	2,888	1,869	-
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Service provider datasets</li> <li>• Departmental datasets</li> </ul>			

**METRIC 2.2.1.3:**

Improved multicultural community engagement and integration.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>Throughout 2021–22, the Department continued to strengthen Australia's social cohesion through multicultural community engagement and integration activities, with the Department's Regional Directors and Community Liaison Officer (CLO) network undertaking 9548 engagements with community stakeholders. Engagement activities enabled the Department to:</p> <ul style="list-style-type: none"> <li>• establish and maintain relationships of trust with key community stakeholders</li> <li>• develop and maintain an understanding of key communities</li> <li>• provide community leaders and their communities with information about Government policies, programs, grants and services, including in key community languages other than English</li> <li>• increase community connection, capability and resilience by linking communities to relevant resources and by factoring community issues and concerns into research, policy, programs, strategic communications and evaluation of Australia's social cohesion.</li> </ul>	<p>This metric was <b>met</b> as the Department continued to improve relationships of trust within multicultural communities and delivered an additional 115 CLO engagements when compared to 2020–21. These engagements enable the effective communication of key Government policies and programs and increase community connection.</p>

**Supporting Performance Information**

Throughout 2021–22, the Department's CLO Network continued to work closely with community leaders to promote Australian values and strengthen social unity. 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. Regional Directors and the CLO network met with stakeholders in-person or virtually, in line with COVID-19 safety requirements and continued to strengthen relationships between the Department and communities across Australia, enabling a deeper understanding of key issues, concerns and priorities for community groups. Engagements included provision of information, such as relevant visa-related information, official COVID-19 health and border messaging, tailored community information sessions and in-language information.

**Examples of the Department's engagements in 2021–22**

- Offered continued support of the rollout of the Government's COVID-19 vaccination booster program through provision of in-language information, addressing vaccine hesitancy, and enrolling the support of trusted community leaders. This work has contributed to the health and wellbeing of Australians. Over the course of engagements, many community leaders reported reduced rates of vaccine hesitancy and increased participation in the vaccine booster roll-out.
- Provided continued support of the Afghan community in Australia as part of Australia's response to the situation in Afghanistan. This support intends to contribute to a sense of belonging for Afghans in Australian society, as it has provided a forum for communication between the Government and the Afghan community on key issues of concern and raised awareness of support services available.
- Pursued deepened and broadened engagement with Ukrainian, Eastern European and Russian Australian communities to provide the latest information about Government support to Ukraine, visas for Ukrainian nationals, and settlement services for new arrivals.
- Engaged with Sri Lankan Australian communities to provide information about the Government's support to Sri Lanka during the current economic crisis in Sri Lanka.
- Engaged with peak bodies, including meeting with the Multicultural Youth Advocacy Network, and a Quarterly Strategic meeting with the Federation of Ethnic Communities' Councils of Australia.

**Data Sources:**

- Community Liaison Officer (CLO) Reporting Database (CLORD)
- CLO monthly dashboard
- ELO engagement reports

# CASE STUDIES

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## **Pasifika Community in Victoria**

In October 2021, the Department ran an information session on WebEx for Pasifika community leaders and elders. A total of 16 attendees dialled into the session including community leaders, faith leaders and elders from Fiji, the Cook Islands, Niue and Nauru. The session was in response to strong interest from Pasifika community leaders in information on Australian citizenship, character assessments, cancellations and removals. The Department ran an effective information session that addressed the key concerns of community leaders.

Targeted information sessions such as these demonstrate a commitment to improved multicultural community engagement and integration, as they take into account the needs of specific communities and bridge information gaps about issues deeply impacting integration outcomes. These sessions are an effective way of equipping community leaders with the knowledge and information they need to better support their communities.

## **International Women's Day**

In March 2022, Regional Director for Victoria hosted an International Women's Day event with female community leaders in Victoria discussing the theme '*breakthebias*'. Topics raised included female representation on boards and in leadership positions being even lower for women of colour and Culturally and Linguistically Diverse women, who are experiencing a 'double glazed' glass ceiling. Discussion also centred around the role of women as carers within their family/community creating large gaps in paid employment or unpaid employment which flows through to lack of adequate financial support and preparation for retirement. The event was an important opportunity to come together to celebrate the social, cultural, economic and political successes of women, to acknowledge these community leaders working to break down barriers for women from all backgrounds, and to help overcome conscious and unconscious bias.

**METRIC 2.2.1.4:**

Effective delivery of the Citizenship Program contributes to social cohesion.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>The Department actively pursued a range of policy, process and systems enhancements to improve the citizenship application process throughout 2021–22, which enabled increased efficiency of application processing and simplified processes to improve client experience.</p> <p>With the easing of COVID-19 restrictions, the Department continued to work on increasing citizenship test availability to decrease the on-hand caseload and reduce processing times, while ensuring COVIDSafe and Work, Health and Safety requirements were met as required in each state and territory jurisdiction. This included reviewing and optimising available counter numbers, scheduling of appointments and enhancing client flows around the test process.</p>	This metric was <b>met</b> as there have been demonstrated improvements throughout the delivery of the Citizenship Program, including system, processing and legislative changes.

**Supporting Performance Information****Australian Citizenship by conferral in 2021–22**

- 144,763 applications were lodged
- 161,347 applications were finalised, with 122,309 applications on-hand (of which 9854 were over two years old) as at 30 June 2022
- 162,232 clients acquired citizenship by conferral
- 115,919 people sat the Australian citizenship test
- 86.4 per cent of applications for Australian citizenship by conferral were lodged online
- 3.8 per cent of all finalised Citizenship by Conferral applications (main applicant) were subject to a quality assurance check, which is above the mandated 2 per cent target.

**On-hand applications and processing times**

- The average age (in days) of on-hand 'standard' and 'streamlined' citizenship by conferral applications was 219 days, compared to 193 days as at 30 June 2021.
- The average processing time from lodgement to decision for applications decided in June 2022 was 361 days, an increase of 41.6 per cent from June 2021 (255 days).

**To improve citizenship application processing, the Department has:**

- Increased the numbers of citizenship test appointments undertaken in New South Wales and Victoria to enable those offices to action large numbers of applications that could not proceed when testing centres were impacted by COVID-19 disruptions.
- Continued development of processing guidance, in response to network requirements, to support decision makers in assessment of more complex cases. This has improved wait times and client experience resulting in many complex cases progressing faster to test appointment, finalisation, including acquisition of citizenship
- Continued to refine the Client Services Disruption checklist to manage disruptions to face-to-face client services by incorporating extensive feedback from network stakeholders to include real time experiences in managing COVID-19 affected disruptions. The checklist was for client service disruptions caused by severe weather conditions, which improved usage of resources for non-appointment activities and continued service delivery.

**Complaints**

- In 2021–22, the Department received 725 complaints from 122,309 available conferral applications on-hand, which equates to 5.9 complaints per 1000 applications, a slight increase compared to the 4.8 complaints per 1000 applications received in 2020–21. Of the complaints received, the most frequently raised topic was processing timeframes. This continues to be an issue in the largest processing locations (Sydney and Melbourne), which have been most impacted by COVID-19 disruptions.

### Legislative changes

In 2021–22, changes were made to the *Australian Citizenship Regulation 2016* to support the repatriation of the citizenship by descent and adoption caseloads, to simplify eligibility criteria for concessional fees, and to update fees for applications for Australian citizenship to more accurately reflect the cost of delivering the program.

Changes were also made to the *Australian Citizenship (LIN 20/085: Approval of a Citizenship Test) Determination 2020* to:

- add three Australian Values questions to the test
- amend the definition of a 'Test Administrator' to provide flexibility in administering the citizenship test overseas by broadening the range of staff at an overseas mission who can act as a test administrator
- amend the eligibility requirements to undertake an Assisted citizenship test.

### System enhancements

In 2021–2022, critical system changes delivered and implemented include changes to support the updated Special Residence Requirements, and collection and storage of drivers licence card numbers for relevant states to align with Document Verification Service (DVS) changes to allow applicants to request refunds online.

### Local Hero Awards

Ms Shanna Whan was announced as Australia's Local Hero 2022 on 25 January 2022. Secretary Pezzullo has since met with Ms Whan to discuss ways in which the Department can support her as the Local Hero award sponsor.

In June 2022, Elijah Boul OAM, 2019 Queensland Local Hero, was a guest speaker at a citizenship ceremony opening Refugee Week 2022. The ceremony was presided over by the Governor-General of Australia, with the Minister for Immigration, Citizenship and Multicultural Affairs, the Hon Andrew Giles MP, making an address at the event.

The Department also launched 2021 Local Hero recipient Rosemary Kariuki OAM's 'Know your neighbour' video. The video's message is about getting to know your neighbour as well as welcoming people into the community. Ms Kariuki was also a guest speaker at the Department's 2022 Refugee Week citizenship ceremony held in Bankstown, NSW.

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
Citizenship by conferral acquisitions	167,232	140,748	204,817	127,674	80,649
Lodged citizenship by conferral applications	144,763	186,297	147,001	138,387	239,413
Percentage of citizenship by conferral applications lodged online	86.4%	84.5%	83.2%	76.8%	71.6%
Finalised citizenship by conferral applications	161,347	183,215	228,323	160,117	101,422
Citizenship applications on-hand at the end of the financial year	122,309	139,839	138,219	221,415	244,765
On-hand citizenship cases over two years old at the end of the financial year	9,854	14,670	15,791	12,458	7,669
<b>Data Sources:</b> <ul style="list-style-type: none"><li>• Enterprise Project Management System datasets</li><li>• Stakeholder feedback</li><li>• Integrated Client Services Environment (ICSE) datasets</li><li>• Citizenship data mart</li></ul>					

**METRIC 2.2.1.5:**

Establish a new capability to respond to malign information to safeguard and strengthen social cohesion.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>In 2021–22, a new strategic communication capability (the Australian Values program) was delivered. The capability supports Australia's social cohesion by providing ongoing and regular information and messaging about our inclusive national identity and values as a liberal democracy.</p> <p>The Department issued 866 strategic communication outputs online, which included 412 video profiles (profile videos only, excluding teaser, static and carousel posts) featuring Australians from diverse backgrounds, voicing what being Australian and embracing Australian values means to them.</p> <p>These online products were supported by offline engagement through the Department's Regional Directors and Community Liaison Officers (CLOs). The CLO Network has received positive feedback on the products from community members.</p> <p>In addition, the Department released 409 strategic communication outputs offline, relating to the Australian values.</p>	<p>This metric was <b>met</b> as the new strategic capability was delivered and supported by strategic communications to enhance Australia's social cohesion.</p>

### Supporting Performance Information

#### Examples of the Department's key activities in 2021–22

- Regional Directors and the CLO Network worked closely together to promote the Australian Values channels and increase engagement across the channels.
- Held 10 Social Cohesion Insights and Communication CLO Working Group meetings, which focused on ensuring offline engagement through CLOs and providing a forum for analysts to engage directly with CLOs on community feedback.
- Collaborated with individuals, including Dami Im and Brendan Pang, who actively contribute to Australia's social cohesion.
- Published a video with a Ukrainian Australian and a Russian Australian sharing a message of friendship and social cohesion on the Australian Values website and social media channels. The video is subtitled in Chinese (Simplified and Traditional), Arabic and Vietnamese, as per usual practice, for all Australian Values program content. In 2021–22, the video received a total of 69,023 views, 1135 engagements and a reach of 129,800.

#### Safety Online Toolkit

During 2021–22, the Department also continued to deliver its Safety Online Toolkit via the Australian Values channels. The toolkit was launched in mid-2021, and has since included partnerships with:

- Department of Health: amplifying *Is it true?* (providing factual information about COVID-19/vaccines)
- Australian Competition and Consumer Commission: amplifying its *ScamWatch* information campaign (providing information about visa, authority, charity and online shopping scams).
- Australian Media and Communication Authority: amplifying the *Australian Code of Practice on Disinformation and Misinformation*
- Office of the eSafety Commissioner: amplifying its resources on fake news and misinformation.

The toolkits continue to be delivered in the top four languages spoken in Australia—English, Arabic, Chinese (Simplified and Traditional) and Vietnamese and have received 16,521 views, 2432 engagements and a reach of 66,012.

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The Department also produced and issued the 'Stay wise to scams and lies' video in partnership with the Australian Competition and Consumer Commission, ScamWatch and the Department of Health to combat mis/disinformation in relation to COVID-19 and build resilience in the community to increased instances of Australian falling victim to online scams. In 2021–22, the video received 1568 views, 179 engagements and a reach of 3015.

In 2021–22, the Department engaged a service provider to undertake an independent evaluation of the performance, effectiveness and impact of the Australian Values communication program. The final report will be delivered in 2022–23 and will include quantitative and qualitative feedback from communities.

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**Data Sources:**

- Open source information
  - Media reports
  - CLO reports
  - CLO engagements and feedback
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# PURPOSE 3: BORDER AND CUSTOMS OPERATIONS

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Table 11: Purpose 3 – Performance framework

Activity	Performance Measures
<b>ACTIVITY 3.1:</b> Effective border management and revenue systems.	<b>OBJECTIVE 3.1.1:</b> Effective trade and travel policy and regulation settings contribute to Australia's economic prosperity.
	<b>OBJECTIVE 3.1.2:</b> Administration of border revenue laws and processes supports effective revenue collection and reduced revenue evasion.
<b>ACTIVITY 3.2:</b> Effective border security and maritime surveillance.	<b>OBJECTIVE 3.2.1:</b> Border security and contemporary maritime surveillance activities support the identification and referral of people and goods crossing Australian Borders that pose a risk.
	<b>OBJECTIVE 3.2.2:</b> Enforcing the integrity of Australia's migration system and compliance with Australia's migration laws pre, at and post the border.



# ACTIVITY 3.1

## Summary of performance

### Advancing prosperity and security through effective border management

The Australian Border Force (ABF) continued to protect the border, collect significant revenue for Government and facilitate secure trade and travel. Throughout 2021–22, nearly 8.2 million air and traveller movements, 85.0 million air cargo consignments and 6.3 million sea cargo manifests were processed.

The ABF supported cross-border trade to advance Australia's prosperity by reducing unnecessary regulatory burden on legitimate traders, while maintaining border controls. In collaboration with the whole-of-government Simplified Trade System (STS) Implementation Taskforce, the ABF and the Department worked with Commonwealth agency partners and industry to simplify Australia's trade system, assisting Australia's economic recovery post-COVID-19 by streamlining cross-border interactions.

In 2021–22, through the STS program, the ABF undertook a whole-of-government review of the regulatory framework for cross-border trade to ensure regulations are fit-for-purpose and relevant for the modern trading environment. Working in partnership with industry stakeholders and other government agencies the ABF aims to better understand the current trading landscape, supply chain security issues and pressure points.

The ABF also implemented the Trade Enforcement Pilot Program (TEPP) to enhance the its trade enforcement capability across key border vulnerabilities known to be targeted by criminals, particularly regarding the evasion of revenue and the circumvention of trade regulations. The ABF leveraged existing trade compliance and enforcement knowledge, and utilised additional resources and opportunities to enhance enforcement capacity and trade-craft skills relating to trade-related crime. This has resulted in a return of over \$409 million in understated revenue. The successful methodologies employed through the TEPP are now embedded in ABF's core business.

Established in November 2021, Operation JARDENA was stood up to strengthen ABF efforts in combatting criminal infiltration of Australia's international supply chain and is a focal point for bold, longer-term supply chain governance reform. To date, the operation has identified more than 750 entities of concern with access to cargo systems and international cargo, suspected to be in the position to facilitate criminal activities.

Operation JARDENA's strategy encompassed targeted strikes on threats, greater collaboration with partner law enforcement and regulatory agencies, and increased coordination with industry and international counterparts to implement initiatives aimed at ridding the supply chain of criminal interference.

This included an interception of 50 kilograms of cocaine concealed within a refrigerator that insider threats attempted to pass through an international trading site in Brisbane.

## Collaboration and engagement

During 2021–22, the ABF engaged with a range of stakeholders including industry peak bodies, sea and airport operators, shipping and freight forwarders to develop policy and trial new approaches to data sharing, reporting, declarations, goods clearance and cargo screening. The aim is to ensure the optimisation of trade and travel facilitation, while protecting the security of the Australian community. A successful example of this involved a collaboration with e-Commerce platform providers to deliver education and support to assist traders in identifying non-compliant products sold on the internet. The aim is to stop non-compliant products being sold to Australian importers, reducing the need for intervention at the border. This has resulted in removing a number of prohibited and restricted goods from multiple platforms, including weapons and products containing asbestos.

Australia's counter proliferation efforts were also pursued by the ABF within international forums. This included representing Australia in the Proliferation Security Initiative (PSI) Exercise Deep Sabre, hosted by Singapore, in support of Australia's commitment to countering global weapons of mass destruction proliferation threats. The ABF represented Australia at the Australia Group Intersessional Meetings, with approximately 100 participants from 43 member states attending to discuss approaches to counter the spread of technologies and materials used for chemical and biological weapons. Additionally, the ABF supported the Malaysian Ministry of Foreign Affairs to improve their controls on chemicals used to manufacture chemical weapons.

Throughout 2021–22, the ABF partnered with other Australian Government agencies to continue efforts to combat modern slavery and human trafficking throughout 2021–22, including collaboration on the *International Engagement Strategy on Human Trafficking and Modern Slavery*.<sup>25</sup> The ABF also provided the Australian Federal Police with specialist training to enhance their capability in combatting modern slavery and human trafficking.

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25. <https://www.dfat.gov.au/sites/default/files/dfat-international-strategy-human-trafficking-modern-slavery-2022.pdf>

# CASE STUDIES

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## Supporting tourism recovery

In 2021–22, the ABF commenced operations at the new Brisbane International Cruise Terminal (BICT), with the first international cruise ship arriving at the new facilities in June 2022. This world-class cruise ship processing facility provides an enhanced operating environment for Government, industry and travellers. The BICT is the first purpose built, dedicated cruise terminal in Australia and is the only cruise terminal in Australia which provides the ABF with the same technology that is available in airports to verify the identity of travellers, record interviews, conduct personal searches, inspect baggage and vessels, and monitor all port activities on CCTV. This has enabled stronger border controls and improved the attractiveness of Australian ports as a destination of choice which supports economic recovery as the cruise industry resumes post-pandemic.

In 2021–22, the Airline Liaison Officer (ALO) network made a significant contribution to the management of Australia's border via engagement with airlines around the globe. ALOs provided education and advice to airlines on Australia's border entry requirements, including with regard to travel exemptions, vaccination, documentation and uplift approval requirements. ALOs made a similarly significant contribution as Australia's borders re-opened, providing advice to airlines on Digital Passenger Declarations requirements, while facilitating efficient travel for Australian citizens and eligible visa holders, including in transit locations for those fleeing the Ukraine conflict.

# Performance information

Table 12: Activity 3.1 – Performance information

ACTIVITY 3.1: Effective border management and revenue systems.		
OBJECTIVE 3.1.1: Effective trade and travel policy and regulation settings contribute to Australia's economic prosperity.		
METRIC 3.1.1.1: Facilitation in trade, cargo and traveller streams is maintained or improved compared to previous reporting periods.		
Rating	Performance against metric	Rationale for result
<b>Not Met</b>	<p><b>Travellers</b></p> <p>During 2021–22 the ABF facilitated 4,083,381 inbound and 4,155,221 outbound travellers. Over the same period the average inbound and outbound clearance time was 74.01 and 47.40 seconds respectively.</p> <p><b>Air and Sea Cargo</b></p> <p>Throughout 2021–22 the ABF facilitated 85,006,205 air cargo and 6,256,023 sea cargo consignments across the Australian border. Over the same period the ABF cleared 94.83 per cent and 96.95 per cent of air cargo within 24 and 48 hours respectively. Similarly 88.84 per cent and 92.09 per cent of sea cargo was cleared within 3 and 5 days respectively.</p>	<p>This metric was <b>not met</b> as the average clearance time for inbound travellers increased by 8.31 seconds (12.65 percent increase), however sea cargo clearance times declined by 2.51 per cent when compared to 2020–21.</p> <p>Conversely, the average clearance time for outbound travellers reduced by 5.4 seconds (10.22 per cent improvement) and air cargo cleared within 48 hours improved by 0.24 percent when compared to 2020–21.</p>

## Supporting Performance Information

During 2021–22, as travel restrictions eased and traveller volumes increased, COVID-safe practices and health intervention requirements impacted traveller clearance times. The increase in inbound clearance time reflects a number of comprehensive manual compliance programs in place to ensure travellers completed a health declaration through the Digital Passenger Declaration (DPD), sufficient vaccination evidence was provided and claims for medical contraindication to vaccination were assessed.

At the same time, international arrivals increased significantly across all airports with weekly passenger numbers growing by approximately 150 per cent from mid-February 2022 to early June 2022. These increasing traveller numbers, coupled with the manual assurance processes, led to increased processing times.

One component of easing travel restrictions was the lifting of restrictions on departing Australian Citizens and Permanent Residents (PRs) from 1 November 2021, which led to a significant increase of outwards traveller numbers and the return to the use of SmartGates.<sup>26</sup> The return to the use of SmartGates effectively enabled the processing of outwards travellers to return to normal business practices which reduced processing times by 5.4 seconds in 2021–22.

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

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### SmartGates

SmartGates were being utilised sporadically, and as a result of queue management changes to support enhanced bio-security measures, it took longer to process inbound passengers than outbound passengers. During 2021–22, 3,491,588 inbound and outbound air travellers used SmartGate technology on arrival or departure from Australia, this equates to 46.84 per cent of all air travellers and a 798.21 per cent increase on 2020–21.

### Air Cargo

During 2021–22 there was a significant increase in air cargo consignment volumes of approximately 17.01 per cent compared to 2020–21. The increase in consignments can be attributed to the recovery of global supply chains following COVID-19 and increased flight availability and scheduling.

When coupled with the re-opening of Australia's international border in March 2022 and the redeployment of staff to the aviation traveller environment, the marginal improvement in air cargo clearance can be attributed to the dedication of front line officers.

Location of air cargo discharge (top 3) during 2021–22

Port Name	No. of air cargo consignments discharged	Percentage of all air cargo consignments	Total Weight (t)	Percentage of all air cargo consignments
Sydney	51,483,988	62.90%	296,186,282	57.09%
Melbourne	17,689,769	21.61%	136,267,643	26.26%
Brisbane	6,444,746	7.87%	44,106,735	8.50%

### Sea Cargo

The decrease in sea cargo consignments being cleared within three and five days after arrival can be attributed to a decrease in the number of micro-consignments imported. These consignments often contain low-risk, non-regulated goods that receive clearance prior to arrival. The transition of importing micro-consignments back through the air cargo and international mail streams during 2021–22 has resulted in a more accurate reflection of the time to clear more traditional sea cargo consignments, which require formal cargo reporting and payment of applicable duties and taxes before receiving clearance.

In addition, delays in the submission of cargo reporting requirements resulted in sea cargo consignments being held on arrival and contributed to the overall average increase in clearance times.

Location of sea cargo discharge (top 3) during 2021–22

Port Name	No. of consignments discharged	Percentage of total sea cargo consignment volumes	No. of containers discharged	Percentage of all containers
Sydney	3,076,078	64.65%	813,274	33.97%
Melbourne	1,044,402	21.95%	848,827	35.46%
Brisbane	357,835	7.52%	395,505	16.52%

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Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
International air and sea travellers processed (including crew)	8.2 million	2.4 million	35.0 million	47.4 million	46.0 million
Average clearance time for inbound travellers	74.01 seconds	65.70 seconds	65.40 seconds	-	-
Average clearance time for outbound travellers	47.4 seconds	52.8 seconds	39.4 seconds	-	-
Travellers who used SmartGates	3.5 million	0.4 million	20.3 million	27.5 million	26.0 million
Percentage of air cargo cleared within 24 hours	94.83%	93.42%	95.58%	-	-
Percentage of air cargo cleared within 48 hours	96.95%	96.71%	96.90%	-	-
Air cargo consignments	85,006,205	72,647,869	57,735,960	53,048,477	50,654,372
Percentage of sea cargo cleared within 3 days	88.84%	92.44%	84.31%	-	-
Percentage of sea cargo cleared within 5 days	92.09%	94.60%	89.56%	-	-
Sea cargo consignments	6,256,023	8,936,309	4,487,627	3,380,878	3,348,737

**Data Sources:**

- SABI Enterprise reporting
- TRIPS business system
- Passenger Analysis Clearance Evaluation System (PACE)
- Departmental datasets
- Integrated Cargo System (ICS)

**METRIC 3.1.1.2:**

Administration of the Australian Trusted Trader (ATT) program contributes to Australia's economic prosperity, including through reduced regulatory burden and delivery of quality assurance and compliance activities.

Rating	Performance against metric	Rationale for result
<b>Not Met</b>	<p>In 2021–22, 75 new entities were accredited as Australian Trusted Traders (ATT), contributing to a total of 903 accredited ATTs as at 30 June 2022.</p> <p>As at 30 June 2022, an additional 203 entities were in the process of being assessed for ATT accreditation.</p> <p>Throughout 2021–22, of the 903 Trusted Traders that were subject to compliance activity, 101 Trusted Traders were subjected to further compliance, resulting in 122 corrective actions.</p>	<p>This metric was <b>not met</b> as there were 903 accredited Trusted Traders by the end of the 46th Parliament, falling below the target of 1000.</p> <p>However, the 903 accredited ATTs represent 11.09 per cent of volume and 17.95 per cent by value of Australia's two-way trade. This is an increase of 0.59 per cent and an additional \$26 million in value in comparison to 2020–21.</p>

### Supporting Performance Information

#### ATT accreditation

The number of entities accredited as Trusted Traders during 2021–22 grew at a slower growth when compared to 2020–21. This was a result of COVID-19 restrictions impacting on site validation processes.

#### Quality assurance and Compliance

The ATT program is supported by a robust quality assurance and compliance program, including subjecting all ATT's to detailed pre-accreditation quality assurance processes, periodic risk-based compliance activity post-accreditation and both discreet and overt activity. During 2021–22, 652 overt activities were undertaken which included revalidation activities and annual declaration processes.

During 2021–22, the ATT program cancelled the Trusted Trader status for 25 ATTs and refused ATT accreditation for 23 entities. The number of refusals and the volume of assurance activities demonstrates the effectiveness of the ATT program to address non-compliance amongst accredited Trusted Traders.

#### Outcomes of the ATT program

Throughout 2021–22, the ATT program continued to foster trade facilitation within a framework of trust without compromising border security, creating positive outcomes for industry, the Australian Government and the economy. The ATT program conducted studies in partnership with Trusted Traders to monitor their awareness of supply chain security and facilitated in person and virtual supply chain security training. Feedback and evaluations indicated that Trusted Traders had an increased awareness of supply chain security and how risks can be mitigated. This awareness also impacted outcomes amongst the wider international trading community as Trusted Traders demand a higher standard of international supply chain security and trade compliance from their partners, for example including these requirements explicitly in tenders and contracts.

Trend Data	2021–22	2020–21	2019–20
Total number of ATTs	903	828	765
New entities accredited	75	76	340
Percentage of volume of Australia's two-way trade	11.0%	10.48%	10.71%
Percentage of value of Australia's two-way trade	17.95%	19.26%	18.42%

#### Data Sources:

- Customer Relationship Management (CRM) Dynamics database
- Integrated Cargo System (ICS)
- Case Referral Dynamics Database
- Stakeholder engagement and feedback
- Minutes of Steering Committee and Management Committee
- Exceptions reports

**METRIC 3.1.1.3:**

Advice provided to industry regarding tariff classification, valuation and rules of origin is provided within service standards.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p><b>Tariff classification advice</b></p> <p>As at 30 June, 1565 advance rulings were finalised, with 94.1 per cent completed within 30 days from provision of all documentation.</p> <p><b>Requests for valuation advice</b></p> <p>As at 30 June 2022, 99 advices were finalised, with 92.9 per cent completed within 30 days from provision of all documentation.</p> <p><b>Requests for rules of origin advice</b></p> <p>As at 30 June 2022, 30 advices were finalised, with 100 per cent completed within 30 days from provision of all documentation.</p>	This metric was <b>met</b> as greater than 85 per cent of tariff classification, requests for valuation and rules of origin advice were finalised within service timeframes. <sup>27</sup>

### Supporting Performance Information

During 2021–22, the ABF's ongoing commitment to meet service standards in relation to tariff classification, valuation and origin advice supports Australian importers in making business decisions that account for the full costs of importation, and enable them to take early action to pursue industry support measures such as the tariff concession system. These efforts also contributed to government assistance to Australian producers by playing a part in tariff and trade protections for local manufacturers.

#### Tariff classification advice

Throughout 2021–22, 1571 requests for tariff classification advice were received, representing a decrease of 18.4 per cent from 1925 requests received in 2020–21. The decrease in requests is attributed to the ongoing disruption to international trade arising from the global COVID-19 pandemic and from the impact of the escalating conflict in Ukraine. The long-term decrease in requests may also be related to the increase in the number of free trade agreements available to importers.

#### Requests for valuation advice

In 2021–22, 94 requests for valuation advice were received, a marginal decrease of 4.1 per cent from 98 requests received in 2020–21.

#### Requests for rules of origin advice

In 2021–22, the ABF received 48 requests for rules of origin advice, a decrease of 57.5 per cent from 113 requests received in 2020–21. The decrease is attributed to the absence of a number of large key stakeholder entities who lodged multiple origin advices at once during 2020–21.

In addition, the ongoing growth of the Australian Trusted Trader program will continue to reduce the requirement for multiple rules of origin advices to be lodged under some free trade agreements.

Trend Data	2021–22	2020–21	2019–20
Percentage of requests for tariff classification advice provided within service standard	94.1%	86.3%	81.0%
Requests for tariff classification advice received	1,565	1,970	2,249
Percentage of requests for valuation and rules of origin advice provided within service standard	94.55%	91.0%	92.5%
Requests for valuation and rules of origin advice received	129	212	267

27. The number of advices finalised is expected to differ, as requests received in one period may be completed in a subsequent period.



**Data Sources:**

- Departmental datasets
- Stakeholder feedback

**METRIC 3.1.1.4:**

Demonstrate progress against relevant action items within the *National Action Plan to Combat Modern Slavery 2020–25*.

Rating	Performance against metric	Rationale for result
<b>Met</b>	As at 30 June 2022, of the 46 Action Items within the <i>National Action Plan to Combat Modern Slavery 2020–25</i> (the Plan), four action items have been completed, two action items have not yet commenced and 40 action items are in progress.	This metric was <b>met</b> as the ABF continued to drive whole-of-government implementation of the Plan with 44 of 46 initiatives progressed or delivered in full in 2021–22.

**Supporting Performance Information**

The Plan sets the strategic direction for Australia's response to combatting human trafficking, slavery and slavery-like practices. The ABF works with a range of Commonwealth agencies to implement the action items against the five priorities of the Plan: Prevent; Disrupt, Investigate and Prosecute; Support and Protect; Partner; and Research.

**Examples of initiatives progressed in 2021–22**

- Continued to drive effective implementation of the *Modern Slavery Act 2018* (the Act) through efforts to support business and public sector understanding of modern slavery risks in global supply chains and maintain compliance with the Act. The ABF also commenced a statutory review of the Act as announced by Government in March 2022.
- Announced the recipients of round one of the Modern Slavery Grants. As at 30 June 2022, more than \$1.67 million was allocated for Round One grant activities ranging from seminars, workshops, research and publications on modern slavery issues such as criminal labour exploitation, forced marriage and modern slavery in business supply chains.
- Tabled the tenth report of the Interdepartmental Committee on Human Trafficking and Slavery. The report, titled '*Trafficking in Persons; the Australian Government Response 1 July 2017–30 June 2020*', highlights the important work of Australian Government agencies and their civil society partners to combat human trafficking and slavery in Australia and globally.
- Progressed development of a model for enhanced civil protection and remedies for individuals in or at risk of a forced marriage, including through consultation with Government agencies, states and territories and civil society.
- Delivered a communications campaign for *World Day Against Trafficking in Persons 2021*, to raise awareness of modern slavery indicators in Australia, and where to get help.
- In order to support the Commonwealth to continue delivering an evidence-based response to modern slavery, the ABF collaborated with Think-Place to undertake a Training Mapping and Needs Analysis of existing or recently lapsed initiatives. This information was then analysed to identify any gaps, needs or trends for specific roles, resulting in more than 90 frontline responder initiatives identified and future training recommendations.
- 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-delivering workshops on victim support and protection and coordinating planning and the delivery of ongoing assistance with Indonesia, Fiji, Malaysia and Sri Lanka.

## Stakeholder Engagement and Feedback

As at 30 June 2022, the ABF had convened several meetings to address action items outlined in the National Action Plan and to promote cooperation with state and territory government. These include meetings of the IDC on Human Trafficking and Slavery to monitor implementation and the Modern Slavery Expert Advisory Group to provide strategic advice to Government on the implementation of the Act.

In 2021–22, the ABF co-delivered two workshops to support Vietnam to implement the victim support and protection component of its National Plan of Action against Human Trafficking 2021–2025. Participants from each workshop responded to a survey and ‘agreed’ or ‘strongly agreed’ with 11 positive statements about the workshop (excludes ‘not applicable’). Survey respondents provided 39 positive comments about the ABF and Australian Federal Police’s involvement in the workshop.

The ABF also hosted a whole-of-government workshop in support of coordinating the response to modern slavery in public procurement. The workshop focused on how to improve responses to modern slavery in procurement and report on these in the annual Commonwealth Modern Slavery Statement.

### Data Sources:

- Departmental datasets
- Online register

## METRIC 3.1.1.5:

Deliver initial components of the Simplified Trade System.

Rating	Performance against metric	Rationale for result
Met	In 2021–22, the ABF completed two initiatives in partnership with key border agencies and the whole-of-government Simplified Trade System (STS) Implementation Taskforce (the Taskforce). Additionally the Department and the ABF implemented three Portfolio-led trade modernisation initiatives and progressed five longer-term initiatives in line with project milestones.	This metric was <b>met</b> as 100 per cent of the STS initiatives that the ABF led or supported were delivered or progressed in line with project milestones.

## Supporting Performance Information

The Taskforce leads the reform agenda across Government in consultation with Australian businesses to simplify Australia’s trade regulations, modernise ICT systems and strengthen Australia’s economic resilience. In 2021–22, the ABF provided substantial support to the Taskforce and the Trade Portfolio to deliver the initial components of the STS.

### Examples of key STS initiatives led by the ABF in 2021–22

- Working closely with key agencies and the Taskforce, developed a measure announced in 2021–22 Mid-Year Economic and Fiscal Outlook to implement a new Digital Verification Platform (DVP). This followed a successful proof-of-concept trial to enable the creation and use of trusted digital trade documents and to enable collaboration with industry and international partner countries.
- A new Digital Entry Point went live on 9 October 2021 providing a streamlined application process for those who wish to apply for both the Australian Trusted Trader program and Known Consignor Scheme, benefiting all applicants, including food exporters and increasing awareness of both schemes.
- The ABF continued to undertake industry consultation and legislative design of a new Regulatory Sandbox within customs legislation to enable small-scale, time limited trials with industry to allow for innovation in developing best practice regulation to support simplifying the Australian customs framework. The Customs Amendment (Controlled Trials) Bill 2021 was introduced into the House of Representatives as part of the 2021 Spring Sitzings.
- The ABF implemented a new Gateway Clearance Model for Sea Cargo allowing the release of cleared sea cargo from customs control in the Port of Discharge providing cost-saving benefits to industry.

- The ABF continued industry consultation on options for a new cargo intervention model for both sea and air cargo to improve efficiency and effectiveness at the border. The ABF also undertook a technology proof-of-concept trial to explore and examine the scanning technical capabilities in the market.
- The Duty Deferral Plus benefit came into effect on 1 July 2021, extending periodic payments for eligible Australian Trusted Traders to include a number of other charges that are usually payable on lodgement. This benefit improves business cash flow and reduces administrative burden.

Overall, in 2021–22, the ABF made a significant contribution to support the work of the Taskforce and Trade Portfolio, with staff secondments to the Taskforce, ongoing engagement through regular governance forums, participation in workshops, journey mapping and policy development.

The ABF received positive feedback from the Trade Portfolio, with the Taskforce noting the ABF was a critical partner in ensuring the ultimate success of the STS measures announced in both the 2021–22 MYFEO and the 2022–23 Budget, collectively delivering the Government with a clear plan for the future cross-border trade system.

The Taskforce acknowledged the ABF's effort in supporting the development of key strategic pieces such as the first ever baselining of Australia's cross-border trade system through the whole-of-government Comprehensive Regulatory Review and ICT Scoping Study.

#### Data Sources:

- STS monthly project status reports
- Departmental datasets
- Stakeholder communications

### OBJECTIVE 3.1.2:

Administration of border revenue laws and processes supports effective revenue collection and reduced revenue evasion.

#### METRIC 3.1.2.1:

Effective revenue collection and reduced revenue evasion contributes to Australia's economic prosperity.

Rating	Performance against metric	Rationale for result
<b>Partially Met</b>	<p>As at 30 June 2022, the Department collected revenue totalling \$17.578 billion from Customs Duties, Import Processing Charge and Passenger Movement Charges as follows:</p> <ul style="list-style-type: none"> <li>• <b>Customs Duty:</b> \$16.944 billion was collected.</li> <li>• <b>Import Processing Charge (IPC):</b> \$453.8 million was collected.</li> <li>• <b>Passenger Movement Charge (PMC):</b> \$180.5 million was collected.</li> <li>• <b>Revenue Evasion:</b> \$234.8 million total revenue was identified by the Department and the ABF resulting from investigation and compliance activities.</li> </ul>	<p>This metric was <b>partially met</b> as 98.6 per cent of total estimated revenue was collected in 2021–22 through Customs Duty.</p> <p>Comparatively in 2021–22, 102 per cent of estimated revenue for IPC and 122.9 per cent of estimated revenue in PMC was collected.</p>

### Supporting Performance Information

During 2021–22, the ABF collected \$138.205 million in revenue in voluntary disclosures, an increase of 44.1 per cent from \$95.887 million collected in 2020–21. This increase can be attributed to the streamlining and refinement of Voluntary Disclosure processes and an increase on the staffing footprint via the engagement of permanent and surge staff to meet demand.

#### Factors contributing to this result in 2021–22 included:

- Voluntary Disclosure (VD) cases, totalling \$138.205 million in duty, Goods and Services Tax (GST), Wine Equalisation Tax (WET) and Luxury Car Tax (LCT).
- Post Transaction Verifications (PTV), totalling \$38.027 million in duty, GST, WET and LCT.
- Pre clearance Interventions, totalling \$44.035 million in duty, GST, WET and LCT.
- Refused Refunds, totalling \$13.864 million in duty, GST, WET and LCT.

The ABF have also engaged extensively with external stakeholders to promote the merits of voluntarily disclosing the omission or adjustment in a statement to the ABF and the eligibility for protection from penalties and prosecution. Engagement has included attendance at symposiums, trade exhibitions and the development of an E-learning Module for the ABF website to be accessed by customs brokers, importers, and consultants.

#### National Refunds

When compared to 2020–21, National Refunds increased over 100 per cent. While there have been some high value refund rejections this financial year, the ABF continue to refine targeting and have increased their focus on post detection research, which has resulted in an increased detection rate, higher rejection amounts and increased post recovery.

#### Post Transaction Verification understated revenue

When compared to 2020–21, there was a 45.1 per cent decrease in Post Transaction Verification understated revenue. This can be attributed to COVID-19 which saw many post transaction activities that would have otherwise been conducted in person being undertaken through other means, reduced staffing profile and training requirements for new staff. In addition, adverse decisions from the Administrative Appeals Tribunal also likely impacted results.

During 2021–22, Pre-clearance Intervention was re-assessed after changes to import regulations related to vaping products and export sanctions related to Russia were introduced. This has had a minor impact on revenue targeting. In addition to these activities, during 2021–22 the Trade Enforcement Pilot Project (TEPP) enhanced and strengthened the ABF's trade enforcement capability across key border vulnerabilities known to be targeted by criminals seeking to evade duty and bypass trade regulations.

#### **Illicit Tobacco Taskforce (ITTF)**

##### Post Border Disruptions

During 2021–22, the Illicit Tobacco Taskforce (ITTF) detected 151 instances of revenue evasion (detections/seizures), resulting in the protection of approximately \$561 million in potential revenue evasion. This represents a 16 per cent and a \$249 million (ex GST) increase in detections and the protection of potential revenue evasion respectively when compared to 2020–21.

The increase in the number of detections and potential revenue evaded can be attributed to ITTF lines of effort resulting in the effective targeting of illicit tobacco importation by Priority Illicit Tobacco Networks (PITNs).

##### Pre-Border Disruptions<sup>28</sup>

The ITTF proactively collaborated with its international partner agencies in order to combat the global illicit tobacco trade. Reports and products regarding detections and referral outcomes were sent to ABF's offshore-posted officers and/or offshore partner agency representatives. During 2021–22, the ITTF sent 33 detection reports and products to at least 12 different countries or locations. This figure represents an 81 percent decrease in the number of detection reports sent compared to 2020–21, when the ITTF sent 175 reports to at least 20 recipient countries or locations. The reduction can be attributed to recent geo-political changes that have contributed to a reduction in referrals from a key points of origin for illicit tobacco.

<b>Trend Data</b>	<b>2021–22</b>	<b>2020–21</b>	<b>2019–20</b>
<b>Customs Duties, Import Processing Charge and Passenger Movement Charges</b>	<b>\$17.578 billion</b>	<b>\$18.6 billion</b>	<b>\$20.778 billion</b>
<b>Portfolio Additional Estimates Statements (PAES) estimate</b>	<b>\$17.78 billion</b>	<b>\$19.3 billion</b>	<b>\$22.4 billion</b>
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• SAP</li> <li>• Integrated Cargo System (ICS)</li> <li>• Passenger Analysis Clearance Evaluation System (PACE)</li> <li>• PMC database</li> <li>• PAES targets as published by Government</li> <li>• Budgeting, Reporting and Costing System (BRACS)</li> </ul>			

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

**METRIC 3.1.2.2:**

Refunds and drawbacks achieve service standards.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<b>Drawbacks</b> During 2021–22, 1927 drawback claims were lodged, of which 1850 were delivered within 30 days of receiving all documents.  <b>Refunds</b> During 2021–22, 104,249 refunds were lodged, of which 102,713 were delivered within 30 days of receipt of all required information.	This metric was <b>met</b> as 96 per cent and 98.53 per cent of drawback claims and refunds respectively were assessed and delivered within client service standards exceeding the target of 90 per cent.

**Supporting Performance Information****Drawbacks**

The total drawbacks claims lodged in 2021–22 saw a 12.05 per cent decrease from 2191 in 2020–21. This decrease in claim numbers is a result of clients consolidating claims to assist administrative processing while COVID-19 has also continued to impact the volume of drawback claims.

Over the same period, the ABF delivered \$573.4 million in drawbacks, an increase of 7.53 per cent from \$533.2 million in 2020–21. The increase in drawback claim values can be attributed to *Australian Customs Notice (ACN) 2018/35—Amendments to the Customs Act 1901*. These amendments included a measure that removed the option for importers to enter tobacco products into a licensed warehouse. Previously the imported tobacco would have remained in a warehouse, with no duty paid, and then exported from that warehouse as required, thereby precluding a need to claim a duty drawback on the exported product.

**Refunds**

As at 30 June 2022, the volume of refunds processed increased by 0.09 per cent compared to 103,348 in 2020–21. The value of the paid refunds increased from \$231.3 million in 2020–21 to \$252.9 million in 2021–22, an increase of 9.3 per cent.

Trend Data	2021–22	2020–21	2019–20
Percentage of drawback claims lodged that were processed within service standard	96%	92%	-
Value of drawbacks delivered	\$573.4 million	\$533.2 million	\$419.4 million
Number of drawback claims lodged	1,927	2,191	2,481
Percentage of refunds that were processed within service standard	98.53%	98.4%	95.2%
Value of paid refunds delivered	\$252.9 million	\$231.3 million	\$263.4 million
Number of refunds processed	104,249	103,348	Need to request data

**Data Sources:**

- Drawbacks register
- Revenue Management—Department of Home Affairs and Department of Finance
- Budgeting, Reporting and Costing System (BRACS)
- ICS financial transactions

## ACTIVITY 3.2

### Summary of performance

#### Securing and surveilling the Australian border

During 2021–22, the ABF remained focused on targeting and preventing border-related criminality, detecting and deterring the unlawful movement of goods and people across the border. The ABF continued to deliver strong outcomes that contribute to the protection, security and management of our borders through collaboration and engagement with government and industry stakeholders. This included 14,700 aerial surveillance hours and a total of 2337 days of maritime vessel patrols to ensure the vast Australian coastline is monitored and protected.

The Border Operations Centre (BOC) was instrumental in enforcing the travel restrictions introduced to reduce the impact of COVID-19 on the Australian community. BOC officers assess, detect and intervene with non-genuine travellers as part of a critical layer to Australia's border protection. The successful and rapidly operationalised border controls effected by the BOC was not without its challenges. The BOC assessed and facilitated travel of individual passengers and crew manually, and intervened to enforce travel restrictions by authorising uplift of both inbound and outbound genuine passengers and crew. During early stages of the border re-opening, the BOC processed 600 per cent more manually authorised uplifts when compared to pre-COVID levels.

Additionally, ABF played a leading role from an operational perspective to bring home Australian citizens, permanent residents and eligible visa holders stranded overseas due to the closure of international borders due to COVID-19. The ABF processed 96 repatriation flights and facilitated the return of approximately 19,200 Australian citizens, permanent residents and family members to Australia via Darwin. The collaborative work within an inter-agency and multi-disciplinary environment with Australian Medical Assistance Teams (AUSMAT), the Department of Agriculture, Water and the Environment (DAWE), ADF, Northern Territory (NT) Police and NT Health, supported the successful navigation of operational complexities while ensuring community safety.

The ABF is committed to promoting visa and migration compliance and manages immigration detention facilities within Australia, treating people in detention with respect, dignity and fairness. Throughout 2021–22, immigration detention COVID-19 management, planning and preparedness, including the offer of COVID-19 vaccinations to detainees, continues to be subject to oversight and inspections by the Commonwealth Ombudsman and Comcare.

Through the ongoing relationship with Defence Export Controls, the ABF continued to identify breaches of export control legislation and investigate entities attempting to export consignments of proliferation concern. Following investigation, the ABF supported educational activities and referrals to the Commonwealth Director of Public Prosecutions, to deter further breaches of export controls. In 2021–22, there was a whole-of-government response regarding sanctions imposed on Russia, following the situation in Ukraine. The ABF actively monitored exports of military, sensitive and dual-use goods destined to Russia to ensure obligations were met regarding export controls and sanctions legislation.

## Our collaboration and engagement with stakeholders

Throughout 2021–22, the ABF collaborated and engaged with stakeholders to bolster the capabilities that underpin effective border security and maritime surveillance. In 2021–22, the ABF International Network capitalised on information sharing which led to the seizure of over 1000 kilograms of narcotics and 140 tonnes of illicit tobacco at the border. This prevented \$270 million of harm to the community and more than \$255 million in duty evaded. Additionally, the Airline Liaison Officer network also shared information with airlines by providing advice, preventing 51 non-genuine passengers attempting to travel to Australia using fraudulent or counterfeit travel documents, and offloading of a further 100 individuals whose reason for travel was assessed as non-genuine, or who would be unlikely to meet Australia's entry requirements. This saved the Australian Government from spending \$11.3 million in on-shore costs relating to detention, processing, compliance and removal activities.

In 2021–22, the ABF collaborated with key immigration detention stakeholders and clinicians on comprehensive reviews of detention health policies to ensure that detainees are provided with quality health care services that meet community standards.

On 6 April 2022, the former Minister for Home Affairs released the *Australian Government Civil Maritime Security Strategy*, which brings together the equities of, for the first time, more than 20 Australian Government agencies who have policy or operational responsibilities that impact Australia's civil maritime security. The strategy provided the framework to deliver a whole-of-government approach to strong, integrated and adaptive civil maritime security. Robust civil maritime security is needed to advance and protect our interests, while actively managing non-military risks to Australia.

During 2021–22, the ABF coordinated a number of efforts to build our capability to support the integrity of border clearance processes. The Department invested in specialist identity and biometric training for Border Clearance Officers, Airline Liaison Officers and Border Force Recruits.

Additionally, the ABF Detector Dog Program (DDP) continued to mature to operate a world class detector dog training, development and breeding program. In 2021–22, the DDP bred and fostered 165 Labrador Retriever puppies that will in the future be used by the ABF, international and other Australian agencies.

These detector dogs detect narcotics, firearms, currency, tobacco, and explosives and work across airports, seaports and international mail gateways. The DDP's capability supported law enforcement agencies in making or assisting in more than 1500 detections including currency in excess of \$27 million, over 2900kg of narcotics and more than 18,000kg of illicit tobacco.



# CASE STUDIES

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## Border security in the Torres Strait

The Torres Strait is a unique zone within the overall Australian border continuum. A treaty between Australia and Papua New Guinea (PNG) normally allows residents of the border region to travel freely for cultural reasons. The ABF monitors movements within this zone and conducts this important work in consultation and partnership with local residents. The potential for spread of COVID-19 led to the suspension of these movements to ensure the virus did not spread in the Torres Strait Island community. The ABF conducted joint-agency patrols alongside officers from the Australian Federal Police (AFP) and Queensland Police Service (QPS) to ensure compliance of this important measure.

An example of interagency collaboration occurred in November 2021 when the ABF received information from residents in the Torres Strait that two PNG residents had entered Australia in breach of necessary border closures. Officers from the ABF, AFP and QPS subsequently investigated and eventually detained the individuals in accordance with migration legislation. Such efforts ensured community safety and contributed to the whole-of-government response to enhance border measures to limit the spread of COVID-19.

## Operation Mekong Dragon

The ABF has participated in World Customs Organisation (WCO) Operation MEKONG DRAGON (MD IV) targeting cross-border trafficking in illicit drugs, precursor chemicals, and wildlife and timber species listed in the appendices of the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). The ABF actively proposed global operations in the priority trade enforcement area, and encouraged other WCO members to participate in these operations.

Operation MD IV was operationally active from 15 April to September 2022, and the ABF was participating and uploading related detections into the World Customs Organisation's Customs Enforcement Network Communication Platform (CENcomm). Activities from 15 April to 30 June 2022 under MD IV have resulted in a 349.84 per cent increase in methamphetamine detections compared to the same period in 2021.

# Performance information

Table 13: Activity 3.2 – Performance information

<b>ACTIVITY 3.2:</b> Effective border security and maritime surveillance.		
<b>OBJECTIVE 3.2.1:</b> Border security and contemporary maritime surveillance activities support the identification and referral of people and goods crossing Australian Borders that pose a risk.		
<b>METRIC 3.2.1.1:</b> Interventions are proportionate to the level of risk and contribute to enhanced border security.		
Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>As at 30 June 2022, 2941 high-risk traveller alerts were received and actioned on behalf of partner agencies including the Australian Federal Police (AFP), Australian Criminal Intelligence Commission (ACIC) and the Attorney-General's Department (AGD).</p> <p>During 2021–22, there were 27,394 drug detections, 973 firearm, parts and accessories detections and 150,782 illicit tobacco detections. Additionally, there were 51 Airline Liaison Officer interdictions (ALO), and 190 immigration refusals at the border.</p>	<p>This metric was <b>met</b> as 100 per cent of the high-risk traveller alerts were actioned and the ABF's detection posture and ALO interdiction activities continued to enhance border security outcomes.</p>
<b>Supporting Performance Information</b>		
<p>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 and with partner agencies through an intelligence-led approach.</p> <p>In addition to the detections relating to the movement of goods and people across the border, the ABF was involved in high profile on-water detections, leading a significant on-water detection in South Australia (SA) in March 2022, which resulted in a 416 kilograms cocaine seizure. The ABF was also part of a Joint Taskforce that resulted in a 12 kilogram BCD Heroin detection in Brisbane on 25 May 2022.</p> <p><b>Drugs and Firearms</b></p> <p>In 2021–22, there was a decrease of 16.7 per cent in the number of drug detections when compared to 2020–21. This is attributed to the shift of ABF resources during 2021–22 to the international traveller environment with the easing of travel restrictions, resulting in fewer resources and targeting efforts in the cargo environment.</p> <p>The comparative weight of detections has also decreased by 51.4 per cent, given the historically large single detection in 2020–21 of 9 tonnes of Gamma butyrolactone (GBL).</p> <p>As at 30 June 2022, firearm detections decreased by 8.8 per cent when compared to the same period in 2020–21.</p> <p><b>Illicit Tobacco</b></p> <p>The number of tobacco detections decreased by 29.7 per cent, while the weight in tonnes increased by 34.4 per cent, which is attributed to an increase in large-scale detections in the sea cargo environment. Numerous tonnes of loose-leaf tobacco and tens of millions of cigarettes were identified in a single detection across multiple shipping containers, as opposed to the smaller-scale detections found in air cargo, international mail parcels or carried by travellers in baggage.</p> <p>Offshore engagement resulted in numerous seizures, including a Hong Kong seizure of 9 million cigarettes and 1300 kilograms of rough-cut tobacco destined to be 'scatter gunned' into Australia's east coast amounting to a saving in excess of \$11 million in lost revenue.</p>		

### Airline Liaison Officer (ALO) interdictions and immigration refusals

In 2021–22, the Airline Liaison (AL) Program conducted a total of 51 interdictions, representing an increase of 82.1 per cent compared to interdictions in 2020–21. As at 30 June 2022, 20 ALOs were operating across traditional program locations in the Middle East, Asia and the Pacific.

### Investigations and Prosecutions

The ABF provides specialist investigation and enforcement capabilities to detect, disrupt and treat serious complex border crime and systemic vulnerabilities to facilitate legitimate trade across Australia's border and migration systems. In 2021–22, there were 318 investigations commenced, 30 prosecutions initiated and 27 investigations referred to other law enforcement agencies, compared to 439<sup>29</sup> investigations commenced, 48<sup>30</sup> prosecutions initiated and 201<sup>31</sup> referrals in 2020–21.

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* on a case-by-case basis.

### Child Abuse Material and Child Exploitation

Throughout 2021–22, 44 investigations commenced relating to child exploitation and child abuse material. This is a decrease of eight (-15.4 per cent) when compared to the 52 investigations commenced during 2020–21. In 2021–22, six prosecutions were initiated relating to child exploitation and child abuse material, compared to 11 prosecutions in 2020–21.

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
<b>Detections</b>					
Major illicit drug detections <sup>32</sup>	27,394	32,920 <sup>33</sup>	40,980 <sup>34</sup>	35,874	43,278
Major illicit drug detection by weight	10,463 kg	23,168.95 <sup>35</sup> kg	11,061 kg*	19,963 kg	14,082 kg
Undeclared firearms, parts and accessories detections	973	1,067 <sup>36</sup>	2,368*	2,269	2,007
Undeclared tobacco detections	150,782	214,336	157,555	286,657	112,584
Undeclared tobacco detections by weight	1,678.51 tonnes	1,248.49 tonnes	484.65 tonnes*	631.32 tonnes	432.86 tonnes
Objectionable material detections	202	218	-	-	-
Child-like sex dolls	88	103	-	-	-
Objectionable material related to child exploitation and abuse	13	9	-	-	-
Other Objectionable material	101	106	-	-	-

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

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

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

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

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

34. Until 2020–21, reporting included illicit, prohibited and restricted drugs and precursors.

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

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

## Interdictions and Immigration Refusals

Number of AL Program interdictions	51	18	361	387	205
Immigration refusals at the border	282	211 <sup>37</sup>	2,274	4,191	4,584
Percentage of High Risk Traveller Alerts received and actioned on behalf of portfolio agencies	100%	100%	-	-	-
High Risk Traveller Alerts received	2,941	718	-	-	-

### Data Sources:

- Departmental datasets
- Alerts Management Reports
- SAP BI reports
- Airline Liaison Officer (ALO) Programs (offshore) and Border Intelligence Fusion Centre (BIFC) reporting
- Case Referral and Investigations Management System (CRIMS)

## METRIC 3.2.1.2:

Maritime patrol days and aerial surveillance hours are maintained or increased compared to previous reporting periods.

Rating	Performance against metric	Rationale for result
Not Met	<p>As at 30 June 2022, the ABF completed:</p> <ul style="list-style-type: none"> <li>• 2337 patrol days compared to 2485 patrol days in 2020–21.</li> <li>• 14,798 flying hours, compared to 16,009.8 flying hours completed in 2020–21, correlating to 86 per cent of the 17,200 maximum budgeted hours and 94 per cent of the 15,735 targeted hours.</li> </ul>	<p>This metric was <b>not met</b> as maritime patrol days and aerial surveillance hours completed decreased by 6.3 per cent and 8.2 per cent respectively when compared to 2020–21.</p>

## Supporting Performance Information

Throughout 2021–22, ABF apportioned available surveillance and response assets to conduct intelligence-led and risk based operations to deter, identify and respond to civil maritime security threats in its area of responsibility. These activities continue to directly contribute to national and maritime security outcomes.

In 2021–22, the principal issue that contributed to the loss of patrol days was the impact of COVID-19 on critical crew positions, which prevented vessels departing for patrol activities. Similarly, air surveillance hours were impacted by shortage of qualified crew members. In addition, the change to the surveillance posture also affected the ability to rectify aircraft defects in remote territories, thereby extending days that airframes were unserviceable. The ABF continues to explore avenues to address the impact of COVID-19 on surveillance activities, specifically through considering staffing rosters and appropriate contingencies for 'critical' staff capabilities.

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

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
Marine unit patrol days	2,337	2,485	2,298	2,195	2,668
Marine unit patrol days <sup>38</sup> excluding ABFC's Ocean Shield and Thaiyak	1,908	1,908	1,771	1,646	2,036
Aerial surveillance flying hours completed	14,798	16,009.8	15,212.9	-	-
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Surveillance Information Management (SIM)</li> <li>• Departmental datasets</li> </ul>					

### METRIC 3.2.1.3:

100 per cent of identified disruptive or non-compliant activities occurring in the Australian Maritime Domain were subject to a prioritised, risk-based law enforcement response.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>During 2021–22, activities undertaken included:</p> <ul style="list-style-type: none"> <li>• Retrieving 32 Fish Aggregating Devices (FADs) and nine ghost nets. When unregulated, these may become Navigational Hazards and result in damage to Australia's maritime ecosystems.</li> <li>• 74 'educate and disembark' activities.</li> <li>• 319 legislative forfeitures were conducted by MBC assigned assets involving illegal Foreign Fishing Vessel (FFVs). This resulted in equipment and catch being confiscated or disposed of at sea.</li> <li>• Additionally, 44 unseaworthy vessels were disposed of at sea.</li> </ul> <p>During 2021–22 there were zero Illegal Foreign Fishing (IFF) fishers apprehended and zero Border Controlled Drug (BCD) related vessel interdictions.</p>	<p>This metric was <b>met</b> as the ABF remained appropriately postured to counter predicted risks and respond to all Civil Maritime Security (CMS) threats.<sup>39</sup></p> <p>Despite challenges posed by COVID-19, the ABF's efforts reduced illegal activity within the Australian Maritime Domain (AMD).</p> <p>International engagement, joint patrols, information sharing and strategic communications continued to support deterrence and disruption, including with and in Indonesia.</p>

### Supporting Performance Information

In 2021–22, the ABF maintained a prioritised response to all CMS threats and actively managed assets across the north of Australia with a continuing focus on Indian Ocean Territories (IOTs), Ashmore/Cartier Islands and Argo/Rowley Shoals Marine Parks as the priority threat corridors.

Some of these operations were disrupted by fuel supply issues in IOTs as the long-term unserviceability of the Smith Point fuel buoy at Christmas Island had a significant impact on ABF operations in the IOTs. Additionally, ongoing repercussions of COVID-19 have continued to impact ABF crewing of marine vessels and restricted contracted aerial surveillance operations in the North West.

38. Includes all vessels

39. This metric has been assessed using an incomplete performance information. The methodology for metric 3.2.1.3 as published within the 2021–22 Corporate Plan included the total percentage of identified disruptive or non-compliant activities occurring in Australia's maritime domain. The total number of identified vessels was not available during 2021–22.

In addition, the ABF operations were also disrupted by a redirection of assets in the Torres Strait to higher priority threat vectors. In June 2022, ABF land force posture was supplemented by Australian Defence Force Regional Force Surveillance Group (ADF RFSG) elements deployed to Boigu and Saibai Island in support of Operation OVERARCH.

ABF operational activities responded to a significant increase in FFV incursions into the Australian Exclusive Economic Zone (AEEZ). The reasons for the increase in illegal fishing are complex, with economic drivers associated with significant weather events and COVID-19 the likely cause for the uptick of activity in Australian waters. While this increase specifically in Australia's northern waters has challenged on-water assets, the ABF were able to maintain operational response capabilities and adopt COVID-19 safe practices for the interception and inspection of FFVs. In addition, 'Boots on deck' boarding's and inspections recommenced in 2021–22.

The ABF also dedicated efforts to combat Illegal Exploitation of Natural Resources (IENR) in the North-West portions of the AEEZ.

Trend Data	2021–22	2020–21	2019–20
<b>Percentage of identified non-compliant vessels operating in the Australian Maritime domain that were subject to a prioritised, risk based law enforcement response</b>	Unable to be determined	100%	100%
BCD related vessel interdictions	0	2	2
FADs retrieved	32	20	32
Ghost nets retrieved	9	9	3
'Educate and disembark' activities	74	104	92
Legislative forfeitures conducted by ABD assigned assets involving illegal FFV	319	170	0
Unseaworthy vessels disposed of at sea	44	12	-
IFF fishers apprehended	0	0	20

**Data Sources:**

- Australian Maritime Identification System (AMIS)
- Geospatial Data Mart Reporting Operations Centre (GROC)
- Surveillance Mission Planning and Response Tasking System (SMARTS) reports
- AFMA records
- Daily Operation briefs
- Departmental datasets

**METRIC 3.2.1.4:**

Effective management of national security risks, including terrorist threats and counter proliferation.

Rating	Performance against metric	Rationale for result <sup>40</sup>
<b>Met</b>	<p>In 2021–22, all consignments that triggered counter-proliferation (CP) cargo alerts were assessed against dual-use and Weapons of Mass Destruction (WMD) criteria. This includes checks to ensure permit requirements were met, validation of permit condition, and compliance checks with relevant export controls and sanctions legislation. All identified breaches were referred for formal investigation and enforcement action.</p> <p>The ABF also effectively managed terrorist threats at the border by enforcing Australia's customs and migration laws to prevent the passage of violent extremists and goods used to support terrorist activities. All known persons of national security interest were subject to an ABF intervention, with an increase in the number of persons by approximately 476 per cent, compared to 2020–21.</p>	This metric was <b>met</b> as the ABF's border assessment and intervention activities effectively mitigated border risks and countered national security threats to Australia, including through preventing the spread of WMD, and mitigating risks of suspected Foreign Fighters.

**Supporting Performance Information****ABF Counter Proliferation (CP)**

The ABF continues to work closely with the national security community and permit issuing agencies to identify high-risk persons, entities and consignments, interdict and seize illicit goods, and investigate persons and entities for proliferation and sanctions related offences.

In 2021–22, the number of consignments of CP interest that were subject to an ABF intervention at the border decreased by approximately 27 per cent, however the number of breaches detected rose by 15 per cent compared to 2020–21. This can be attributed to ongoing refinements to ABF's intervention approach, with a continued focus on the most significant threats to the border.

Despite an increase in breaches detected in 2021–22, there was a decrease by approximately 25 percent in finalised investigations for breaches of export control legislation. This is as a result of resourcing being directed towards increased outreach activities to encourage compliance with export controls by Australian industry.

To further support CP efforts, the ABF conducted around 85 educational sessions, capacity building and interagency workgroups. Other key stakeholder engagements in 2021–22 include presenting at the Australian Trusted Trader Symposium on export controls of proliferation concern, and participating in the Australia Group Plenary as the enforcement exchange lead, demonstrating our commitment to countering global weapons of mass destruction proliferation threats.

**ABF Counter Terrorism (CT)**

In 2021–22, the ABF delivered the following additional CT related activities:

- supported partner agencies CT investigations with the provision of border-expertise
- managed compliance and implementation of the Temporary Exclusion Order (TEO) scheme
- adapted assessments to respond to emerging trends regarding violent extremist ideologies
- developed intelligence-based discovery projects to identify unknown entities of CT interest.

40. Due to classification sensitives, a number of data sets that support the Department's assessment against the methodology for this metric have not been included within the 2021–22 Annual Performance Statement. The results of these data sets have informed the overall outcomes and subsequent assessment of this metric.

Trend Data	2021–22	2020–21	2019–20
Counter proliferation (CP) educational, capacity building, targeting and disruption interagency workgroups delivered	85	20	2,298
Percentage of persons known to ABF that are of national security interest were subject to ABF intervention	100%	100%	100%
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Case Referral and Investigations Management System (CRIMS)</li> <li>• Teradata</li> <li>• ICS</li> <li>• Alerts Management System (AMS)</li> <li>• Departmental datasets</li> </ul>			



# CASE STUDY

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## PROJECT RAILBED

In response to ongoing security concerns related to Afghanistan, the ABF developed Project RAILBED to mitigate the border risk posed by persons who may be seeking to travel to Afghanistan or neighbouring countries during the security crisis. Project RAILBED resulted in more than 20 border interventions that produced various degrees of outcomes, however, of the passengers assessed there was minimal national security information obtained.

Project RAILBED closed when the former Government ceased the requirement for travellers to submit travel exemptions during the COVID-19 pandemic, although some passengers originally identified through the project remain subject to ongoing CT consideration.

The ABF remains steadfast to assess national security risks, including terrorist threats across the border continuum to safeguard the Australian community.

**METRIC 3.2.1.5:**

Operation Sovereign Borders (OSB) responds to IMAs consistent with government policies and legal obligations.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>During 2021–22 the ABF:</p> <ul style="list-style-type: none"> <li>• Intercepted and detained five vessels under the <i>Maritime Powers Act 2013</i> for maritime people smuggling.</li> <li>• Safely returned all 137 people from these ventures to their country of origin.</li> <li>• Ensured zero maritime people smuggling vessels reached Australia without intervention.</li> <li>• Contracted multi-country service providers to deliver 98 bespoke communication materials</li> <li>• Supported regional partners in disrupting two maritime people smuggling ventures and 91 Potential Irregular Immigrants (PIIs) known to be targeting Australia as a final destination.</li> </ul>	<p>This metric was <b>met</b> as the Joint Agency Task Force (JATF) Operation Sovereign Borders (OSB) remains effective in countering maritime people smuggling and responding to Unauthorised Maritime Arrivals (UMAs) that target Australia.</p>

**Supporting Performance Information**

Throughout 2021–22, Australia's border protection policies under OSB, including contributions from all 16 contributing Government agencies, remained an effective control for maritime people smuggling ventures targeting our border.

After an extended period of suppressed maritime people smuggling threat levels, the economic crisis in Sri Lanka led to an increase in maritime people smuggling ventures targeting Australia since May 2022. Throughout 2021–22, to help meet the increased threat and risk environment for maritime people smuggling, OSB contributing agencies continued to exchange intelligence and cooperate with regional partners to deter and disrupt maritime people smuggling activity in source, transit and departure countries. The total number of ventures disrupted by foreign law enforcement agencies since commencement of OSB is now 86. In addition, the total number of PIIs prevented from risking their lives on dangerous maritime people smuggling ventures was 2765.

The OSB Zero Chance messaging campaign forms a critical element of OSB's multi-layered deterrence effects, using online advertising through YouTube, Facebook, Google, online gaming, mobile apps and popular websites to target thousands of views of deterrence messaging each month.

This campaign helps to suppress maritime people smuggling activities, and since its launch in June 2019, the campaign has contributed to a significant reduction in the willingness of PII to consider an illegal maritime journey to Australia. As at 30 June 2022, the campaign has had a total reach of approximately 89.3 million people in source and transit countries since commencement.

In support of OSB's mission to combat maritime people smuggling, the ABF continued to engage with international partners to reinforce cooperation on maritime people smuggling issues. During 2021–22:

- The OSB Commander and Deputy Commander participated in a virtual engagement with Pakistan authorities, and New Zealand authorities.
- The Deputy Commander OSB travelled to Sri Lanka for a wide-ranging series of engagements with key Sri Lankan counter maritime people smuggling interlocutors.
- OSB hosted an important visit to the ABF HQ by the Sri Lankan Navy and accompanied the Minister for Home Affairs on a visit to Sri Lanka to meet with key counter maritime people smuggling interlocutors.

All of these engagements served to reinforce critical bi-lateral operational relationships to counter maritime people smuggling activity in the Australian region. Due to the coordinated efforts of all contributing agencies to JATF OSB, it has now been more than eight years since the last death at sea from maritime people smuggling ventures targeting Australia, and more than seven and a half years since the last successful maritime people smuggling venture to Australia.

Trend Data	2021–22	2020–21	2019–20	2018–19
Identified maritime people smuggling ventures that were intercepted and detained under the <i>Maritime Powers Act 2013</i>	5	0	3	2
Maritime people smuggling ventures that reached Australia without intervention	0	0	0	-
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	137	0	-	-
Disruptions of maritime people smuggling ventures made by authorities in source and transit countries	2	1	2	-

**Data Sources:**

- Departmental tracker and datasets
- Fortnightly AFP Foreign Law Enforcement Agency Disruptions data

**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.

**METRIC 3.2.2.1:**

The number of critical incidents in immigration detention facilities decreases compared to previous reporting periods.

Rating	Performance against metric	Rationale for result
<b>Not Met</b>	As at 30 June 2022, there was 559 critical <sup>41</sup> incidents within the Immigration Detention Network (IDN). In 2021–22, three Immigration Detention Facilities (IDFs) exceeded operating capacity, these were the Brisbane Immigration Transit Accommodation (ITA), Melbourne ITA and Villawood Immigration Detention Centre (IDC).	This metric was <b>not met</b> as the number of critical incidents increased by 115.83 per cent when compared to 259 critical incidents recorded in 2020–21.

**Supporting Performance Information**

The overall increase in critical incidents is reflective of the impact of new COVID-19 variants and increases in community transmission rates and associated increases to the number of staff infections. The ABF and Department have continued to work closely with key stakeholders including Medical Officers of the Commonwealth, jurisdictional Public Health Units and Detention Service Providers to mitigate and limit the risk of COVID-19 transmission and outbreaks within Immigration Detention Facilities (IDF).

A range of additional factors also led to the increase in major disturbances in IDFs, including delays in progressing removals predominately due to COVID-19 constraints, increased criminality of detainee cohort, contraband such as illicit drugs, and suspensions of visits in a number of regions due to COVID-19 risks.

In 2021–22, the IDN detainee cohort remained broadly consistent with previous years with the three main cohorts being section 501 visa cancellations (61.2 per cent), Illegal Maritime Arrivals (14.5 per cent) and Over-stayers (11.7 per cent). The remaining 12.6 per cent were made up of detainees who were non-immigration cleared air or sea port arrivals, and non-section 501 visa cancellations.

41. This is classified as significant incidents in detention.

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## Major disturbances

In 2021–22, major disturbances were mostly attributed to illicit drugs, home brewed alcohol, and prescription medications infiltrating the IDN and issues associated with the temporary suspension of visits due to COVID-19, including the reduced ability for detainees to be removed. The ABF have a range of enhanced screening and controls in place to mitigate the infiltration of substances and the production of homebrew; however ability is constrained by limitations of search and seizure powers.

## Sexual assaults

All sexual assaults in the IDN are recorded in the same incident category and are categorised as Category 3-Critical incidents. Of the 33 incidents, twelve were reported as allegations of sexual assault, five instances of deliberate unwanted touching, eight instances of indecent exposure and eight instances of unwanted sexual remarks. According to ABF records of the 33 incidents, four were referred to Police for investigation.<sup>42</sup>

## Escapes

There was one detainee escape from the IDN while on a medical escort in January 2022, however the detainee was re-apprehended within a short timeframe.

## Deaths

There were five deaths in 2021–22, with all deaths being referred to the relevant jurisdictional Coroner and Police for further investigation. Two deaths were of detainees in specialised health care (Tier 4) arrangements such as specialised palliative care in an aged care home and specialised medical care that was reported as a 'COVID-19 death'. Additionally, there were two deaths and Villawood IDC in New South Wales and one at Yongah Hill IDC in Western Australia.

## Operating capacity of the Immigration Detention Network (IDN)

Average end of month detainee population by facility	2021–22 Population	2021–22 Operating Capacity	2020–21 Population	2020–21 Operating Capacity
Adelaide ITA	25	25	24	25
Brisbane ITA	129	119	180	119
Melbourne ITA	273	263	290	263
Northern Territory (APOD arrangement)	2	44	15	44
Perth IDC	29	34	25	34
Phosphate Hill APOD <sup>43</sup>	0	N/A	4	N/A
North West Point IDC	209	462	187	462
Villawood IDC	513	480	484	480
Yongah Hill IDC	296	379	306	379

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42. Not all referrals made to Police meet the criteria for investigation and not all alleged victims consent to a police referral. The ABF and service providers continue to cooperate with all law-enforcement investigations and encourage detainees to report matters.

43. Alternative Places of Detention with the exception of Phosphate Hill APOD are not counted in the operating capacity due to their temporary nature.

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
<b>Total number of significant incidents in detention</b>	559 (378.9 per 1000 detainees)	259 (171.1 per 1000 detainees)	254 (179.6 per 1000 detainees)	-	-
- Major disturbances	46 (31.18 per 1000 detainees)	22 (14.5 per 1000 detainees)	10 (7.1 per 1000 detainees)	13 (9.9 per 1000 detainees)	9 (6.9 per 1000 detainees)
- Sexual assault	33 (23.37 per 1000 detainees)	34 (22.5 per 1000 detainees)	52 (36.8 per 1000 detainees)	46 (35.2 per 1000 detainees)	32 (24.4 per 1000 detainees)
- Escapes	1 (0.68 per 1000 detainees)	4 (2.6 per 1000 detainees)	4 (2.8 per 1000 detainees)	4 (3.1 per 1000 detainees)	10 (7.6 per 1000 detainees)
- Deaths	5 (3.39 per 1000 detainees)	4 (2.6 per 1000 detainees)	1 (0.7 per 1000 detainees)	5 (3.8 per 1000 detainees)	4 (3.1 per 1000 detainees)
- Actual self-harm	173 (117.26 per 1000 detainees)	195 (128.8 per 1000 detainees)	185 (130.8 per 1000 detainees)	161 (123.1 per 1000 detainees)	185 (141.1 per 1000 detainees)
- Serious public health risk	301 <sup>44</sup> (204.03 per 1000 detainees)	0 (0 per 1000 Detainees)	2 (1.4 per 1000 Detainees)	0 (0 per 1000 Detainees)	1 (0.8 per 1000 Detainees)
<b>Persons held in immigration detention</b>	1,398	1,492 <sup>45</sup>	-	-	-
- With a criminal history	1,268	1,250	-	-	-

**Data Sources:**

- Compliance Case Management and Detention (CCMD) Portal
- IDN Risk Plan
- IDN Risk Assessments
- Incident and post incident reporting
- Stakeholder consultation
- Minutes from relevant IDN meetings and committees
- Ministerial reporting

44. This reflects the total number of confirmed detainee communicable disease cases (301) which were all COVID-19 related, not the total number of outbreaks. There were 27 reported serious public health risk outbreaks / incidents within the network impacting detainees for the reporting period.

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

**METRIC 3.2.2.2:**

100 per cent of identified visa and migration breaches are subject to a risk based enforcement activity.

Rating	Performance against metric	Rationale for result
Met	In 2021–22, there were 3255 visa and migration breaches identified, of which 3255 were subject to a risk-based assessment for enforcement activity.	This metric was <b>met</b> as 100 per cent of identified visa and migration breaches referred to ABF Field Operations were subject to a risk-based assessment for enforcement activity in 2021–22.

### Supporting Performance Information

During 2021–22 alleged breaches of *Migration Act 1958* referred to ABF Field Operations continued to be assessed against the *ABF Field Operations Priority Matrix*. The ABF's risk-based assessment considers the risk to the community and the nature of the breach. 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.

During 2021–22, of the 3255 (17.15 per cent reduction when compared to 2020–21) alleged *Migration Act 1958* breaches referred to ABF Field Operations 2220 (68.20 per cent) referrals were finalised and 1035 (31.80 per cent) remain open, active or pending assessment. Of the 2,220 referrals finalised:

- 998 (44.95 per cent) were finalised by some form of enforcement action, and
- 1222 (55.05 per cent) were finalised (declined) due to insufficient evidence or priority against resource availability.

#### Unlawful non-citizens

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. The effective identification and removal of 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 *Migration Act 1958*.

In 2021–22, there were 1695 UNCs detained in Australia under section 189 of the *Migration Act 1958*.<sup>46</sup> This is an increase of 125 (8.0 per cent) when compared to 2020–21. Upon detention, if eligible, non-citizens may be granted a Bridging visa E to regularise their status (ensuring they remain in Australia lawfully) or UNCs may be detained for the purpose of removal from Australia. Individuals who may pose a high risk to the community are prioritised through the ABF Field Operations Priority Matrix this includes:

- person targeted in specific ABF operational activity
- persons pursuant to cancellations under section 501 of the *Migration Act 1958* (character and serious criminalities)
- persons refused immigration clearance (RIC)
- persons who arrive without a valid visa
- persons who completed custodial sentences and have no lawful requirement to remain in Australia.

#### Location events

A location event is where a person has initiated contact with the Department (voluntary) or where a person has been located during an ABF field operation or by other law enforcement such as police (involuntary).

In 2021–22, there were 1611 non-voluntary location events a decrease of, 11.73 per cent when compared to 2020–21.<sup>47</sup> The decrease in location events in 2021–22 was due primarily as a result of reduced site visits due to COVID-19 restrictions.

#### Removals from immigration detention

The Removals program contributes to the integrity of the Australian migration program by facilitating the removal of UNCs who have no entitlement to remain in Australia. This may include people who have 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, or had their visa applications finally determined.

46. Some UNCs may have been detained more than once in any given program year, as each detention event is counted.

47. 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', this number has not been reported on during 2021–22.

During 2021–22, there were 1253 removals from onshore immigration detention, a 20.6 per cent increase when compared to the 1039<sup>48</sup> removals in 2020–21.

The number of UNCs removed from Australia by the ABF was hindered by COVID-19 impacts throughout the first nine months of 2021–22, however, restrictions have lessened significantly towards the end of the year. These impacts were primarily due to border closures, a lack of commercial flights (thus relying on chartered flights and, the ability for home countries to accept the return of respective nationals.

Despite these challenges, the number of removals from Australia has continued to increase as more countries open their international borders. During 2021–22, there were 1253 removals from onshore immigration detention, a 20.6 per cent increase when compared to the 1039 removals in 2020–21.

The out flow of detainees and the inflow of prison releases has had a significant impact on numbers in detention. Higher numbers, particularly in the number of voluntary detainees has caused unrest and instability in the detention centres. During 2021–22, to accommodate this the ABF undertook 123 prison to plane removals, a 17.14 per cent increase when compared to the 105 removals in 2020–21.

Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
<b>Percentage of visa and migration breaches subject to a risk-based assessment for enforcement activity</b>	100%	100%	-	-	-
- Alleged visa and migration breaches referred	3,255	3,929	-	-	-
- Finalised referrals of alleged visa and migration breaches	2,220	3,467	-	-	-
- Percentage of finalised alleged visa and migration breaches referrals that were finalised by some form of enforcement action	44.95%	48.37%	-	-	-
<b>Location events of unlawful non-citizens</b>	14,064	17,963	19,149	14,271	14,809
<b>Location events of illegal workers</b>	292	490	994	1,617	2,394
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Compliance Case Management and Detention (CCMD)</li> <li>• Cancellations Portal (CANX) data</li> </ul>					

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

**METRIC 3.2.2.3:**

Effective risk based enforcement activities to deter and disrupt foreign worker exploitation.

Rating	Performance against metric	Rationale for result
<b>Met</b>	<p>In 2021–22, the ABF continued to undertake risk based enforcement activities to deter and disrupt foreign worker exploitation, and delivered 546 employer awareness activities. Employer education and awareness activities decreased from the 829 delivered in 2020–21 as a result of COVID-19 lockdowns and the reduced ability to conduct field activities. In addition the ABF conducted:</p> <ul style="list-style-type: none"> <li>• 151 non-voluntary location events of illegal workers, in comparison to 230 during 2020–21</li> <li>• 81 Illegal Worker Warning Notices and sanctions, in comparison to 152 issued during 2020–21</li> <li>• 15 Infringement Notices served, in comparison to 19 served in 2020–21.</li> </ul>	This metric was <b>met</b> as employer education and awareness activities and enforcement activities remained effective in deterring and disrupting foreign worker exploitation.

**Supporting Performance Information**

In 2021–22, the ABF continued to undertake effective risk based enforcement activities to deter and disrupt foreign worker exploitation. The reduction of international travel and associated border measures impacted the inflow of temporary visa holders, specifically those with work rights in seasonal industries. As a result the number of enforcement activities including the number of notices and sanctions served has reduced.

With the easing of restrictions and opening of international borders, field activities will slowly return to pre-COVID-19 levels by the end of 2022–23 and it is expected that the number of enforcement activities and associated sanction will increase.

**Operation BATTENRUN**

Under Operation BATTENRUN, and with links to the Serious Financial Crime Taskforce's Project UNDERPITCH, the ABF identified a high value target who was onshore as an unlawful non-citizen (UNC) and is the director of a construction company in WA. The person of interest (POI) received an estimated \$710,000 from entities in the construction business account over a six-month period. The POI was suspected of exploiting vulnerable onshore foreign workers and paying six UNC's and a lawful non-citizen who has no work condition attached to their visa. On 7 October 2021, an s251 Migration Act search warrant was executed in Lynwood, WA to locate the POI. The POI and an additional UNC were located and detained under s189(1) of the Migration Act. Three additional visa holders and an Australia citizen were also located during the warrant, but were found not to be of interest to the ABF. The POI was detained under section 189(1) of the Migration Act and was transported to Yongah Hill Detention Centre until their removal on 24 November 2021. The remaining UNC was granted a Bridging Visa E to lodge a substantive visa, however failed to do so and is currently onshore unlawfully.

**Operation HURDLER**

In December 2021, the ABF contributed to a week long, multi-agency targeted enforcement operation against a labour hire intermediary in the NSW Riverina, suspected of illicit business practices and money laundering. Alongside NSW Police, the Fair Work Ombudsman and Liquor and Gaming NSW the ABF executed an s487zc *Migration Act 1958* search warrant at a residential address in Leeton, NSW, seizing a large amount of evidence and conducting a number of digital forensic examinations of computers and telecommunications devices. The ABF also conducted a total of 20 targeted (non-warrant) and employer awareness visits in the vicinity of Leeton connected to the labour hire syndicate. As a result from the joint efforts and evidence collected, multiple charges were collectively issued across the participating agencies.



Trend Data	2021–22	2020–21	2019–20	2018–19	2017–18
Illegal work warning notices issued to employers of illegal workers	81	152	188	315	323
Employer awareness activities delivered to deter foreign worker exploitation	546	829	663	1,095	1,346
<b>Data Sources:</b> <ul style="list-style-type: none"> <li>• Compliance Case Management and Detention (CCMD)</li> <li>• Field operations outcomes</li> <li>• Field operations reviews</li> <li>• Departmental datasets</li> </ul>					

# PART 3: REPORT ON FINANCIAL PERFORMANCE

# REPORT ON FINANCIAL PERFORMANCE

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The Department of Home Affairs' (the Department) complete financial results for 2021–22 are available in the financial statements that form Part 4 of this Annual Report.

## Departmental operating result

The 2021–22 financial statements report a \$329.0 million operating deficit compared with the \$322.9 million operating deficit in 2020–21. 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 2021–22, the Department incurred \$595.1 million in depreciation and amortisation expenses (including for right-of-use leased assets) and \$244.9 million in principal repayments for leased assets. After adjusting for these items, the 2021–22 operating result is a surplus of \$21.2 million. This surplus includes approximately \$77.5 million as a result of the changes in government bond rates, partially offset by changes to the salary growth rate and other accounting adjustments of \$15.2 million, on the valuation of employee leave provisions.

## Administered program performance

The Department's 2021–22 administered expenses were \$2.4 billion, compared to \$2.60 billion in 2020–21. The reduction is mainly due to the transfer of responsibility for Disaster Recovery Payments to the National Resilience and Recovery Agency from 1 July 2021, partially offset by increased write-down and impairment expenses for customs duty receivables and additional costs for emergency settlement of refugees from Afghanistan.

## Net assets

Overall, the Department's 2021–22 net asset position of \$1.2 billion (assets minus liabilities) is consistent with the net asset position of \$1.2 billion in 2020–21.

# All outcomes—summary expense and capital expenditure 2021–22

Table 14: Summary expense and capital expenditure 2020–21

	Budget 2021–22 <sup>a</sup> \$'000	Actual expenses 2021–22 \$'000
<b><u>Administered</u></b>		
<b>Expenses funded through revenue appropriations<sup>b</sup></b>		
<b>Outcome 1:</b> Protect Australia from national security and criminal threats through effective national coordination, policy and strategy development, emergency management, and regional cooperation.	215,557	191,420
<b>Outcome 2:</b> Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs.	1,497,058	1,130,721
<b>Outcome 3:</b> 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.	866,475	710,086
<b>Total administered expenses funded through revenue appropriations</b>	<b>2,579,090</b>	<b>2,032,227</b>
<b>Total administered capital expenditure</b>	<b>44,581</b>	<b>15,912</b>
<b><u>Departmental</u></b>		
<b>Expenses funded through revenue appropriations<sup>b</sup></b>		
<b>Outcome 1:</b> Protect Australia from national security and criminal threats through effective national coordination, policy and strategy development, emergency management, and regional cooperation.	332,759	329,163
<b>Outcome 2:</b> Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs.	989,517	986,445
<b>Outcome 3:</b> 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.	1,680,382	1,649,847
<b>Total departmental expenses funded through revenue appropriations</b>	<b>3,002,658</b>	<b>2,965,455</b>
<b>Total departmental capital expenditure</b>	<b>354,302</b>	<b>269,047</b>

a Budget relates to the estimated actuals reported in the *Portfolio Budget Statements (PBS) 2022–23* which incorporates the measures provided in the *Portfolio Additional Estimates Statements (PAES) 2021–22*.

b Departmental and administered appropriations combines ordinary annual services (*Appropriation Acts No.1 and No. 3*), special appropriations, special accounts 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, gifting of public property to Nauru, unwinding of discount on other provisions and resources received free of charge.



# 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 2022:

- (a) comply with Australian Accounting Standards – Simplified Disclosures 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 2022 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 2022 and for the year then ended:

- Statement by the Secretary and the 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 the Auditor-General and his delegates. 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 2022, \$16.94 billion customs duty revenue and \$447.18 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, implementation 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, implementation 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 customs duty revenue 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.

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**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 2022, \$1.98 billion visa application charges revenue and \$6.06 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 reporting and reconciliation process including 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 visa applications and receipts. This testing included agreeing receipts to the approved schedule of pricing from the associated regulations.
-



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**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 2022, \$1.73 billion was recognised for suppliers services rendered. Detention and regional processing centres expenditure represents a significant proportion of this balance.

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**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, implementation 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 – Simplified Disclosures 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



Rona Mellor PSM  
Deputy Auditor-General  
Delegate of the Auditor-General

Canberra  
9 September 2022

# STATEMENT BY THE SECRETARY AND CHIEF FINANCE OFFICER

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**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 2022 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

9 September 2022

Signed.....

Sanandan Dasgupta  
A/g Chief Finance Officer

9 September 2022

# FINANCIAL STATEMENTS

## Department of Home Affairs Statement of comprehensive income For the period ended 30 June 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b>Net cost of services</b>				
<b>Expenses</b>				
Employee benefits	6.1A	1,458,974	1,536,831	1,490,267
Suppliers	1.1A	1,232,354	1,098,066	1,148,016
Depreciation and amortisation	3.2A	595,121	606,358	635,653
Impairment loss on trade and other receivables		6,348	17,620	-
Write-down and impairment of non-financial assets	1.1B	8,843	7,751	-
Finance costs	1.1C	32,931	28,018	32,642
Other expenses	1.1D	2,799	2,797	2,278
<b>Total expenses</b>		<b>3,337,370</b>	<b>3,297,441</b>	<b>3,308,856</b>
<b>Own-source income and gains</b>				
<b>Own-source revenue</b>				
Revenue from contracts with customers	1.2A	208,013	211,608	203,867
Rental income	1.2B	4,671	3,922	3,979
Other revenue	1.2D	3,114	1,968	13,101
<b>Total own-source revenue</b>		<b>215,798</b>	<b>217,498</b>	<b>220,947</b>
Gains	1.2E	21,385	3,406	-
<b>Total gains</b>		<b>21,385</b>	<b>3,406</b>	<b>-</b>
<b>Total own-source income</b>		<b>237,183</b>	<b>220,904</b>	<b>220,947</b>
<b>Net cost of services</b>		<b>(3,100,187)</b>	<b>(3,076,537)</b>	<b>(3,087,909)</b>
Revenue from Government		2,771,190	2,753,629	2,724,533
<b>Deficit attributable to the Australian Government</b>		<b>(328,997)</b>	<b>(322,908)</b>	<b>(363,376)</b>
<b>Other comprehensive income</b>				
<b>Items not subject to subsequent reclassification to net cost of services</b>				
Changes in asset revaluation reserve		29,864	56,909	-
<b>Total other comprehensive income</b>		<b>29,864</b>	<b>56,909</b>	<b>-</b>
<b>Total comprehensive loss</b>		<b>(299,133)</b>	<b>(265,999)</b>	<b>(363,376)</b>

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 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b>Assets</b>				
Financial assets				
Cash and cash equivalents	3.1A	5,127	4,966	11,590
Trade and other receivables	3.1B	721,108	656,196	417,950
Other financial assets		971	687	11,817
<b>Total financial assets</b>		<b>727,206</b>	<b>661,849</b>	<b>441,357</b>
Non-financial assets <sup>a</sup>				
Land	3.2A	20,152	19,402	47,231
Buildings	3.2A	2,109,213	1,982,788	2,155,428
Leasehold improvements	3.2A	349,724	340,723	370,389
Vessels	3.2A	276,934	274,249	247,247
Plant and equipment	3.2A	597,157	473,666	1,648,002
Computer software	3.2A	456,347	481,717	465,641
Inventories held for distribution		20,199	21,416	21,166
Prepayments		73,257	56,570	87,680
<b>Total non-financial assets</b>		<b>3,902,983</b>	<b>3,650,531</b>	<b>5,042,784</b>
Assets held for sale	3.2A	-	1,365	-
<b>Total assets</b>		<b>4,630,189</b>	<b>4,313,745</b>	<b>5,484,141</b>
<b>Liabilities</b>				
Payables				
Suppliers	3.3A	234,715	220,697	211,820
Other payables	3.3B	69,644	51,116	45,771
<b>Total payables</b>		<b>304,359</b>	<b>271,813</b>	<b>257,591</b>
Interest bearing liabilities				
Leases	3.5A	2,611,694	2,281,875	3,635,448
<b>Total interest bearing liabilities</b>		<b>2,611,694</b>	<b>2,281,875</b>	<b>3,635,448</b>
Provisions				
Employee provisions	6.1B	472,469	525,352	516,392
Other provisions	3.4A	62,007	57,480	49,761
<b>Total provisions</b>		<b>534,476</b>	<b>582,832</b>	<b>566,153</b>
<b>Total liabilities</b>		<b>3,450,529</b>	<b>3,136,520</b>	<b>4,459,192</b>
<b>Net assets</b>		<b>1,179,660</b>	<b>1,177,225</b>	<b>1,024,949</b>
<b>Equity</b>				
Contributed equity		3,897,219	3,595,651	3,845,005
Asset revaluation reserve		397,763	367,899	310,992
Accumulated deficit		(3,115,322)	(2,786,325)	(3,131,048)
<b>Total equity</b>		<b>1,179,660</b>	<b>1,177,225</b>	<b>1,024,949</b>

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 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b>Contributed equity</b>				
<b>Opening balance</b>				
Balance carried forward from previous period		3,595,651	3,321,056	3,591,309
<b>Transactions with owners</b>				
<b>Distributions to owners</b>				
Return of contributed equity <sup>a</sup>		-	(48)	-
<b>Contributions by owners</b>				
Equity injection – appropriations		151,596	117,279	97,076
Departmental capital budget		150,420	157,364	156,620
Restructuring	8.2A	(448)	-	-
<b>Total transactions with owners</b>		<b>301,568</b>	<b>274,595</b>	<b>253,696</b>
<b>Closing balance as at 30 June</b>		<b>3,897,219</b>	<b>3,595,651</b>	<b>3,845,005</b>
<b>Asset revaluation reserve</b>				
<b>Opening balance</b>				
Balance carried forward from previous period		367,899	310,990	310,992
<b>Comprehensive income</b>				
Other comprehensive income				
Changes in asset revaluation surplus				
Non-financial assets		30,042	67,950	-
Provision for restoration		(178)	(11,041)	-
<b>Total comprehensive income</b>		<b>29,864</b>	<b>56,909</b>	<b>-</b>
<b>Closing balance as at 30 June</b>		<b>397,763</b>	<b>367,899</b>	<b>310,992</b>

a. The return of contributed equity in 2020-21 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 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b>Accumulated deficit</b>				
<b>Opening balance</b>				
Balance carried forward from previous period		(2,786,325)	(2,463,417)	(2,767,626)
<b>Comprehensive income</b>				
Deficit for the period		<u>(328,997)</u>	<u>(322,908)</u>	<u>(363,376)</u>
<b>Total comprehensive income</b>		<u>(328,997)</u>	<u>(322,908)</u>	<u>(363,376)</u>
<b>Transactions with owners</b>				
<i>Distributions to owners</i>				
Restructuring		<u>-</u>	<u>-</u>	<u>(46)</u>
<b>Total transactions with owners</b>		<u>-</u>	<u>-</u>	<u>(46)</u>
<b>Closing balance as at 30 June</b>		<u>(3,115,322)</u>	<u>(2,786,325)</u>	<u>(3,131,048)</u>
<b>Total equity</b>		<u>1,179,660</u>	<u>1,177,225</u>	<u>1,024,949</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  
Cash flow statement  
For the period ended 30 June 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b><u>Operating activities</u></b>				
<b>Cash received</b>				
Appropriations		3,157,134	3,053,705	2,979,103
Goods and services		196,500	147,623	206,658
Net GST <sup>a</sup> received		131,163	130,140	92,850
Other		59,604	77,302	70,449
<b>Total cash received</b>		<b>3,544,401</b>	<b>3,408,770</b>	<b>3,349,060</b>
<b>Cash used</b>				
Employees		1,503,521	1,533,751	1,490,267
Suppliers		1,375,865	1,227,407	1,297,026
Section 74 receipts transferred to OPA <sup>b</sup>		407,345	355,749	219,677
Interest payments on lease liabilities		30,646	26,992	32,642
Other		1,810	725	2,278
<b>Total cash used</b>		<b>3,319,187</b>	<b>3,144,624</b>	<b>3,041,890</b>
<b>Net cash from operating activities</b>		<b>225,214</b>	<b>264,146</b>	<b>307,170</b>
<b><u>Investing activities</u></b>				
<b>Cash received</b>				
Proceeds from sale of property, plant and equipment		1,913	4,244	-
<b>Total cash received</b>		<b>1,913</b>	<b>4,244</b>	<b>-</b>
<b>Cash used</b>				
Purchase of property, plant and equipment		239,647	237,772	284,489
<b>Total cash used</b>		<b>239,647</b>	<b>237,772</b>	<b>284,489</b>
<b>Net cash used by investing activities</b>		<b>(237,734)</b>	<b>(233,528)</b>	<b>(284,489)</b>

a. Goods and Services Tax (GST)

b. Official Public Account (OPA)



Department of Home Affairs  
Cash flow statement  
For the period ended 30 June 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b><u>Financing activities</u></b>				
<b>Cash received</b>				
Contributed equity		257,582	228,301	253,696
Other		-	-	7,490
<b>Total cash received</b>		<b>257,582</b>	<b>228,301</b>	<b>261,186</b>
<b>Cash used</b>				
Principal payments of lease liabilities		244,901	259,530	272,277
Other		-	-	7,490
<b>Total cash used</b>		<b>244,901</b>	<b>259,530</b>	<b>279,767</b>
<b>Net cash from / (used by) financing activities</b>		<b>12,681</b>	<b>(31,229)</b>	<b>(18,581)</b>
<b>Net increase/(decrease) in cash held</b>		<b>161</b>	<b>(611)</b>	<b>4,100</b>
Cash and cash equivalents at the beginning of the reporting period		4,966	5,577	7,490
<b>Cash and cash equivalents at the end of the reporting period</b>	3.1A	<b>5,127</b>	<b>4,966</b>	<b>11,590</b>

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 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b><u>Net cost of services</u></b>				
<b>Income</b>				
<b>Revenue</b>				
Taxation revenue				
Customs duty	2.1A	<b>16,943,645</b>	18,120,097	18,419,450
Visa Application Charges	2.1A	<b>1,981,971</b>	1,632,989	1,650,504
Import Processing Charges	2.1A	<b>453,770</b>	439,247	435,103
Passenger Movement Charges	2.1A	<b>180,542</b>	38,772	165,408
<b>Total taxation revenue</b>		<b>19,559,928</b>	20,231,105	20,670,465
Non-taxation revenue				
Revenue from contracts with customers	2.1B	<b>90,690</b>	61,476	55,677
Interest		-	1,894	46,928
Other revenue	2.1C	<b>38,528</b>	24,842	-
<b>Total non-taxation revenue</b>		<b>129,218</b>	88,212	102,605
<b>Total revenue</b>		<b>19,689,146</b>	20,319,317	20,773,070
Gains	2.1D	<b>10,919</b>	56,924	-
<b>Total gains</b>		<b>10,919</b>	56,924	-
<b>Total income</b>		<b>19,700,065</b>	20,376,241	20,773,070
<b>Expenses</b>				
Suppliers	2.2A	<b>1,730,371</b>	1,645,133	2,067,834
Personal benefits	2.2B	<b>90,677</b>	556,922	163,708
Gifts, grants and contributions	2.2C	<b>225,636</b>	273,066	131,655
Depreciation and amortisation	4.2A	<b>94,326</b>	117,655	105,481
Writedown and impairment of financial assets		<b>227,825</b>	-	11,000
Writedown and impairment of non-financial assets	2.2D	<b>1,962</b>	124	-
Interest on lease liabilities		<b>57</b>	82	112
Other expenses	2.2E	<b>296</b>	2,380	127
<b>Total expenses</b>		<b>2,371,150</b>	2,595,362	2,479,917
<b>Net contribution by services</b>		<b>17,328,915</b>	17,780,879	18,293,153
<b>Surplus</b>		<b>17,328,915</b>	17,780,879	18,293,153
<b><u>Other comprehensive income</u></b>				
<b>Items not subject to subsequent reclassification to net cost of services</b>				
Changes in asset revaluation surplus		<b>55,984</b>	117,034	-
<b>Total other comprehensive income</b>		<b>55,984</b>	117,034	-
<b>Total comprehensive income</b>		<b>17,384,899</b>	17,897,913	18,293,153

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 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget \$'000
<b>Assets</b>				
Financial assets				
Cash and cash equivalents	4.1A	108,993	79,360	146,685
Taxation receivables	4.1B	344,240	200,850	177,192
Trade and other receivables	4.1C	37,053	93,536	32,865
<b>Total financial assets</b>		<b>490,286</b>	<b>373,746</b>	<b>356,742</b>
Non-financial assets <sup>a</sup>				
Land	4.2A	90,970	82,255	62,275
Buildings	4.2A	501,034	534,305	404,632
Leasehold improvements	4.2A	80,018	87,878	66,550
Plant and equipment	4.2A	186,491	193,296	168,010
Computer software	4.2A	272	507	291
Prepayments		20,999	208	256
<b>Total non-financial assets</b>		<b>879,784</b>	<b>898,449</b>	<b>702,014</b>
Assets held for sale	4.2A	4,695	6,650	7,075
<b>Total assets administered on behalf of Government</b>		<b>1,374,765</b>	<b>1,278,845</b>	<b>1,065,831</b>
<b>Liabilities</b>				
Payables				
Suppliers		335,526	384,851	333,705
Personal benefits	4.3A	14,305	15,935	20,721
Grants and contributions		11,758	5,249	5,192
Unearned income		24,696	20,453	17,378
Other payables	4.3B	17,040	8,569	39,383
<b>Total payables</b>		<b>403,325</b>	<b>435,057</b>	<b>416,379</b>
Interest bearing liabilities				
Leases	4.4A	4,498	7,091	9,822
<b>Total interest bearing liabilities</b>		<b>4,498</b>	<b>7,091</b>	<b>9,822</b>
<b>Provisions</b>				
Bonds and security deposits	4.5A	11,068	9,502	12,185
<b>Total liabilities administered on behalf of Government</b>		<b>418,891</b>	<b>451,650</b>	<b>438,386</b>
<b>Net assets</b>		<b>955,874</b>	<b>827,195</b>	<b>627,445</b>
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 2022

	Notes	2022 \$'000	2021 \$'000
<b>Opening assets less liabilities as at 1 July</b>		<b>827,195</b>	847,739
Net contribution by services			
Income		19,700,065	20,376,241
Expenses		(2,371,150)	(2,595,362)
<b>Other comprehensive income</b>			
Administered revaluations taken to reserves		55,984	117,034
<b>Transfers (to)/from the Australian Government</b>			
Appropriation transfers from the OPA			
Annual appropriation for administered expenses		2,160,672	2,026,928
Administered assets and liabilities appropriations		21,354	22,480
Special appropriations (unlimited)			
Payments to entities other than corporate Commonwealth entities		866,539	1,249,859
Appropriation transfers to the OPA			
Transfers to the OPA		(20,247,590)	(21,259,758)
Restructuring	8.2B	(57,195)	-
Transfer from Department of Finance		-	42,034
<b>Closing assets less liabilities as at 30 June</b>		<b>955,874</b>	827,195

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 2022

	Notes	2022 \$'000	2021 \$'000
<b><u>Operating activities</u></b>			
<b>Cash received<sup>a</sup></b>			
Customs duty		16,636,978	18,074,928
Visa Application Charges		1,978,671	1,625,805
Passenger Movement Charge		129,019	50,784
Import Processing Charges		453,717	439,318
GST received		112,056	104,275
Contracts with customers <sup>b</sup>		93,296	61,990
Special account		32,195	24,940
Bonds received		3,664	910
Security deposits		1,758	1,038
Other		6,512	90
<b>Total cash received</b>		<b>19,447,866</b>	<b>20,384,078</b>
<b>Cash used</b>			
Suppliers		1,891,533	1,706,491
Personal benefits		94,037	560,549
Grants and contributions paid		201,914	213,089
Tourist Refund Scheme		47,229	21,152
Refunds of GST (on imports), WET <sup>c</sup> and LCT <sup>d</sup>		22,769	20,026
Bonds paid		1,990	2,687
Security deposits		1,866	1,710
Interest payments on lease liabilities		57	82
Other		307	944
<b>Total cash used</b>		<b>2,261,702</b>	<b>2,526,730</b>
<b>Net cash from operating activities</b>		<b>17,186,164</b>	<b>17,857,348</b>
<b><u>Investing activities</u></b>			
<b>Cash received</b>			
Proceeds from sale of non-financial assets		-	1,498
Repayment of loans by state and territory governments		-	18,115
<b>Total cash received</b>		<b>-</b>	<b>19,613</b>
<b>Cash used</b>			
Purchase of non-financial assets		24,777	17,515
Loans made to state and territory governments		-	4,947
<b>Total cash used</b>		<b>24,777</b>	<b>22,462</b>
<b>Net cash used by investing activities</b>		<b>(24,777)</b>	<b>(2,849)</b>

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

- Presentation of comparatives reclassified to disclose revenue from contracts with customers.
- Revenue from contracts with customers are disclosed in Note 2.1B.
- Wine Equalisation Tax (WET)
- Luxury Car Tax (LCT)

Department of Home Affairs  
Administered cash flow statement  
For the period ended 30 June 2022

	Notes	2022 \$'000	2021 \$'000
<b>Financing activities</b>			
<b>Cash received</b>			
Contributed equity		21,354	22,480
<b>Total cash received</b>		<b>21,354</b>	<b>22,480</b>
<b>Cash used</b>			
Principal payments on lease liabilities		2,787	2,731
<b>Total cash used</b>		<b>2,787</b>	<b>2,731</b>
<b>Net cash from financing activities</b>		<b>18,567</b>	<b>19,749</b>
<b>Net increase in cash held</b>		<b>17,179,954</b>	<b>17,874,248</b>
Cash and cash equivalents at the beginning of the reporting period		79,360	146,790
<b>Cash from the Official Public Account</b>			
Appropriations		3,027,211	3,276,787
Refunds of GST (on imports), WET <sup>a</sup> and LCT <sup>b</sup>		22,769	20,026
Tourist Refund Scheme		47,684	21,757
<b>Total cash from the Official Public Account</b>		<b>3,097,664</b>	<b>3,318,570</b>
<b>Cash to the Official Public Account</b>			
Administered receipts		20,247,530	21,259,643
Return of Tourist Refund Scheme drawings		455	605
<b>Total cash to the Official Public Account</b>		<b>20,247,985</b>	<b>21,260,248</b>
Cash on hand or on deposit at the end of the reporting period		106,034	74,781
Cash in special accounts at the end of the reporting period		2,959	4,579
<b>Cash and cash equivalents at the end of the reporting period</b>	4.1A	<b>108,993</b>	<b>79,360</b>

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

- a. Wine Equalisation Tax (WET)
- b. Luxury Car Tax (LCT)

## 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.

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 in 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.

The Department is structured to meet three outcomes.

Outcome	Activity
<b>Outcome 1:</b> Protect Australia from national security and criminal threats through effective national coordination, policy and strategy development, emergency management, and regional cooperation.	<b>Program 1.1:</b> Transport Security (departmental and administered) <b>Program 1.2:</b> National Security and Criminal Justice (departmental and administered) <b>Program 1.3:</b> Cyber Security (departmental and administered) <b>Program 1.4:</b> Counter Terrorism (departmental and administered) <b>Program 1.5:</b> Regional Cooperation (departmental and administered) <b>Program 1.6:</b> Emergency Management (departmental and administered)
<b>Outcome 2:</b> Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs.	<b>Program 2.1:</b> Migration (departmental) <b>Program 2.2:</b> Visas (departmental) <b>Program 2.3:</b> Refugee Humanitarian, Settlement and Migrant Services (departmental and administered) <b>Program 2.4:</b> IMA Offshore Management (departmental and administered) <b>Program 2.5:</b> Multicultural Affairs and Citizenship (departmental and administered)
<b>Outcome 3:</b> 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.	<b>Program 3.1:</b> Trade Facilitation and Industry Engagement (departmental) <b>Program 3.2:</b> Border Management (departmental and administered) <b>Program 3.3:</b> Border Revenue Collection (departmental and administered) <b>Program 3.4:</b> Border Enforcement (departmental) <b>Program 3.5:</b> Onshore Compliance and Detention (departmental and administered)

# Department of Home Affairs

## Notes to and forming part of the financial statements

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### Basis of preparation of the financial statements

These financial statements are 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 – simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board that apply for the reporting period except leases which are reported under Tier 1 requirements.

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 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities*

AASB 1060 applies to annual reporting periods beginning on or after 1 July 2021 and replaces the reduced disclosure requirements (RDR) framework.

The application of AASB 1060 involves some reduction in disclosure compared to the RDR with no impact on the reporting of the financial position, financial performance and cash flows of the Department.

### Reporting of Departmental 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.

### Reporting of administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

### 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 the following notes:

- 2.1 Administered - Income
- 3.1 Departmental – Financial assets
- 3.2 Departmental – Non-financial assets
- 3.5 Departmental – Leases



## Department of Home Affairs

### Notes to and forming part of the financial statements

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- 4.1 Administered – Financial assets
- 4.2 Administered – Non-financial assets
- 4.4 Administered – Leases
- 6.1 Departmental – employee expenses and provisions

#### Impact of COVID-19

Throughout 2021-22, the Department has continued to support the Australian Government's efforts to drive a successful social and economic recovery from the COVID-19 pandemic.

Revenue associated with variable funding mechanisms was frozen by Government in 2019-20, 2020-21 and 2021-22 to mitigate the impact of COVID-19 on funding and continues to be frozen in 2022-23. During 2021-22, the Department continues to support economic recovery through implementing COVID-19 safe travel requirements and has assisted in the reopening of international borders.

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

As a result of Administrative Arrangement Orders effective 1 July 2022, Criminal and Law Enforcement policy functions transferred to the Attorney-General's Department. Assets and liabilities associated with these functions were transferred effective from 18 August 2022. Responsibility for the Proceeds of Crime Special Account transferred to the Attorney-General's Department under these arrangements.

In addition, on 1 July 2022 the Minister for Emergency Management announced the establishment of the National Emergency Management Agency (NEMA). The Department's emergency management functions will be transferred to NEMA effective from 1 September 2022. Responsibility for the Emergency Response Fund Act 2019 Special Account is expected to transfer to NEMA under these arrangements.

Details of these transfers will be included in the restructuring note to the 2022-23 financial statements.

## Department of Home Affairs

### Notes to and forming part of the financial statements

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## Department of Home Affairs

### Notes to and forming part of the financial statements

1. Departmental financial performance		
1.1 Expenses		
	2022	2021
	\$'000	\$'000
<b>Note 1.1A: Suppliers</b>		
Goods and services supplied or rendered		
Contractors	307,492	239,013
Information technology and communications	300,985	269,348
General operational expenses	119,830	108,016
Insurance, legal and litigation	81,513	89,733
Property operating	79,240	90,245
Vessel expenses	77,134	96,811
Staff related expenses	69,364	59,122
Client operations	57,960	55,288
Coastal surveillance	49,139	10,108
Travel	36,432	24,213
Bank and merchant fees	23,334	19,416
Consultants	7,083	8,929
<b>Total goods and services supplied or rendered</b>	<b>1,209,506</b>	<b>1,070,242</b>
Other suppliers		
Workers compensation expenses	19,713	26,636
Variable lease payments	2,380	1,188
Short-term leases	755	-
<b>Total other suppliers</b>	<b>22,848</b>	<b>27,824</b>
<b>Total suppliers</b>	<b>1,232,354</b>	<b>1,098,066</b>

The Department has short-term lease commitments of \$0.256 million as at 30 June 2022 (2021: Nil).

#### 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.

## Department of Home Affairs

### Notes to and forming part of the financial statements

	2022	2021
	\$'000	\$'000
<b><u>Note 1.1B: Write-down and impairment of non-financial assets</u></b>		
Land and buildings	-	400
Leasehold improvements	39	60
Plant and equipment	4,963	277
Computer software	3,612	7,014
Vessels	229	-
<b>Total write-down and impairment of non-financial assets</b>	<b>8,843</b>	<b>7,751</b>
<b><u>Note 1.1C: Finance costs</u></b>		
Interest on lease liabilities	30,646	26,992
Other interest	2,285	1,026
<b>Total finance costs</b>	<b>32,931</b>	<b>28,018</b>
<b><u>Note 1.1D: Other expenses</u></b>		
Foreign exchange losses	1,553	157
Grants and contributions	591	2,077
Revaluation of make-good provision	405	-
Other expenses	250	563
<b>Total other expenses</b>	<b>2,799</b>	<b>2,797</b>

#### **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

<b>2022</b>	2021
<b>\$'000</b>	<b>\$'000</b>

#### **Note 1.2A: Revenue from contracts with customers**

Rendering of services	<b>207,581</b>	211,145
Sale of goods	<b>432</b>	463
<b>Total revenue from contracts with customers</b>	<b>208,013</b>	211,608

#### **Disaggregation of revenue from contracts with customers**

Cost recovery	<b>64,703</b>	73,117
ATO service agreement	<b>55,966</b>	56,200
Translating and Interpreting Service	<b>47,970</b>	37,695
Document Verification Service	<b>16,960</b>	18,252
AusCheck <sup>a</sup>	-	10,438
Other	<b>22,414</b>	15,906
<b>Total revenue from contracts with customers</b>	<b>208,013</b>	211,608

a. AusCheck revenue has been reclassified from Departmental to Administered from 1 July 2021.

#### **Note 1.2B: Rental income**

Sub-leasing right-of-use assets	<b>4,671</b>	3,922
<b>Total rental income</b>	<b>4,671</b>	3,922

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.

#### **Note 1.2C: Rental income - Maturity analysis**

Within 1 year	<b>2,432</b>	3,605
One to two years	<b>2,074</b>	2,052
Two to three years	<b>2,073</b>	2,007
Three to four years	<b>2,152</b>	2,009
Four to five years	<b>2,127</b>	2,088
More than 5 years	<b>11,213</b>	18,558
<b>Total undiscounted lease payments receivable</b>	<b>22,071</b>	30,319

## Department of Home Affairs

### Notes to and forming part of the financial statements

	2022	2021
	\$'000	\$'000
<b>Note 1.2D: Other revenue</b>		
Resources received free of charge		
Property related	1,036	-
Remuneration of auditors	1,100	1,100
Other resources received free of charge	172	172
Other revenue	806	696
<b>Total other revenue</b>	<b>3,114</b>	<b>1,968</b>
<b>Note 1.2E: Gains</b>		
Gain on sale of non-financial assets	100	341
Foreign exchange gains	27	948
Reversal of impairment for financial instruments	-	740
Gain on early termination of leases	18,690	1,242
Reversal of make-good provision	2,568	135
<b>Total gains</b>	<b>21,385</b>	<b>3,406</b>

#### 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. A contract liability for unearned revenue is recorded for obligations under contracts for which payment has been received in advance. Contract liabilities unwind as revenue from contracts with customers upon satisfaction of the performance obligations under the terms of the contract. The department reports contract liabilities as unearned income in Note 3.3B.

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.

## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### *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.

#### 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

<b>2. Income and expenses administered on behalf of Government</b>		
<b>2.1 Administered – income</b>		
	<b>2022</b>	<b>2021</b>
	<b>\$'000</b>	<b>\$'000</b>
<b><u>Note 2.1A: Taxation revenue</u></b>		
Indirect tax		
Customs duty	<b>16,943,645</b>	18,120,097
Visa Application Charges	<b>1,981,971</b>	1,632,989
Import Processing Charges	<b>453,770</b>	439,247
Passenger Movement Charges	<b>180,542</b>	38,772
<b>Total taxation revenue</b>	<b>19,559,928</b>	20,231,105
<b><u>Note 2.1B: Revenue from contracts with customers</u></b>		
Rendering of services	<b>90,690</b>	61,476
<b>Total revenue from contracts with customers</b>	<b>90,690</b>	61,476
<b>Disaggregation of revenue from contracts with customers</b>		
Immigration fees	<b>66,271</b>	47,980
AusCheck <sup>a</sup>	<b>11,798</b>	-
Licence fees	<b>11,198</b>	13,201
Other	<b>1,423</b>	295
<b>Total revenue from contracts with customers</b>	<b>90,690</b>	61,476
a. AusCheck revenue has been reclassified from Departmental to Administered from 1 July 2021.		
<b><u>Note 2.1C: Other revenue</u></b>		
Special Account	<b>33,724</b>	21,752
Fines, penalties and prosecution	<b>4,614</b>	2,942
Recovery of detention costs	<b>190</b>	148
<b>Total non-taxation revenue</b>	<b>38,528</b>	24,842
<b><u>Note 2.1D: Gains</u></b>		
Recovery of prior year expenditure	<b>10,919</b>	5,075
Gains from sale of assets	-	568
Reversal of prior year revaluation decrement	-	47,581
Reversal of impairment of financial instruments	-	3,700
<b>Total gains</b>	<b>10,919</b>	56,924



## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### **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.

#### 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 and drawbacks. Customs duty is levied on the following items:

- excise equivalent goods which includes petroleum, tobacco and alcohol products;
- 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 generally collected by carriers under 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

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#### 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.

#### 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.

#### 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 fine is issued.

##### 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 to make the requisite payment. The value of revenue recognised for this 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

	2022	2021
	\$'000	\$'000
<b>Note 2.2A: Suppliers</b>		
Services rendered		
Support and settlement services	808,197	582,802
Garrison and accommodation	437,996	500,752
Security	205,363	295,374
Health services	114,933	121,533
Travel and transport	72,378	58,721
Property	26,209	28,125
Insurance, legal and litigation	22,166	19,518
Information technology and communications	16,588	18,665
Contractors	17,390	18,092
Consultants	526	610
Other	8,625	941
<b>Total suppliers</b>	<b>1,730,371</b>	<b>1,645,133</b>
<b>Note 2.2B: Personal benefits</b>		
Status resolution, refugee and humanitarian services		
Direct	15,823	30,576
Indirect	54,065	68,061
State payments – refugee minors – indirect	20,564	15,012
<b>Total status resolution, refugee and humanitarian services</b>	<b>90,452</b>	<b>113,649</b>
Payment to victims of natural disasters – direct <sup>a</sup>	-	442,823
Other services – direct	225	450
<b>Total personal benefits</b>	<b>90,677</b>	<b>556,922</b>

a. Responsibility for payments to victims of natural disasters was transferred to the National Recovery and Resilience Agency from 1 July 2021. Refer to restructuring note 8.2.

#### 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

	2022	2021
	\$'000	\$'000
<b><u>Note 2.2C: Gifting, grants and contributions</u></b>		
Gifting of public property <sup>a</sup>	17,303	61,265
Current grants and contributions <sup>b</sup>		
Non-profit organisations	192,752	148,065
Private sector organisations	1,080	1,075
Individuals <sup>c</sup>	-	46,931
Overseas organisations	14,501	15,730
<b>Total current grants and contributions</b>	<b>208,333</b>	<b>211,801</b>
<b>Total gifting, grants and contributions</b>	<b>225,636</b>	<b>273,066</b>

- a. Gifting of public property includes the carrying amount of items of property, plant, and equipment totalling \$17.213 million that was gifted to the Government of the Republic of Nauru (2020-21: \$60.021 million)
- b. These amounts will change significantly from year to year within each program.
- c. Pandemic leave payments to individuals. Responsibility for Pandemic leave payments was transferred to the National Recovery and Resilience Agency from 1 July 2021. Refer to restructuring note 8.2.

#### **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.

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

	2022	2021
	\$'000	\$'000
<b><u>Note 2.2D: Writedown and impairment of non-financial assets</u></b>		
Assets held for sale	1,955	-
Land and buildings	5	7
Leasehold improvements	-	23
Plant and equipment	2	94
<b>Total writedown and impairment of non-financial assets</b>	<b>1,962</b>	<b>124</b>
<b><u>Note 2.2E: Other expenses</u></b>		
Foreign exchange losses – non-speculative	293	603
Act of grace payments	-	909
Debt waivers	-	10
Other	3	858
<b>Total other expenses</b>	<b>296</b>	<b>2,380</b>

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

<b>3. Departmental financial position</b>		
<b>3.1 Financial assets</b>		
	<b>2022</b>	2021
	<b>\$'000</b>	\$'000
<b><u>Note 3.1A: Cash and cash equivalents</u></b>		
Cash at bank	<b>5,008</b>	4,871
Cash on hand or on deposit	<b>119</b>	95
<b>Total cash and cash equivalents</b>	<b>5,127</b>	4,966
<b><u>Note 3.1B: Trade and other receivables</u></b>		
Goods and services receivables (gross)	<b>36,806</b>	31,640
Appropriation receivables		
Existing programs	<b>633,805</b>	560,882
Accrued for additional outputs	<b>1,879</b>	8,967
<b>Total appropriation receivables</b>	<b>635,684</b>	569,849
Other receivables		
Statutory receivables	<b>36,195</b>	27,239
Other	<b>13,947</b>	28,080
Legal recoveries	<b>58,349</b>	56,154
<b>Total other receivables (gross)</b>	<b>108,491</b>	111,473
<b>Total trade and other receivables (gross)</b>	<b>780,981</b>	712,962
Less impairment loss allowance	<b>(59,873)</b>	(56,766)
<b>Total trade and other receivables (net)</b>	<b>721,108</b>	656,196

## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### **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
<b>As at 1 July 2021</b>							
Gross book value	22,892	2,279,773	351,634	278,929	730,140	1,494,893	5,158,261
Accumulated depreciation, amortisation and impairment	(3,050)	(296,060)	(10,911)	(4,680)	(256,474)	(1,013,176)	(1,584,351)
<b>Total as at 1 July 2021</b>	<b>19,842</b>	<b>1,983,713</b>	<b>340,723</b>	<b>274,249</b>	<b>473,666</b>	<b>481,717</b>	<b>3,573,910</b>
<b>Additions</b>							
Purchased or internally developed	-	1,215	61,923	-	82,996	122,913	269,047
Right-of-use assets	2,156	404,692	-	-	12,096	-	418,944
Remeasurement of right-of-use assets	559	(99,381)	-	-	222,254	-	123,432
Restructuring	-	-	-	-	(71)	-	(71)
Revaluations and impairments recognised in other comprehensive income	-	-	-	30,042	-	-	30,042
Reclassifications	15	120	2,530	-	6,311	(8,976)	-
Depreciation and amortisation	-	(2,738)	(55,413)	(26,680)	(102,080)	(135,695)	(322,606)
Depreciation on right-of-use assets	(1,980)	(177,483)	-	-	(93,052)	-	(272,515)
Disposals	(440)	(925)	-	(448)	-	-	(1,813)
Writedowns and impairments	-	-	(39)	(229)	(4,963)	(3,612)	(8,843)
<b>Total as at 30 June 2022</b>	<b>20,152</b>	<b>2,109,213</b>	<b>349,724</b>	<b>276,934</b>	<b>597,157</b>	<b>456,347</b>	<b>3,809,527</b>



## 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
<b>Total as at 30 June 2022 represented by</b>							
Gross book value – fair value (recurring)	-	907	10,589	-	99,033	-	110,529
Assets under construction	17,970	38,328	393,146	279,458	327,180	-	1,056,082
Other assets in use	-	-	-	-	-	-	-
Gross book value – at cost	-	-	-	-	-	121,400	121,400
Internally developed – assets under construction	-	-	-	-	-	1,325,009	1,325,009
Internally developed – assets in use	-	-	-	-	-	131,030	131,030
Purchased	7,212	2,515,319	-	-	632,790	-	3,155,321
Right-of-use assets							
Accumulated depreciation, amortisation and impairment	(5,030)	(441,625)	-	-	(329,148)	-	(775,803)
Right-of-use assets	-	(3,716)	(54,011)	(2,524)	(132,698)	(1,121,092)	(1,314,041)
Other assets in use	20,152	2,109,213	349,724	276,934	597,157	456,347	3,809,527
<b>Total as at 30 June 2022</b>	<b>2,182</b>	<b>2,073,694</b>	<b>-</b>	<b>-</b>	<b>303,642</b>	<b>-</b>	<b>2,379,518</b>
Carrying amount of right-of-use assets							

## Department of Home Affairs

### Notes to and forming part of the financial statements

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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 2022.

#### 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 a materiality review of assets as at 31 March 2022. A full revaluation was conducted for the Vessels asset class as at 31 May 2022. No material differences were identified between the carrying value and fair value of assets at 30 June 2022.

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

As at 30 June 2022, contractual commitments for the acquisition of property, plant and equipment and intangible assets amounted to \$69.341 million (2020-21: \$29.770 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

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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. No amendments have been made in 2021-22 to the Department's useful life policy.

- Buildings on freehold land – up to forty years
- Leased land – the lease term
- Leasehold improvements – up to fifteen years and usually aligned with the initial lease term
- Vessels – five to twenty years
- Plant and equipment – three to thirty years

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. Useful lives of intangible assets are determined by the business unit responsible for the asset upon capitalisation based on its expected usage.

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

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#### 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

	2022	2021
	\$'000	\$'000
<b>Note 3.3A: Suppliers</b>		
Trade creditors and accruals	234,715	220,697
<b>Total suppliers</b>	<b>234,715</b>	<b>220,697</b>

Settlement is usually made within 30 days (2021: 30 days)

#### **Note 3.3B: Other payables**

Wages and salaries	28,249	22,968
Superannuation	4,942	4,150
Unearned income	31,002	18,683
Separations and redundancies	5,418	5,275
Other	33	40
<b>Total other payables</b>	<b>69,644</b>	<b>51,116</b>

#### **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 <sup>a</sup>	Claims for damages or legal costs <sup>b</sup>	Total
	\$'000	\$'000	\$'000
As at 1 July 2021	54,867	2,613	57,480
Additional provisions made	7,416	-	7,416
Amounts reversed	(2,568)	(440)	(3,008)
Amounts used	(527)	(2,173)	(2,700)
Revaluation recognised in other comprehensive income	405	-	405
Revaluation recognised in net cost of services	178	-	178
Unwinding of discount	2,236	-	2,236
<b>Total as at 30 June 2022</b>	<b>62,007</b>	<b>-</b>	<b>62,007</b>

a. The Department has 146 (2020-21: 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. A number of provisions were reversed in 2022 where it was assessed that economic outflows of resources to settle obligations were no longer probable.

b. The Department had taken up a provision for certain legal costs relating to 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

	2022	2021
	\$'000	\$'000
<b>Note 3.5A: Leases</b>		
Lease liabilities	<u>2,611,694</u>	<u>2,281,875</u>
	<b>2,611,694</b>	<b>2,281,875</b>
<b>Maturity analysis - contractual undiscounted cash flows</b>		
Within 1 year	<b>229,130</b>	240,216
Between 1 to 5 years	<b>822,955</b>	751,189
More than 5 years	<u><b>1,906,663</b></u>	<u>1,569,338</u>
<b>Total leases</b>	<u><b>2,958,748</b></u>	<u><b>2,560,743</b></u>

The total cash outflow for leases in 2021-22 was \$278.6 million (2020-21: \$286.52 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.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1A, 1.1C, 1.2B and 3.2A.

#### 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

	2022	2021
	\$'000	\$'000
<b>Note 4.1A: Cash and cash equivalents</b>		
Cash on hand or on deposit	106,034	74,781
Cash in special accounts	2,959	4,579
<b>Total cash and cash equivalents</b>	<b>108,993</b>	<b>79,360</b>
<b>Note 4.1B: Taxation receivables</b>		
Indirect tax		
Customs duty	447,176	130,131
Visa Application Charges	6,059	7,210
Passenger Movement Charge	150,644	99,121
Import Processing Charges	906	853
<b>Total taxation receivables (gross)</b>	<b>604,785</b>	<b>237,315</b>
Less impairment loss allowance	(260,545)	(36,465)
<b>Total taxation receivables (net)</b>	<b>344,240</b>	<b>200,850</b>
<b>Note 4.1C: Trade and other receivables</b>		
Personal benefits	15,580	16,676
Penalties, fines and prosecutions	8,008	6,245
Statutory receivables	30,271	30,512
Loans receivable – state and territory governments <sup>a</sup>	-	48,144
Licence fees	689	953
Other	301	9,619
<b>Total trade and other receivables (gross)</b>	<b>54,849</b>	<b>112,149</b>
Less impairment allowance	(17,796)	(18,613)
<b>Total trade and other receivables (net)</b>	<b>37,053</b>	<b>93,536</b>

a. Loans to state and territory governments were transferred to the National Recovery and Resilience Agency as at 1 July 2021. Refer to restructuring note 8.2.



## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### **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**

##### 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

#### 4.2 Administered – non-financial assets

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

	Land <sup>a</sup> \$'000	Buildings \$'000	Leasehold improvements \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2021						
Gross book value	88,905	546,213	93,921	205,026	1,693	935,758
Accumulated depreciation, amortisation and impairment	-	(11,908)	(6,043)	(11,730)	(1,186)	(30,867)
<b>Total as at 1 July 2021</b>	<b>88,905</b>	<b>534,305</b>	<b>87,878</b>	<b>193,296</b>	<b>507</b>	<b>904,891</b>
Additions						
Purchased or internally developed	-	785	2,248	12,879	-	15,912
Right-of-use assets	-	75	-	-	-	75
Revaluations and impairments recognised in other comprehensive income	8,715	32,661	7,015	7,593	-	55,984
Remeasurement of right-of-use assets	-	119	-	-	-	119
Reclassifications	-	(744)	284	460	-	-
Depreciation and amortisation	-	(54,905)	(11,417)	(24,982)	(235)	(91,539)
Depreciation on right-of-use assets	-	(115)	-	(2,672)	-	(2,787)
Impairments recognised in net cost of services <sup>c</sup>	(1,955)	(5)	-	(2)	-	(1,962)
Gifts of public property	-	(11,142)	(5,990)	(81)	-	(17,213)
<b>Total as at 30 June 2022</b>	<b>95,665</b>	<b>501,034</b>	<b>80,018</b>	<b>186,491</b>	<b>272</b>	<b>863,480</b>
<b>Total as at 30 June 2022 represented by</b>						
Gross book value – fair value (recurring)						
Assets in use	90,970	496,795	80,881	176,205	-	844,851
Assets held for sale	4,695	-	-	-	-	4,695
Assets under construction	-	8,381	-	9,435	-	17,816
Gross book value – at cost						
Internally developed – assets in use	-	-	-	-	1,234	1,234
Purchased or internally developed	-	-	-	-	459	459
Right-of-use assets	-	791	-	11,928	-	12,719
Accumulated depreciation, amortisation and impairment <sup>b</sup>						
Other assets in use	-	(4,659)	(863)	(3,061)	(1,421)	(10,004)
Right-of-use assets	-	(274)	-	(8,016)	-	(8,290)
<b>Total as at 30 June 2022</b>	<b>95,665</b>	<b>501,034</b>	<b>80,018</b>	<b>186,491</b>	<b>272</b>	<b>863,480</b>
Carrying amount of right-of-use assets	-	517	-	3,912	-	4,429

a. Land includes assets held for sale.

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

c. Reflects impairment of assets held for sale. Refer Note 2.2.

There are no other material property, plant and equipment assets expected to be sold within the next twelve months.

## Department of Home Affairs

### Notes to and forming part of the financial statements

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No indicators of impairment, other than those adjusted, were found for property, plant and equipment or intangibles as at 30 June 2022.

#### **Revaluation of non-financial assets**

All revaluations were conducted in accordance with the revaluation policy. The Department engaged the services of Jones Lang LaSalle, IP, Inc. to conduct a desktop valuation of all administered asset classes as at 31 May 2022. The Department assessed there were no material differences between the carrying value and fair value of assets at 30 June 2022.

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

As at 30 June 2022, contractual commitments for the acquisition of administered property, plant and equipment and intangible assets amounted to \$12.012 million (2020-21: \$6.783 million).

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

<b>4.3 Administered – payables</b>		
	<b>2022</b>	2021
	<b>\$'000</b>	\$'000
<b><u>Note 4.3A: Personal benefits</u></b>		
Direct	<b>503</b>	790
Indirect	<b>9,376</b>	11,564
State payments – refugee minors – indirect	<b>4,426</b>	3,581
<b>Total personal benefits</b>	<b>14,305</b>	15,935
<b><u>Note 4.3B: Other Payables</u></b>		
Visa refunds	<b>6,592</b>	6,627
Customs refunds	<b>7,367</b>	884
Other payables	<b>3,081</b>	1,058
<b>Total other payables</b>	<b>17,040</b>	8,569

## Department of Home Affairs

### Notes to and forming part of the financial statements

#### 4.4 Administered – interest bearing liabilities

	2022	2021
	\$'000	\$'000
<b>Note 4.4A: Leases</b>		
Lease liabilities	4,498	7,091
<b>Total leases</b>	<b>4,498</b>	<b>7,091</b>
<b>Maturity analysis - contractual undiscounted cash flows</b>		
Within 1 year	2,846	2,812
Between 1 to 5 years	1,691	4,368
<b>Total leases</b>	<b>4,537</b>	<b>7,180</b>

The total cash outflow for leases in 2021-22 was \$2.844 million (2020-21: \$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.

The above lease disclosures should be read in conjunction with the accompanying note 4.2A.

## 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
<b>As at 1 July 2021</b>	<b>3,989</b>	<b>5,513</b>	<b>9,502</b>
Additional provisions made	3,959	1,670	5,629
Amounts refunded	(2,005)	(1,778)	(3,783)
Amounts forfeited	(280)	-	(280)
<b>Total as at 30 June 2022</b>	<b>5,663</b>	<b>5,405</b>	<b>11,068</b>

##### 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 2022

Annual appropriations for 2022							
	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2022 (current and prior years) <sup>c</sup> \$'000	Variance <sup>d</sup> \$'000
	Annual appropriation <sup>a</sup> \$'000	Section 74 receipts \$'000	Section 75 transfers \$'000				
<b>Departmental</b>							
Ordinary annual services	2,947,755	266,600	-	-	3,214,355	(3,016,229)	198,126
Capital budget <sup>b</sup>	156,620	-	-	-	156,620	(190,578)	(33,958)
Other services	166,847	-	-	-	166,847	(67,004)	99,843
Equity injections	3,271,222	266,600	-	-	3,537,822	(3,273,811)	264,011
<b>Total Departmental</b>							
<b>Administered</b>							
Ordinary annual services	2,448,978	-	-	-	2,448,978	(2,039,580)	409,398
Administered items	21,554	-	-	-	21,554	(21,354)	200
Capital budget <sup>b</sup>							
Other services	7,554	-	-	-	7,554	-	7,554
Administered assets and liabilities	2,478,086	-	-	-	2,478,086	(2,060,934)	417,152
<b>Total Administered</b>							

## Department of Home Affairs

### Notes to and forming part of the financial statements

#### Annual appropriations for 2021

	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2021 (current and prior years) <sup>c</sup> \$'000	Variance <sup>d</sup> \$'000
	Annual appropriation <sup>a</sup> \$'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 <sup>b</sup>	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 <sup>b</sup>	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

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 2021–22 year are reflected in the relevant line.

b. 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.

c. Department of Social Services made payments of Nil (2021: \$109,351 million) on behalf of the Department.

Department of Industry, Science, Energy and Resources made payments of \$30.716 million (2021: \$31.097 million) on behalf of the Department.

d. The Departmental 'Ordinary annual services' variance mainly relates to amounts quarantined under section 51 of the PGPA Act. The Departmental 'Capital budget' variance relates to drawdowns from prior year appropriations. The Departmental 'Other Services' variance relates to underspends in capital projects that will be rolled forward to future years. The Administered 'Ordinary annual services' variance relates to unpaid 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)**

	<b>2022</b>	2021
	<b>\$'000</b>	<b>\$'000</b>
<b>Departmental</b>		
<i>Appropriation Act (No. 1) 2018-2019<sup>a,c</sup></i>	-	43,086
<i>Appropriation Act (No. 2) 2018-2019<sup>a,d</sup></i>	-	18,279
<i>Appropriation Act (No. 3) 2018-2019<sup>a,e</sup></i>	-	17,779
<i>Appropriation Act (No. 4) 2018-2019<sup>a,f</sup></i>	-	166
<i>Appropriation Act (No. 2) 2019-2020<sup>b</sup></i>	-	7,692
<i>Appropriation Act (No. 4) 2019-2020<sup>b</sup></i>	-	8,154
<i>Appropriation Act (No. 1) 2020-2021 - Cash at Bank</i>	-	4,966
<i>Appropriation Act (No. 1) 2020-2021<sup>k</sup></i>	<b>4,900</b>	362,749
<i>Supply Act (No. 2) 2020-2021</i>	-	31,668
<i>Appropriation Act (No. 2) 2020-2021</i>	<b>27,356</b>	46,846
<i>Appropriation Act (No. 3) 2020-2021</i>	-	69,909
<i>Appropriation Act (No. 4) 2020-2021</i>	<b>38,765</b>	38,765
<i>Appropriation Act (No. 1) 2021-2022 - Cash at Bank</i>	<b>5,127</b>	-
<i>Appropriation Act (No. 1) 2021-2022<sup>l</sup></i>	<b>351,507</b>	-
<i>Appropriation Act (No. 2) 2021-2022</i>	<b>92,498</b>	-
<i>Appropriation Act (No. 3) 2021-2022<sup>m</sup></i>	<b>240,258</b>	-
<i>Appropriation Act (No. 4) 2021-2022<sup>n</sup></i>	<b>74,349</b>	-
<b>Total Departmental</b>	<b>834,760</b>	650,059

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

	<b>2022</b>	2021
	<b>\$'000</b>	<b>\$'000</b>
<b>Administered</b>		
<i>Appropriation Act (No. 1) 2018-2019<sup>a,c</sup></i>	-	119,166
<i>Appropriation Act (No. 2) 2018-2019<sup>a</sup></i>	-	206
<i>Appropriation Act (No. 3) 2018-2019<sup>a,e</sup></i>	-	199,180
<i>Appropriation Act (No. 4) 2018-2019<sup>a</sup></i>	-	285
<i>Supply Act (No. 1) 2019-2020<sup>b,g</sup></i>	<b>159</b>	298
<i>Appropriation Act (No. 1) 2019-2020<sup>b,h</sup></i>	<b>66,382</b>	87,152
<i>Appropriation Act (No. 3) 2019-2020<sup>b,i</sup></i>	<b>421,274</b>	424,021
<i>Appropriation Act (No. 4) 2019-2020<sup>b</sup></i>	-	719
<i>Appropriation Act (No. 1) 2020-2021 - Cash at Bank</i>	-	8,327
<i>Supply Act (No. 1) 2020-2021<sup>i</sup></i>	<b>96,895</b>	222,767
<i>Appropriation Act (No. 1) 2020-2021<sup>k</sup></i>	<b>491,710</b>	676,373
<i>Appropriation Act (No. 2) 2020-2021</i>	<b>5,130</b>	5,130
<i>Appropriation Act (No. 3) 2020-2021</i>	-	6,657
<i>Appropriation Act (No. 4) 2020-2021</i>	-	5,144
<i>Appropriation Act (No. 1) 2021-2022 - Cash at Bank</i>	<b>11,037</b>	-
<i>Appropriation Act (No. 1) 2021-2022</i>	<b>566,469</b>	-
<i>Appropriation Act (No. 2) 2021-2022</i>	<b>7,554</b>	-
<i>Appropriation Act (No. 3) 2021-2022</i>	<b>180,516</b>	-
<b>Total Administered</b>	<b>1,847,126</b>	<b>1,755,425</b>

## Department of Home Affairs

### Notes to and forming part of the financial statements

- a. Appropriation Acts repealed or lapsed during 2021-22.
- b. Appropriation Acts will lapse on 1 July 2022.  
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 in footnotes c through to n.
- c. Departmental: Nil (2020-21: \$43.086 million). This amount includes \$42.059 million appropriated through the Advance to the Finance Minister Determination (No.2 of 2018-2019);  
Administered: Nil (2020-21 \$47.329 million).
- d. Departmental: Nil (2020-21: \$18.279 million);
- e. Departmental: Nil (2020-21: \$17.779 million);  
Administered: Nil (2020-21: \$10.345 million).
- f. Departmental: Nil (2020-21: \$0.166 million).
- g. Administered: \$0.159 million (2020-21: \$Nil).
- h. Administered: \$66.382 million (2020-21: \$21.504 million);  
Includes \$0.751 million appropriated through the Emergency Appropriation (Coronavirus Economic Response Package) Act (No. 1) 2019-2020.
- i. Administered: \$420.016 million (2020-21: Nil).
- j. Administered: \$96.257 million (2020-21: Nil).
- k. Departmental: \$ 4.9 million (2020-21: \$4.9 million)  
Administered: \$491.685 million (2020-21: Nil).
- l. Departmental: \$86.7 million (2020-21: Nil).
- m. Departmental: \$88.976 million (2020-21: Nil).
- n. Departmental: \$15.251 million (2020-21: 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 2019-20, 2020-21 and 2021-22 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

			2022 \$'000	2021 \$'000
<b>Note 5.1C: Special Appropriations applied (Recoverable GST exclusive)</b>				
<b>Authority</b>	<b>Type</b>	<b>Purpose</b>		
<i>Public Governance, Performance and Accountability Act 2013, section 77</i>	Unlimited account	Repayments required or permitted by law	<b>866,232</b>	808,980
<i>Social Security (Administration) Act 1999, section 242<sup>a</sup></i>	Unlimited account	To provide for income support payments	<b>225</b>	440,648
<i>Customs Act 1901, section 278</i>	Unlimited account	Refunds / repayments of Customs Duty	<b>82</b>	231
<b>Total special appropriations applied</b>			<b>866,539</b>	1,249,859
<p>a. Payments from the <i>Social Security (Administration) Act 1999</i> relate to Australian Victims of Terrorism Overseas, Disaster Recovery Payments and Disaster Recovery Allowances. Responsibility for Disaster Recovery Payments and Disaster Recovery Allowances transferred to the National Recovery and Resilience Agency from 1 July 2021.</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)**

	2022	2022	2021	2021
	DSS	ATO <sup>b</sup>	DSS <sup>a</sup>	ATO
	\$'000	\$'000	\$'000	\$'000
Total payments	-	(47,230)	(1,740)	(21,152)

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 in 2020-21.

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 to claim back the Wine Equalisation Tax and/or Goods and Services Tax on goods purchased in Australia and taken with them.

	2022 \$'000	2021 \$'000
<b>Total comprehensive loss as per the statement of comprehensive income</b>	<b>(299,133)</b>	<b>(265,999)</b>
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	322,606	313,186
Plus: depreciation right-of-use assets	272,515	293,172
Less: principal repayments - leased assets	(244,901)	(259,530)
<b>Total comprehensive income less expenses previously funded through revenue appropriations</b>	<b>51,087</b>	<b>80,829</b>
Changes in asset revaluation reserve	(29,864)	(56,909)
<b>Surplus attributable to the Australian Government less expenses previously funded through revenue appropriation</b>	<b>21,223</b>	<b>23,920</b>

## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### 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 that no categories of payments pose a 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 2021-22 identified 18 (2020-21: 13) breaches, totalling approximately \$15,615 (2020-21: \$7,440) in relation to payments made under Section 77 of the PGPA Act. As at 30 June 2022, all of these amounts had been recovered or offset (2020-21: all amounts recovered or offset).

## Department of Home Affairs

### Notes to and forming part of the financial statements

#### 5.3 Special accounts

Special account (administered)	POCA <sup>a</sup>	SOETM <sup>b</sup>	POCA	SOETM
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<b>Balance brought forward from previous period</b>	<b>3,201</b>	<b>1,378</b>	5,144	1,339
<b>Increases</b>				
Other receipts	31,101	1,094	21,967	2,973
<b>Total increases</b>	<b>31,101</b>	<b>1,094</b>	21,967	2,973
<b>Total available for payments</b>	<b>34,302</b>	<b>2,472</b>	27,111	4,312
<b>Decreases</b>				
<b>Administered</b>				
Payments made to grant recipients	(30,277)	(732)	(23,880)	-
Payments made to suppliers	(2,500)	-	-	(2,019)
Funds returned to Confiscated Assets Account	-	(183)	(30)	(738)
Funds returned to Consolidated Revenue Account	-	-	-	(10)
Funds returned to owner <sup>c</sup>	-	(123)	-	(167)
<b>Total administered decreases</b>	<b>(32,777)</b>	<b>(1,038)</b>	(23,910)	(2,934)
<b>Total decreases</b>	<b>(32,777)</b>	<b>(1,038)</b>	(23,910)	(2,934)
<b>Total balance carried to the next period</b>	<b>1,525</b>	<b>1,434</b>	3,201	1,378
<b>Balance represented by:</b>				
Cash held in entity bank accounts		798	-	742
Cash held in the Official Public Account	1,525	636	3,201	636
<b>Total balance carried to the next period</b>	<b>1,525</b>	<b>1,434</b>	3,201	1,378

- a. Department of Industry, Science, Energy and Resources made payments of \$30.277 million (2021: \$22.961 million) from POCA on behalf of the Department through the Business Grants Hub.
- b. SOETM Special Account was used to make a final grant payment of \$0.732 million on behalf of the National Recovery and Resilience Agency (NRRRA) to the Black Dog Institute of Australia under the existing Community Grants Hub management arrangement.
- c. 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.

#### **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.

#### **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

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#### **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 2021-22 (2021: Nil).



## 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.

	2022	2021
	\$'000	\$'000
<b>Amounts applied</b>		
Departmental		
Annual appropriations <sup>a</sup>	503,290	479,947
<b>Total amounts applied</b>	503,290	479,947
<b>Expenses</b>		
Departmental	589,341	557,788
<b>Total expenses</b>	589,341	557,788
<b>External Revenue</b>		
Departmental <sup>b</sup>	339	10,882
Administered	535,302	491,174
<b>Total external revenue</b>	535,641	502,056

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 services as revenue under S74 of the PGPA Act. AusCheck revenue has been reclassified from Departmental to Administered from 1 July 2021.

#### 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 \$66.272 million (2020-21: \$47.979 million). Expenses totalled \$98.188 million (2020-21: \$82.854 million).

## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### 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 \$457.572 million (2020-21: \$443.639 million). Expenses totalled \$476.383 million (2020-21: \$459.918 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 \$11.798 million (2020-21: \$10.438 million) and expenses totalled \$14.770 million (2020-21: \$15.016 million).

## Department of Home Affairs

### Notes to and forming part of the financial statements

<b>6. People</b>		
<b>6.1 Employee expenses and provisions</b>		
	<b>2022</b>	2021
	<b>\$'000</b>	\$'000
<b><u>Note 6.1A: Employee benefits</u></b>		
Wages and salaries	<b>974,024</b>	987,634
Superannuation		
Defined contribution plans	<b>124,928</b>	134,934
Defined benefit plans	<b>94,659</b>	101,263
Leave and other entitlements	<b>201,474</b>	248,568
Separation and redundancies	<b>2,306</b>	4,229
Other employee expenses	<b>61,583</b>	60,203
<b>Total employee benefits</b>	<b>1,458,974</b>	1,536,831
<b><u>Note 6.1B: Employee provisions</u></b>		
Leave	<b>468,903</b>	521,310
Other	<b>3,566</b>	4,042
<b>Total employee provisions</b>	<b>472,469</b>	525,352

The 2021-22 average staffing level for the Department was 13,199 (2020-21: 13,778).

#### **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

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#### 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 Department conducts actuarial reviews every three years. 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*.

The Department conducted an assessment on future cost assumptions during the 2021-22 financial year. The assessment determined that factors recommended through the actuarial review in 2020-21 and short term salary growth rate assumptions remain appropriate as at 30 June 2022. Long term salary growth rate assumptions for long service leave were revised based on economic forecasts by the Reserve Bank of Australia in May 2022.

## Department of Home Affairs

### Notes to and forming part of the financial statements

#### 6.2 Key management personnel remuneration

	2022	2021
	\$	\$
<b><u>Note 6.2A: Key management personnel remuneration expenses</u></b>		
Short-term employee benefits	6,890,667	6,532,659
Post-employment benefits	1,042,014	1,032,767
Other long-term employee benefits	161,370	161,721
<b>Total key management personnel remuneration expenses</b>	<b>8,094,051</b>	<b>7,727,147</b>

The number of key management personnel included in the above table is 19 (2020-21: 22). 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 2021-22 was 16.83 (2020-21: 15.97).

There are no resources received free of charge in relation to remuneration for key management personnel (2020-21: \$430,470).

#### 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

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**7. Managing uncertainties**

**7.1 Contingent assets and liabilities**

As at 30 June 2022, the Department had no quantifiable contingent assets (2020-21: \$0.594 million) or liabilities (2020-21: 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

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#### 7.2 Administered – contingent assets and liabilities

As at 30 June 2022 the Department had no quantifiable contingent assets (2020-21: Nil) or liabilities (2020-21: 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.

###### 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**

	2022	2021
	\$'000	\$'000
<b>Note 7.3A: Categories of financial instruments</b>		
Financial assets at amortised cost		
Cash and cash equivalents	5,127	4,966
Trade and other receivables	44,000	57,015
Other financial assets	971	687
<b>Total financial assets at amortised cost</b>	<b>50,098</b>	<b>62,668</b>
<b>Total financial assets</b>	<b>50,098</b>	<b>62,668</b>
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost		
Suppliers	234,715	220,697
<b>Total financial liabilities measured at amortised cost</b>	<b>234,715</b>	<b>220,697</b>
<b>Total financial liabilities</b>	<b>234,715</b>	<b>220,697</b>

**Note 7.3B: Categories of administered financial instruments**

Financial assets at amortised cost		
Cash and cash equivalents	108,993	79,360
Non-taxation receivables	157	57,591
<b>Total financial assets at amortised cost</b>	<b>109,150</b>	<b>136,951</b>
<b>Total financial assets</b>	<b>109,150</b>	<b>136,951</b>
Financial liabilities measured at amortised cost		
Suppliers	335,526	384,851
Grants and contributions payable	11,758	5,249
<b>Total financial liabilities at amortised cost</b>	<b>347,284</b>	<b>390,100</b>
<b>Total financial liabilities</b>	<b>347,284</b>	<b>390,100</b>



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**

<b>2022</b>	<b>2021</b>
<b>\$'000</b>	<b>\$'000</b>

**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	5,127	4,966
Trade and other receivables	721,108	656,196
Assets held for sale - Land	-	440
Assets held for sale - Buildings	-	925
Inventories held for distribution	20,199	21,416
Prepayments	66,502	39,815
<b>Total no more than 12 months</b>	<b>812,936</b>	<b>723,758</b>

**More than 12 months**

Land	20,152	19,402
Buildings	2,109,213	1,982,788
Leasehold improvements	349,724	340,723
Vessels	276,934	274,249
Plant and equipment	597,157	473,666
Computer software	456,347	481,717
Prepayments	6,755	16,755
Other financial assets	971	687
<b>Total more than 12 months</b>	<b>3,817,253</b>	<b>3,589,987</b>
<b>Total assets</b>	<b>4,630,189</b>	<b>4,313,745</b>

**Liabilities expected to be settled in:**

**No more than 12 months**

Suppliers	234,715	220,697
Other payables	69,644	51,116
Leases	229,130	213,340
Employee provisions	120,569	129,227
Other provisions	14,649	15,120
<b>Total no more than 12 months</b>	<b>668,707</b>	<b>629,500</b>

**More than 12 months**

Leases	2,382,564	2,068,535
Employee provisions	351,900	396,125
Other provisions	47,358	42,360
<b>Total more than 12 months</b>	<b>2,781,822</b>	<b>2,507,020</b>
<b>Total liabilities</b>	<b>3,450,529</b>	<b>3,136,520</b>

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

	2022	2021
	\$'000	\$'000
<b>Note 8.1B: Administered - Current/non-current distinction for assets and liabilities</b>		
<b>Assets expected to be recovered in:</b>		
<b>No more than 12 months</b>		
Cash and cash equivalents	108,993	79,360
Taxation receivables	344,240	200,851
Trade and other receivables	37,053	62,883
Prepayments	20,999	208
Assets held for sale	4,695	6,650
<b>Total no more than 12 months</b>	<b>515,980</b>	<b>349,952</b>
<b>More than 12 months</b>		
Trade and other receivables	-	30,653
Land	90,970	82,255
Buildings	501,034	534,305
Leasehold improvements	80,018	87,878
Plant and equipment	186,491	193,296
Computer software	272	507
<b>Total more than 12 months</b>	<b>858,785</b>	<b>928,894</b>
<b>Total assets</b>	<b>1,374,765</b>	<b>1,278,846</b>
<b>Liabilities expected to be settled in:</b>		
<b>No more than 12 months</b>		
Suppliers	335,526	384,851
Personal benefits	14,305	15,935
Grants and contributions	11,758	5,249
Unearned income	17,366	14,132
Other payables	17,040	8,569
Leases	2,846	2,730
Bonds and security deposits	8,312	6,426
<b>Total no more than 12 months</b>	<b>407,153</b>	<b>437,892</b>
<b>More than 12 months</b>		
Unearned income	7,330	6,321
Leases	1,652	4,361
Bonds and security deposits	2,756	3,076
<b>Total more than 12 months</b>	<b>11,738</b>	<b>13,758</b>
<b>Total liabilities</b>	<b>418,891</b>	<b>451,650</b>

## Department of Home Affairs

### Notes to and forming part of the financial statements

#### 8.2 Restructuring

In May 2021, the Government announced the establishment of the National Recovery and Resilience Agency (NRRA) to support local communities affected by major disasters. Amendments were made to the Administrative Arrangements Order to transfer disaster recovery and resilience functions from the Department of Home Affairs to NRRA with effect from 1 July 2021.

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

Function relinquished	Year of transfer	Gaining entity
Disaster recovery and resilience	2021-22	NRRA

#### Note 8.2A: Departmental restructuring - functions relinquished

	<b>NRRA</b>
	<b>2022</b>
	<b>\$'000</b>
<b>Assets relinquished</b>	
Plant and equipment	71
Other non-financial assets - prepayments	<u>2,916</u>
<b>Total assets relinquished</b>	<u>2,987</u>
<b>Liabilities relinquished</b>	
Suppliers	419
Employee provisions	<u>2,120</u>
<b>Total liabilities relinquished</b>	<u>2,539</u>
<b>Net assets relinquished</b>	<u>448</u>

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

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<b><u>Note 8.2B: Administered restructuring – functions relinquished</u></b>	
	<b>NRRA</b>
	<b>2022</b>
	<b>\$'000</b>
<b>Assets relinquished</b>	
Trade and other receivables <sup>a</sup>	<b>57,946</b>
<b>Total assets relinquished</b>	<b>57,946</b>
<b>Liabilities relinquished</b>	
Suppliers	<b>751</b>
<b>Total liabilities relinquished</b>	<b>751</b>
<b>Net assets relinquished</b>	<b>57,195</b>

a. Trade and other receivables relinquished relates to concessional loans with state governments, Disaster Recovery Payments and Pandemic Leave Disaster Payments.

## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### 8.3 Budgetary reporting

The following provides an explanation of the variance between the original budget figures as presented in the 2021-22 Portfolio Budget Statements (PBS) and the 2021-22 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 2021-22 PBS is amended by the Government throughout the year. The Department's budget for 2021-22 was updated as part of the 2021-22 Portfolio Additional Estimates Statements (PAES) and the 2022-23 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 2021-22 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 departmental budget variances**

##### **Departmental Income**

Departmental income, including revenue from Government, is \$62.9 million (or 2.1%) higher than the original budget. This is mainly due to:

- a net increase of \$46.7 million (or 2%) in revenue from Government as a result of measures outlined in the 2021-22 PAES totalling \$212.1 million, partially offset by \$169.5 million that has been quarantined under s51 of the PGPA Act; and
- \$21.4 million in gains which were not specifically budgeted, mainly relating to the early termination of a lease in Sydney NSW.

##### **Departmental Expenses**

Departmental expenses are within 1% of the original budget (\$28.5 million or 0.9% variance). Variances to the original budget mainly reflect changes throughout the year as published in the 2021-22 PAES, and changes between employee and contractor expenses to meet the Department's priorities.

Depreciation and amortisation expenses are under budget by \$40.5 million (or 6%) mainly due to differences in assumptions adopted in the budget for Right-of-Use (ROU) leased assets.

##### **Other Comprehensive Income**

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

##### **Departmental Assets**

Total departmental assets are \$854 million (or 16%) lower than the original budgeted position. This can be predominantly attributed to:

- lower plant and equipment assets of \$1.051 billion mainly due to the recognition of ROU assets for the maritime aircraft surveillance lease contract extension. The differences result from the actual lease term being six years compared to 15 years in the Budget assumptions and a higher proportion of contractual costs being categorised as supplier expenses, instead of forming part of the ROU asset in the Budget; partially offset by
- an increase of \$282 million in appropriation receivables mainly due to differences between the budgeted and actual opening balance of \$181 million due to the timing of cash flows and lower than anticipated payments for capital projects during 2021-22 of \$63 million.

## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### Departmental Liabilities

Total departmental liabilities are \$1.009 billion (or 23%) lower than the original budgeted position mainly due to the actual lease liability recognised for the maritime aircraft surveillance lease contract extension being significantly less than budgeted as outlined in the explanation for Departmental assets above.

#### 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

Administered income is lower than the original budget by \$1.073 billion (or 5%) mainly due to:

- lower Customs Duty revenue of \$1.5 billion (or 8%) mainly as a result of lower than anticipated imports of tobacco products brought into Australia; partially offset by
- higher Visa Application Charges revenue of \$331 million (or 20%) following the re-opening of international borders, particularly for the last quarter of 2021-22.

##### Administered Expenses

Administered expenses are \$109 million (or 4%) lower than the original budget. This is mainly due to:

- lower supplier expenses of \$337 million (or 16%) mainly driven by:
  - \$105 million lower than budgeted expenditure across the immigration detention network;
  - \$102 million lower than budgeted expenditure in offshore regional processing facilities, primarily due to decreased COVID-19 related health care expenditure; and
  - \$98 million lower expenditure due to COVID-19 restrictions and associated international border closures relating to the Refugee Humanitarian Settlement and Migrant Services program.
- lower personal benefits expenses of \$73 million (or 45%) largely due to a lower number of income support recipients under the Status Resolution Support Services (SRSS) program and lower program costs for SRSS; partially offset by
- higher gifting, grants and contribution expense of \$94 million (or 71%) due to:
  - \$17 million gifting of assets to the government of Nauru which was not specifically budgeted;
  - \$48 million additional expenditure for measures reported at 2021-22 PAES including Safer Communities Fund, National Disaster Resilience and Support, Reform of Settlement Strategies and Services and Settlement and Integration of New Arrivals from Afghanistan; and
  - \$29 million in smaller variances across other grant program; and
- write-down and impairment of financial asset expenses of \$228 million due to a higher level of taxation receivables in dispute.

##### Other Comprehensive Income

The variance in Other Comprehensive Income of \$56 million reflects a revaluation increment for non-financial assets taken to the Asset Revaluation Reserve which are not specifically budgeted.

## Department of Home Affairs

### Notes to and forming part of the financial statements

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#### **Administered Assets**

Total administered assets are \$309 million (or 29%) higher than the original budget mainly due to:

- an increase of \$110 million in buildings and leasehold improvements mainly due to differences between the actual and budgeted opening balances arising from valuations completed in 2020-21 after the 2021-22 Budget was published; and
- an increase of \$167 million (or 94%) in taxation receivable mainly resulting from compliance activities and deferred payment terms agreed for taxpayers to support their recovery from COVID-19 impacts.

#### **Administered Liabilities**

Total administered liabilities are \$19 million (or 4%) lower than the original budget estimate. This is predominantly due to lower customs duty refunds payable than anticipated in the original budget.

# PART 5:

# MANAGEMENT AND

# ACCOUNTABILITY

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# ENTERPRISE GOVERNANCE

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## Statement of enterprise governance practices

The Department of Home Affairs' (the Department) strategic direction is supported by our governance arrangements, which are well defined, and enable the Department to have clear oversight of risk and performance. These arrangements ensure streamlined, transparent and accountable decision-making to meet compliance obligations under relevant legislative and regulatory frameworks and support the Department in achieving our objectives. Through effective management of the Department's top-tier governance committees, Senior Executives are supported to make well-informed, evidence based decisions. 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.

The Department's enterprise governance arrangements are reflected in Figure 4. The Australian Border Force (ABF) governance arrangements are reflected in Figure 5.

Figure 4: Department of Home Affairs’ Enterprise Governance Arrangements, as at 30 June 2022



# Home Affairs Enterprise Governance Arrangements

As at 30 June 2022, the Department maintains the following high-level enterprise governance committee structure:

## Portfolio Board

During 2021–22, the Portfolio Board, chaired by the Secretary and attended by all Portfolio agency heads, remained the Home Affairs Portfolio's (Portfolio) 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 Operations Committee (OC), chaired by the Chief Operating Officer (COO), with Portfolio COOs invited as required, monitors in-year performance of the Department's corporate and business programs, change management and the implementation of reforms. In addition, the OC provides advice and oversight in relation to performance, organisational management and cross-organisational issues.

## Strategy and Capability Committee

The Strategy and Capability Committee (SCC), chaired by Deputy Secretary Strategy and National Resilience, 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:

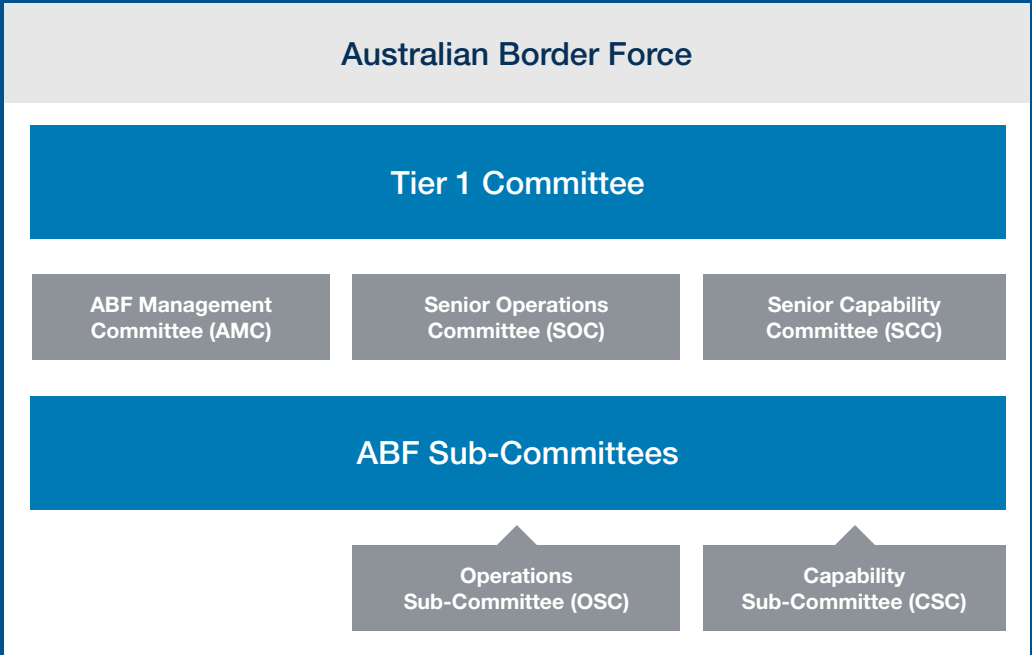
- Risk Committee (Chair: Chief Risk Officer)
- Client Service Delivery and Transformation Committee (Co-Chairs: Deputy Secretary (DS) Immigration and Settlement Services and DS Social Cohesion and Citizenship)
- Security Committee (Chair: Chief Security Officer)
- Capability Investment Working Group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

# Australian Border Force Enterprise Governance Arrangements

The Australian Border Force (ABF) governance arrangements align to the ABF’s operational functions and complement those of the broader Department, positioning the ABF to effectively contribute to the Department’s enterprise governance arrangements. The ABF’s governance model ensures Senior Executives of the ABF are able to make informed and evidence based decisions and effectively support delivery of the outcomes.

As a result of the implementation of the ABF’s Operating Model implemented in late 2021, the ABF Strategic Command Group was removed and replaced by Tier 1 Level support from the ABF Management Committee (AMC), the Senior Operations Committee (SOC) and the Senior Capability Committee (SCC). Tier 1 is supported by two Sub-Committees, which include the Operations Sub-Committee (OSC) and Capability Sub-Committee (CSC).

Figure 5: ABF governance arrangements



# ABF Tier 1

ABF Tier 1 Committees, chaired by the ABF Commissioner, support key ABF decision-making forums for matters with enterprise-wide implications or enterprise risks.

## ABF Management Committee (AMC)

The AMC sets the ABF's strategic priorities, performance targets and long term strategy. It oversees performance, risk and workforce issues related to ABF's function and considers budget and resource allocation.

## Senior Operations Committee (SOC)

The SOC sets operational priorities, informed by strategic guidance and intelligence. SOC oversees operations of national significance, and is informed by the threat environment to support the ABF's strategic direction and delivery of ABF's border protection regime.

## Senior Capability Committee (SCC)

The SCC sets ABF's short, medium, and long-term capital expenditure to inform investment decisions and contribute to Departmental capability forums.

# ABF Sub-Committees

ABF Sub-Committees are Tier 2 governance bodies that support the implementation and delivery of ABF's Tier 1 Committee outcomes. Additionally, Sub-Committees triage matters and manage those that do not require Tier 1 consideration.

## Operations Sub-Committee (OSC)

The OSC supports national operations in line with operational priorities as set by the SOC, to ensure effective resourcing and operational delivery.

## Capability Sub-Committee (CSC)

The CSC oversees workforce matters including recruitment, performance, career development, and training delivery. Aligned to the Department's capability lifecycle, the CSC supports the rollout of existing capability and considers opportunities for new capability through an ABF view. Additionally, this committee provides Senior Executive with an ABF-wide picture of major systems, assets, and contracts, including identifying enterprise risks, contractual related matters with key service providers, and oversight of major contracting activity.

# Audit and Risk Committee

Section 45 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) requires the Secretary to ensure the Department has an Audit and Risk Committee (ARC).

The ARC serves 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.

All members of the ARC are external as required by the PGPA Rule. The ARC is directly accountable to the Secretary for the performance of its functions.

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

Table 15: Audit and Risk Committee details

Member name and tenure during 2021–22	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended during 2021–22 / total number of meetings held during period of membership in 2021–22	Total annual remuneration <sup>50</sup> (GST inclusive)
<b>Carol Lilley</b> Current Chair 1 July 2021– 30 June 2022	Ms Lilley is an independent board director, 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	\$83,048.35
<b>Jennifer Clark</b> Current External Member 1 July 2021– 30 June 2022	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.  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.	7/7	\$69,692.75

50. 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 2021–22	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended during 2021–22 / total number of meetings held during period of membership in 2021–22	Total annual remuneration <sup>50</sup> (GST inclusive)
<b>Don Cross</b> Current External Member 1 July 2020– 30 June 2022	<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	\$56,175.01

The ARC is supported by a number of departmental Senior Executives:

- Deputy Secretary Social Cohesion and Citizenship
- Group Manager Customs
- Chief Operating Officer
- Chief Finance Officer
- Chief Audit Executive



# Corporate and business planning

The *Department of Home Affairs 2021–22 Corporate Plan* (Corporate Plan) was adopted as the primary planning document and sets out the Department and the ABF's operating environment, purposes, strategic priorities and outlines how performance would be measured and assessed.

Additionally in 2021–22, the Department implemented an enhanced business planning approach across the Department and the ABF, closer aligning enterprise risks and operational activities to the purposes and the strategic performance measures within the Corporate Plan. Each Division and Group across the Department and ABF had a business plan in place for 2021–22, guiding the delivery of key projects and business as usual activities.

The Corporate Plan underpinned the corporate and business planning cycle and aligns to the strategic priorities of the Department and the ABF. The corporate and business planning cycle was supported by thorough assurance processes, including quarterly reporting on business plans and against metrics within the Corporate Plan. This approach provided appropriate executive oversight of performance through status reports and tracked progress against relevant targets to support course correction and compliance throughout the financial year.

## Risk management

The nature of the environment in which the Department operates remains inherently complex, layered and constantly evolving. As a result, risk management is an integral part of our business and underpins 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 Department's Risk Committee, Audit and Risk Committee and specifically the 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. The Department's approach to risk management underwent a full review and an updated risk framework was implemented in December 2021. This contributed to the ongoing maturity of risk management practices across the organisation.

## Internal audit arrangements

The 2021–22 Internal Audit Program comprised of 14 internal audits. The Internal Audit Plan provides assurance to the Department that administrative and enabling functions, including finance, IT and compliance are functioning effectively and in accordance with relevant legislation. The Internal Audit Program is developed through extensive consultation with executives of the Department and the ABF and involved consideration of strategic priorities, key procurements, enterprise risks, assurance activities and reviews of performance measures and outcomes. This allows for a strategic and flexible approach to identify areas for improvement and supports the mitigation of risks before they eventuate.

All recommendations delivered through internal audits are tracked and monitored by the Audit and Risk Committee, supported by the Chief Audit Executive. During 2021–22, 280<sup>51</sup> recommendations were identified and 68<sup>52</sup> were closed, noting some closed recommendations were from a previous financial year.

## Fraud control and anti-corruption measures

The *Home Affairs Fraud and Corruption Control Plan* (June 2021) and the *ABF Fraud and Corruption Control Plan* (March 2022) 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*.

51. This figure includes 183 recommendations from parliamentary committee inquiries that were entered into the tracking system in March 2022. Total number of recommendations from internal and ANAO Audits is 97 new recommendations.

52. This figure comprises 58 internal and ANAO audit recommendations and 10 recommendations from parliamentary inquiries.

# 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.

The *Integrity Strategy 2025* 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. Throughout 2021–22, the Department continued implementation of the Strategy which focuses on:

- a strong integrity culture, and a mature integrity management and response capability
- embedding high integrity work practices and responding proactively to adverse workplace behaviours when they occur
- undertaking proactive, targeted and tailored training, education and awareness-raising activities, informed by our understanding of threats, issues and emerging corruption vulnerabilities
- adopting early interventions in a guiding principle for our work, including by proactively addressing workers engaging in 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*:

- Driving a clear understanding of the Department's core values and expected behaviours through:
  - promoting a positive integrity culture through Integrity Week 2021, held in August 2021
  - implementing a communications campaign to support a clear understanding of the Department's core values and expected behaviours with messages focussed on prevention, education and early intervention.
- Worked closely with Portfolio agencies to align our collective Integrity Frameworks and promote a strong, united integrity culture

- rolled out a new integrity awareness package to provide staff with consolidated advice on key integrity topics
- 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.

Other key work in 2021–22 included:

- educating staff and contractors about integrity expectations:
  - 36 integrity training sessions were delivered, including eight 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 Induction and the Border Force Officer Recruit Training 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)
- 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 AGSVA.

## Non-compliance with Finance law

In 2021–22, the Home Affairs Minister and the Finance Minister were advised of one instance of significant non-compliance with the finance law relating to misuse of a Commonwealth credit card and falsification of documents. The matter was finalised in November 2021 and related to transactions that occurred between July 2016 and June 2017. The Department has limited cash withdrawal access for departmental Commonwealth credit card holders and implemented a Credit Card Compliance Monitoring Program, which is a risk-based program aimed at identifying instances of non-compliance with legislation, the Accountable Authority Instructions and the Department's Credit Card Policy. The Department also continues to require mandatory training for cardholders and review of monthly statements by supervisors.

## Capability Reviews

The Department did not initiate any capability reviews in 2021–22, consistent with 2020–21.

# EXTERNAL SCRUTINY

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## Judicial and administrative tribunal decisions

### Notable decisions

#### **Alexander (by his litigation guardian Berivan Alexander) v Commonwealth of Australia and Minister for Home Affairs & Anor—HCA—S103/2021**

On 8 June 2021, the High Court declared s 36B of the *Citizenship Act 2007* (Cth) (the Citizenship Act) invalid and that Mr Alexander is an Australian citizen.

Under s 36B of the Citizenship Act, the Minister has a power to determine that the Australian citizenship of a person over 14 who is a citizen of a country other than Australia and engaged in conduct identified in the Citizenship Act outside Australia, has ceased, where such conduct demonstrates that the person has repudiated their allegiance to Australia and it would be contrary to the public interest for the person to remain an Australian citizen.

In several judgments the majority of the High Court (Kiefel CJ, Keane Gleeson JJ in joint reasons, Gageler, Gordon Edelman JJ in separate reasons; Steward J dissenting) found that s 36B was invalid because it reposed in the Minister for Home Affairs the exclusively judicial function of punishing criminal guilt, contrary to Chapter III of the Constitution.

A plurality (Kiefel CJ, Keane, Gleeson Gageler, Edelman, Steward JJ) found that s 36B was validly supported by the “aliens” head of Commonwealth legislative power in s 51(xix) of the Constitution. Gordon J did not consider it necessary to consider this issue.

## Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs v Montgomery—HCA—S192/2021<sup>53</sup>

On 6 and 7 April 2022, the High Court heard the Commonwealth's appeal from the Federal Court's decision to issue a writ of habeas corpus (release from detention) with respect to an individual who claims to meet the tripartite test from *Mabo v Queensland (No 2)* (1992) 175 CLR 1 applied by the *High Court in Love v Commonwealth; Thoms v Commonwealth* (2020) 270 CLR 152 (*Love/Thoms*), on the basis that the detaining officer's suspicion that he did not meet that test was not 'reasonable'.

In *Love/Thoms*, the High Court determined that the Commonwealth may not, under the *Migration Act 1958* (the Migration Act), detain or remove from Australia an Aboriginal Australian who meets the tripartite test.

The issues before the High Court are whether it has jurisdiction to determine the appeal, whether *Love/Thoms* was wrongly decided, how the Migration Act provisions requiring detention of unlawful non-citizens are to be applied in respect of persons who claim to meet the tripartite test, whether the first limb of the tripartite test requiring 'biological descent' from an Aboriginal Australian can be satisfied by cultural adoption, and whether the Federal Court erred in finding that the detaining officer's suspicion was not 'reasonable'.

On 28 July 2022, the Commonwealth discontinued the Montgomery High Court appeal, brought by the previous government. That leaves the High Court's previous decision in *Love and Thoms* undisturbed. The Department continues to administer the Migration Act in accordance with it.

## Djokovic v Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs [2022] FCAFC 3

On 16 January 2022, the Full Federal Court (the Full Court) unanimously dismissed Mr Djokovic's application for review of the Minister for Immigration's decision to personally cancel his visa under section 133C(3) of the Migration Act. Section 133C(3) of the Migration Act permits the Minister to cancel a person's visa if the Minister is satisfied that a ground for cancelling the visa under section 116 of the Migration Act exists and that it is in the public interest to do so.

Mr Djokovic argued that the Minister's decision was irrational, illogical and unreasonable because it focused on the consequences on anti-vaccination sentiment of allowing him to stay but failed to consider the effect on anti-vaccination sentiment in the event he was detained and removed.

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53. On 28 July 2022, the Commonwealth discontinued the Montgomery High Court appeal, brought by the previous government. That leaves the High Court's previous decision in *Love and Thoms* undisturbed. The Department continues to administer the Migration Act in accordance with it.

It was further argued that the Minister's finding that Mr Djokovic's presence in Australia would foster anti-vaccination sentiment was not founded on evidence. Additionally, Mr Djokovic argued that it was not open to find that he held an anti-vaccination stance when the Minister had relied on outdated evidence and had not sought his current views.

The Full Court held that the power to cancel Mr Djokovic's visa under section 133C(3) of the Migration Act relied on the Minister's satisfaction that the *"presence of the visa holder in Australia is or may be, or might be a risk to the health, safety or good order of the Australian community"* as set out in section 116(1)(e)(i) of the Migration Act. The relevant statutory question was solely focused on Mr Djokovic's presence in Australia, not anything else and the Minister's conclusions were not irrational or unreasonable. The Full Court also rejected Mr Djokovic's other two grounds finding that there was sufficient evidence for the Minister to conclude that Mr Djokovic's continued presence could incite anti-vaccination sentiment and that he was opposed to vaccination.

The Full Court's decision was important in two aspects. First, it reaffirmed the position that a state of satisfaction can only be legally unreasonable if the decision is so lacking in rational or logical foundation that it was one that no rational or logical decision-maker could be so satisfied.

Secondly, it demonstrated the Court's reluctance to interfere and potentially undermine the Executive's response to the COVID-19 pandemic in circumstances where the Minister had exercised the cancellation power lawfully.

## 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 2022, departmental records indicate that 383 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

The Department works closely with the Office of the Australian Information Commissioner (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*. This continued throughout 2021–22. The OAIC assessment reports, and the Department's responses, are published on the OAIC website.

#### Privacy Assessments

Through a Memorandum of Understanding, the OAIC 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. The collection and use of PNR data continues to support the Home Affairs Portfolio and other law enforcement agencies in preventing, detecting and investigating serious crimes, including terrorism, drug trafficking, human trafficking and child exploitation.

The assessment was finalised and published on the OAIC website on 8 July 2021. During 2021–22, the Department continued to implement recommendations arising from the assessment.

## Reports from the Office of the Commonwealth Ombudsman

The Commonwealth Ombudsman released the following four reports concerning the Department's activities in 2021–22:

- Commonwealth Ombudsman's activities in monitoring controlled operations: *2020–21 Commonwealth Ombudsman: 2020–21 Report*. Published on 4 March 2022.
- 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* *Commonwealth Ombudsman: For the period 1 July 2019 to 30 June 2020*. Published on 24 February 2022.
- Report to the Minister for Home Affairs on agencies compliance with the *Surveillance Devices Act 2004*, for the period 1 January to 30 June 2021. *Commonwealth Ombudsman: Commonwealth Ombudsman Surveillance Devices Six-Monthly Report December 2020*. Published in September 2021.

These reports, including the Department's responses, are publicly available on the Ombudsman's website.<sup>54</sup>

Under the *Migration Act 1958*, the Commonwealth Ombudsman is required 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.

## Reports from the Australian National Audit Office

The Auditor-General released six performance audit reports that examined the Department and the ABF in 2021–22:

### Management of the Civil Maritime Surveillance Services Contract

The objective of this audit was to assess whether the Department is effectively managing the Civil Maritime Surveillance Services contract. The report was published on 11 October 2021.

### Management of International Travel Restrictions during COVID-19

The objective of this audit was to assess the effectiveness of the management of international travel restrictions during the COVID-19 pandemic. The report was published on 8 December 2021.

### Human Biosecurity for International Air Travellers during COVID-19

Between 1 July 2020 and 30 June 2021, 99 per cent of travellers arrived in Australia by air. This audit was conducted to provide assurance to the Parliament that human biosecurity for international air travellers has been managed effectively. The report was published on 24 March 2022.

### Award of Funding under the Safer Communities Fund

The audit examined the award of funding under each of the eight selection processes of the Safer Communities Fund completed up to the commencement of the audit in March 2021. In addition it assessed the award of funding effectiveness and consistency within the Commonwealth Grant Rules and Guidelines. The report was published on 14 February 2022.

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54. <https://www.ombudsman.gov.au/publications/reports>

## Implementation of Parliamentary Committee and Auditor-General Recommendations—Department of Home Affairs

This audit examined whether the Department implemented a selection of agreed parliamentary committee and Auditor-General reports recommendations. This was the fourth audit in a series of ANAO performance audits on the implementation of parliamentary committee and Auditor-General recommendations. The report was published on 3 May 2022.

## Administration of Critical Infrastructure Protection Policy

The objective of this audit was to assess the Department's administration and regulation of the Critical Infrastructure Protection Policy, including an assessment of the Department's role as strategy lead for critical infrastructure protection coordination. The report was published on 21 June 2022.

## Australian Human Rights Commission

Under the *Australian Human Rights Commission Act 1986*, the Australian Human Rights Commission (AHRC) can inquire into complaints of breaches of human rights and workplace discrimination.

The AHRC released the following four reports concerning the Department's activities in 2021–22:

- AusHRC 141—*Immigration detention following visa refusal under section 501 of the Migration Act 1958*, tabled in Parliament 8 July 2021.
- AusHRC 140—*QA v Home Affairs—Report into Arbitrary detention and the best interest of children*, tabled in Parliament 9 July 2021.
- AusHRC 143—*The detention of refugees following visa refusal or cancellation under section 501 of the Migration Act 1958* (Cth) tabled in Parliament 28 March 2022.
- 2022 AusHRC 145—*Report into the use of force*. There is a direction pursuant to s14(2) of the *Australian Human Rights Commission Act 1986* prohibiting the disclosure of the complainant's identity. In the report the complainant is referred to as Mr AO. The report relates to complaints made by Mr AO pursuant to article 10 of the *International Covenant on Civil and Political Rights* (ICCPR). The report was published on 19 May 2022.

This is a decrease from the nine reports released in 2020–21. These reports including the Department's responses are publicly available on the AHRC's website.<sup>55</sup>

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55. <https://humanrights.gov.au/our-work/publications>

# Royal Commission into Institutional Response to Child Sexual Abuse

The Final Report of this Royal Commission was delivered on 5 December 2017. As a result, a total of 409 recommendations were made, with the Home Affairs Portfolio leading 69. The Department and the ABF coordinated the Portfolio's response to the Australian Government's Annual Progress Report 2021. The report is publicly available on the Royal Commission's website<sup>56</sup>.

To date, the Portfolio has implemented and closed 57 recommendations, with 12 recommendations due for closure in 2022–23. The Department's important achievements in relation to child safety in 2021–22 include:

- The introduction of the *Roles and Responsibilities* strategy, which directly engages all SES Band 2 leaders across the organisation as senior advocates of child safety, makes staff and business area responsibilities clear, and provides bottom-up evidence of compliance with the *Home Affairs Child Safeguarding Framework*.
- The completion of a series of engagements with state and territory child protection services in order to strengthen these relationships, to gain a better sense of the challenges to be addressed and the opportunities arising from closer collaboration.
- The administration of a comprehensive Department-wide survey to provide feedback on the effectiveness of child wellbeing policy, support and advice provided by our child wellbeing experts, including areas for improvement.
- 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.
- Launch of the Australian Centre to Counter Child Exploitation (ACCCE) and Australian Federal Police podcast series *Closing the Net* at Australian Parliament House. The podcast provides an Australian perspective on the work being done to prevent child sexual abuse and exploitation.
- Completion of the second round of The Child Safeguarding Assurance Program (Assurance Program), which supports the effective implementation of the *Child Safeguarding Framework* and informs continuous improvement of child safe practices in the context of the Department's activities.
- Led the Inter-jurisdictional Working with Children Checks Working Group (Working Group) on implementing the *National Standards for Working with Children Checks*, which were publicly released in December 2019 and responded to a number of recommendations of the Royal Commission's *Working with Children Checks Report*.

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56. Annual Progress Report 2021 | Australian Government Response to the Royal Commission into Institutional Responses to Child Sexual Abuse ([childabuseroyalcommissionresponse.gov.au](http://childabuseroyalcommissionresponse.gov.au))

- Ongoing work with the Australian Criminal Intelligence Commission and all jurisdictions to deliver the Working with Children Checks National Reference System, which will provide a platform for sharing negative notice decisions.

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 implemented a number of online courses, which allowed 2333 staff to complete short child-related eLearning modules relevant to their role. This included trainings on barriers that children from diverse backgrounds experience when disclosing abuse or attempt to provide feedback.

## Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

Established in April 2019 the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) was a response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability. This includes historical incidents and those that may have happened recently. 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, assists the Royal Commission through the Attorney-General's Department 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 September 2023.

## Reports from Parliamentary Committees

The Parliament of Australia may refer bills, policies or issues affecting the wider community to a parliamentary committee of inquiry. Table 16 and Table 17 outline parliamentary committee reports released during 2021–22 where the Department is the lead agency for the Government Response.

**Table 16: Reports from joint committees**

Report	Date tabled
<b>Parliamentary Joint Committee on Intelligence and Security</b>	
<i>Advisory report on the Surveillance Legislation Amendment (Identify and Disrupt) Bill 2020</i>	5 August 2021
<i>Review of the re-listing of Jama'at Mujahideen Bangladesh (JMB) and the listing of Neo-Jama'at Mujahideen Bangladesh (Neo-JMB) as terrorist organisations under the Criminal Code</i>	10 August 2021
<i>Advisory Report on the Security Legislation (Critical Infrastructure) Bill 2020 and Statutory Review of the Security of Critical Infrastructure Act 2018</i>	29 September 2021
<i>Review of the relisting of five organisation as terrorist organisations under the Criminal Code</i>	14 October 2021
<i>Review of the amendments made by the Telecommunications and Other Legislation Amendment (Assistance and Access) Act 2018</i>	22 December 2021
<i>Review of Part 14 of the Telecommunications Act 1997—Telecommunications Sector Security Reforms</i>	7 February 2022
<i>Report by statement of the review of regulations listing Hizballah and The Base as terrorist organisations under the Criminal Code Act 1995</i>	25 March 2022
<i>Inquiry into national security risks affecting the Australian higher education and research sector</i>	25 March 2022
<i>Advisory report on the Security Legislation Amendment (Critical Infrastructure Protection) Bill 2022</i>	25 March 2022
<i>Advisory Report on the National Security Legislation Amendment (Comprehensive Review and Other Measures No. 1) Bill 2021</i>	25 March 2022
<i>Interim Report: Inquiry into Extremist Movements and Radicalism in Australia</i>	1 April 2022
<b>Parliamentary Joint Standing Committee on Migration</b>	
<i>Final Report of the Inquiry into Australia's Skilled Migration Program</i>	9 August 2021
<b>Parliamentary Joint Committee on Law Enforcement</b>	
<i>Interim Report—Vaccine related fraud and security risks</i>	26 August 2021
<i>Criminal Code Amendment (Sharing of Abhorrent Violent Material) Act 2019</i>	13 December 2021
<i>Final Report—Vaccine related fraud and security risks</i>	17 February 2022

Table 17: Reports from Senate committees

Report	Date tabled
Senate Standing Committee on Legal and Constitutional Affairs	
<i>Migration Amendment (Strengthening the Character Test) Bill 2021</i>	28 January 2022
<i>Migration Amendment (Protecting Migrant Workers) Bill 2021</i>	18 March 2022
<i>Family and partner reunion visas</i>	29 March 2022
<i>Customs Amendment (Controlled Trials) Bill 2021</i>	29 March 2022
<i>Anti-money laundering and counter-terrorism financing regime</i>	30 March 2022
Senate Standing Committee on Foreign Affairs, Defence and Trade	
<i>Funding for public research into foreign policy issues</i>	17 August 2021
<i>Interim report: Australia's engagement in Afghanistan</i>	21 January 2022
<i>Final report—Australia's engagement in Afghanistan</i>	5 April 2022
Senate Standing Committee on Rural and Regional Affairs and Transport	
<i>Biosecurity Amendment (Enhanced Risk Management) Bill 2021</i>	14 October 2021

## Complaints

### Commonwealth Ombudsman

The Department received 65 complaints from the Commonwealth Ombudsman in 2021–22, a decrease from 102 complaints in 2020–21.

A total of 69 complaints were finalised during 2021–22.

### Australian Human Rights Commission

The Department received 146 complaints from the Australian Human Rights Commission in 2021–22, a decrease from 157 received in 2020–21. A total of 169 complaints were finalised in 2021–22 compared to 74 in 2020–21.

# Office of the Australian Information Commissioner

## Privacy Complaints

During 2021–22, the Department received six privacy complaints through the OAIC, a decrease from the seven received in 2020–21. Ten privacy complaints were closed in 2021–22, and three privacy complaints remained open as at 30 June 2022.

Of the ten complaints closed in in 2021–22:

- Five matters were closed as “not an interference with privacy”.
- Two matters were closed as the Commissioner declined to investigate after further information was provided.
- Two matters were withdrawn by the complainant after further information was provided
- One matter was considered adequately dealt with after an apology was offered and \$5,000 was paid in compensation.

No matters went to determination.

# Freedom of Information

## Information Requests

In accordance with the *Freedom of Information Act 1982* (FOI Act), agencies may refuse access to documents, in whole or in part, where release of the information might cause harm to:

- national security, defence or international relations
- the operations of cabinet
- the enforcement of laws or legal proceedings
- the operations of the agency
- privacy of individuals.

The Department received 1193 amendment requests, and finalised 1166 amendment requests in 2021–22.



Table 18: FOI requests received

	2020–21	2021–22
Non-personal requests for information	2,157	1,850
Personal requests for information	13,665	12,796
Amendment requests	756	1,193

Table 19: FOI finalisations

	2020–21	2021–22
Non-personal requests for information	2,180	1,875
Personal requests for information	12,974	10,679
Amendment requests	734	1,166

Table 20: FOI finalisations within statutory timeframes

	2020–21	2021–22
Non-personal requests for information	69%	71%
Personal requests for information	62%	42%

## Access Requests

The Department received 14,645 access requests, and finalised 11,203 access requests in 2021–22.

In accordance with the *Freedom of Information Act 1982* (FOI Act), agencies may refuse access to documents, in whole or in part, where release of the information might cause harm to:

- national security, defence or international relations
- the operations of cabinet
- the enforcement of laws or legal proceedings
- the operations of the agency
- privacy of individuals.

Table 21: Access requests finalised

	2020–21	2021–22
Full access granted	6,676	6,064
Part access granted	5,621	4,179
Access refused	1,561	960
Cases transferred to other agencies, or saw applicants withdraw their requests before a decision on access was made	1,296	1,351

Table 22: Internal reviews

	2020–21	2021–22
Requests	323	141
Finalised reviews	327	156

## Commissioner-initiated investigation

As at 30 June 2022, the Department has implemented all the recommendations from the 29 January 2021 report on the Commissioner-initiated investigations into the Department’s processing of non-personal FOI requests.

The Department has improved its compliance with statutory timeframes for its non personal caseload. In 2021–22, the Department finalised 71 per cent of requests for non-personal information within the statutory timeframes compared with 40 per cent in 2019–20.

The Department continues to implement business improvements to reduce FOI decision timeframes, including by automating the registration of FOI requests and proactively releasing de-identified statistics on core program outcomes.

## Information Commissioner Recommendations

The Commissioner investigated 17 complaints received from December 2018 to April 2021 about the Department’s compliance with statutory timeframes for personal information requests made under the FOI Act. In November 2021, the Commissioner issued the *Freedom of information complaint investigations—Notice on Completion* which included recommendations for improvements. The Department is finalising procedural instructions for processing personal FOI requests and will provide supplementary training to staff based on the new instructions.

# CLIENT SERVICE

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## Responding to international events

The Department is committed to the delivery of high quality enquiry and application services to our clients. In 2021–22, the impact of the ongoing COVID-19 pandemic and international events including the Afghanistan and Ukrainian humanitarian crises, drove high levels of demand for information and access to departmental services. During August 2021, client services were significantly impacted as a result of the Afghanistan humanitarian crisis, with the Department reacting quickly to provide information on its website and through its call centre to support people on the ground in Afghanistan, as well as those in Australia, including family members and community representatives. The general re-opening of the Australian border to international travel for vaccinated travelers in late 2021 also resulted in a significant increase in demand across all client channels, particularly in relation to visa and citizenship enquiries.

## Digital services

Web and online services are the Department's primary channel for client enquiries and services, and are continually improved to enhance access and usability. Where possible, clients accessing the Department's other channels, such as in-person services and phone enquiries, are encouraged to use the Department's website for general enquiries, which can be resolved by accessing publicly available information in their own time, at their own pace, and on a device of their own choosing.

This approach has been critical to the success of Government messaging and information flow with international borders opening and throughout the Afghanistan and Ukrainian humanitarian crises. Throughout the crises, the Department's Immigration and Citizenship website was regularly updated to provide a source of reliable and up-to-date information for clients both onshore and offshore in relation to the Australian Government's response. Significant effort has been expended to grow the web services capability across the Home Affairs Portfolio, address additional demand and translate website content into multiple languages.

The Department's websites continue to serve as a key source of information on visas, citizenship, travel restrictions and support services for clients and the Australian community more broadly. There was a 51 per cent increase in web traffic across all domains during 2021–22, when compared to 2020–21.

The Department's online Virtual Assistant (VA) continued to assist clients with enquiries, including those relating to the border opening. In 2021–22, there were over one million VA conversations.

ImmiAccount is the Department's 'front door' for public access to a range of digital and online services. It simplifies access to the Department's services, enabling high-volume digital self-service and reducing the need for clients to phone the Department or visit in-person. Clients are able to access services and complete transactions online within their personalised account, providing them functionality to upload information requested by the Department to support their visa or citizenship application.

Clients can also access all communication from the Department in relation to their application via ImmiAccount (where the application has been lodged online). Consistent with the international border opening, ImmiAccount experienced a substantial increase in traffic and there was an 81 per cent increase in applications lodged online when compared to 2020–21.

## Telephone services— Global Service Centre

Telephone client enquiry services are provided by a single onshore contracted service provider (Datacom). During 2021–22, the Department transitioned Tourist Refund Scheme phone enquiry services to the Global Service Centre (GSC), allowing the Department to improve the overall quality of client enquiry services, the consistency of messaging provided to clients, and increasingly make the GSC a 'one stop shop' for Home Affairs-related enquires.

The GSC continues to be a critical service function, with its value to clients demonstrated in the very high number of calls taken in response to the Afghanistan and Ukrainian humanitarian crises. Its ability to deliver rapid, consistent and accurate advice to a large number of clients, including existing visa holders, was critical to the Government response to these international challenges.

During the Afghanistan humanitarian crisis, the Department's telephone client enquiry services were moved to 24/7 operations and experienced a 36 per cent increase in call demand in a single month (between July and August 2021). Dynamic updates were made to the call centre's Interactive Voice Response (IVR) menu to assist clients with quickly accessing a dedicated call queue and escalation pathway. In addition, a dedicated phone number was made available for both onshore and offshore callers.

## Client feedback

Throughout 2021–22, the Department sought regular feedback to ensure we understand the needs of our clients, and to support efforts to identify and implement service delivery improvements, especially in our online content and services. This included analysing feedback provided by clients using the in-page feedback function across the Department's websites, the online Virtual Assistant, and through more formal complaints, compliments and suggestions mechanisms.

The Global Feedback Unit (GFU) is the Department's central point for receiving, tracking and facilitating responses to formal client feedback. During 2021–22, the GFU managed 18,164 feedback cases. The GFU also performs a key external accountability role through regular engagement with the Office of the Commonwealth Ombudsman. In 2021–22, following the Department's voluntary participation in a survey conducted by the Ombudsman's Office, the Department's feedback function was assessed as 'delivering'. The Department will continue to work on improvements to GFU services.

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 2021–22, the PLN handled 20,874 enquires, a significant increase from the previous year caused by the Afghanistan humanitarian crisis.

## 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. As at 30 June 2022, SDPs managed a network of Australian Visa Application Centres and Australian Biometric Collection Centres in 49 countries. SDPs operate on a user-pays basis, with visa applicants paying for the cost of the service. SDP staff do not make visa decisions, and all applications are provided to the Department for processing.

Throughout the COVID-19 pandemic, SDPs managed 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 widespread service disruptions, which are expected to continue to a limited extent as countries in which SDPs operate make decisions about their pandemic responses.

During the Afghanistan humanitarian crisis, arrangements were made with one of the Department's contracted Service Delivery Partners (VFS Global) to provide support to departmental staff in Dubai in collecting biometric data from individuals evacuated from Afghanistan, to allow their onward travel to Australia. This support was critical in supporting the humanitarian effort.

## Translating and Interpreting services

The Department provides high quality, cost-effective and secure 24/7 interpreting services for people with limited to no English skills through the Translating and Interpreting Service (TIS National). This service also provides support to Government, businesses, emergency services and non-government agencies that need to communicate with non-English speaking clients. TIS National supports the Department's commitment to multiculturalism and social cohesion by enabling equitable access to Government programs and services, and community participation in support of the *Australian Government's Multicultural Access and Equity Policy 2018*. This includes TIS National delivering the Free Interpreting Service (FIS) on behalf of the Australian Government.

The provision of interpreting services for the Australian Bureau of Statistics (ABS) to support the facilitation of the Australian Census was a key contribution during 2021–22. TIS National facilitated 13,626 Census related enquires in August 2021, and 17,570 in total for the ABS across the period from July to October 2021.

The language capacity building programs in response to increased demand sparked by global developments, were an additional key contribution in 2021–22. Impacted language groups included Kurdish Kurmanji, Dari, Hazaragi, Pashto and Ukrainian. TIS National was able to successfully increase the number of available interpreters in these languages to provide critical services to support these communities.

In 2021–22, TIS National facilitated 1,259,147 telephone interpreting services and 107,647 on-site services, compared to 1,051,187 and 116,483 in 2020–21 respectively. Of the total services provided in 2021–22, 224,499 of these were free interpreting services. All services were delivered by 2711 independent contracted interpreters.

## Service standards

TIS National continued to be impacted by COVID-19 due to travel restrictions and physical distancing requirements, however, a partial resumption of on-site services was achieved in the latter half of 2021–22. As a result, there was a decrease in on-site services of 7.6 per cent when compared to 2020–21. TIS National adapted to offer a stable delivery across service channels despite ongoing challenges within the operating environment, which included supporting 8033 telehealth video remote interpreting services in response to restrictions affecting on-site interpreting. In 2021–22, TIS National continued to support demand for priority interpreting services, including emergency services, with increased demand for telephone interpreting services by 21.4 per cent recorded.

In addition, in 2021–22, the Department launched a project which consolidated the video remote and pre-booked services into the TIS Online booking tool, allowing self-service capabilities for all agencies. This innovation will see video remote interpreting being recognised as a formal service channel and will offer greater access to services in regional communities throughout Australia where on-site interpreting can be limited.

During 2021–22:

Table 23: TIS Online Booking System performance

	% of calls answered within 30 seconds	% of on-site bookings assigned within 3 days of receipt	% of all TIS calls assigned to an interpreter within 3 minutes	% of all calls performed by a National Accreditation Authority for Translators and Interpreters credentialed interpreter
2021–22	76.1	99.1	98.9	94.3
2020–21	69.1	99.0	99.8	95.0

Call centre performance metrics include average handling time, average speed to answer and calls per open hour. Table 24 provides data on call centre performance:

Table 24: 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 <sup>57</sup>
2021–22	Emergency calls (000)	29,210	28,901	n/a	01:47	00:09	96.2%
	Total calls (including emergency calls)	1,371,335	1,292,193	6.6	03:44	01:03	76.1%
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%

57. Percentage of calls answered within a specified timeframe.



# HUMAN RESOURCE MANAGEMENT

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## Workforce profile

Throughout 2021–22, the Department continued to ensure that our people, who are our most important asset, were motivated, had access to a professional and safe working environment and were able to develop their capabilities. We recognise that these core people priorities are the foundation to building and maintaining a high performance culture, achieving our purpose, managing business outcomes and delivering for the Australian community. The Department continues to build on a workforce that is reflective of the community we serve. As at 30 June 2022, our workforce comprised of:

- 13,105 ongoing<sup>58</sup> and 741 non-ongoing<sup>59</sup> staff, an overall increase from 13,161 ongoing and 614 non-ongoing staff in 2020–21
- 13,846 staff located in every state and territory, and across 42 cities around the world
- 272 staff who identify as Aboriginal and/or Torres Strait Islander, in comparison to 271 in 2020–21
- 282 staff who identify as having a disability, in comparison to 274 in 2020–21
- 85.01 per cent of staff working full-time, 12.37 per cent part time and 2.61 per cent casual, consistent with 2020–21
- 52.77 per cent female staff, 47.17 per cent male staff and 0.06 per cent staff who identify as non-binary in comparison to 52.06 per cent female and 47.0 per cent male in 2020–21
- Consistent with 2020–21, staff have an average age of 44.

For 2021–22, the voluntary separation rate of ongoing staff was 12.47 per cent, while the external recruitment rate was 14.68 per cent, in comparison to 7.76 and 6.2 per cent respectively in 2020–21.

Further information on the make-up of our workforce is at **Appendix C**.

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58. This excludes the Secretary, the ABF Commissioner and OSI Director-General.

59. This includes 362 casual staff.

# Workforce planning

The refreshed *People and Workforce Plan 2025* acknowledges that workforce planning is a critical foundation of people management and supports a high performance culture. Workforce planning is and will continue to be embedded as part of our broader planning cycles, aligning to organisational business plans, and individual performance development agreements. This supports effective line of sight, and positions the Department to ensure that our workforce capabilities align to the ongoing evolution of our work, and its impact on our operations. Throughout 2021–22, the Department continued to increase self-service access to workforce data and planning tools.

The Department's centralised workforce planning team continued to support business areas in analysing workforce requirements and the development of workforce plans against future workforce needs. Overall, the approach to workforce planning is aligned to the following principles:

- 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 new and shifting priorities.

# People management and development

Through the *People and Workforce Plan 2025*, the Department continues to invest in our people capability, fostering the highest standards of performance and promoting a professional workplace culture.

This investment continues to ensure our workforce remains multi-skilled, agile and is equipped with the knowledge, experience and infrastructure to work across traditional boundaries, and pivot our resources to meet emerging threats and opportunities.

Key initiatives in 2021–22 included:

- continued support of capability development through access to monthly themed micro-learning on a range of topics for all staff
- supporting the attraction of key capabilities through streamlined recruitment process which saw a significant increase in offers to external candidates
- continued support for staff to work flexibly and where appropriate remotely, providing access to skills, capabilities and knowledge at a national level
- implementing a pilot program with new and existing content to build management capability with an initial cohort of high-performing APS6 staff.

# People strategies

During 2021–22, the Department and the ABF focused on enhancing its organisational culture centred on high performance, integrity, professionalism, open communication and value-based behaviours. The *People and Workforce Plan 2025* was launched as an update to the *People Strategy 2025*. The *People and Workforce Plan 2025* outlines the Department's approach to achieving our people's priorities focusing on three key areas:

- Capability—attract, retain and develop the right people with the right skills for an empowered and collaborative workforce.
- Culture—ensure a professional and safe working environment where diversity of thought and background are leveraged and valued.
- Performance—achieve and maintain the highest standards of delivery and behaviour to readily respond to emerging challenges with confidence and flexibility.

## 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 2021–22, the ABF continued to focus on leadership, officer capability and operational excellence pillars through articulation of specific strategic objectives and initiatives. Additionally, utilisation of embedded milestones and measures of success will assist with monitoring progress against ROFP to ensure it supports the ABF in achieving its vision.

# Talent management

The Department and the ABF continue to invest in its talent pipeline, and acknowledge that the skills and attributes of our staff are highly competitive in the labour market. During 2021–22, the Department maintained a suite of resources for our staff to drive effective talent management and succession planning and continued to develop and implement a range of assessment and development tools to support the full lifecycle of talent management. These resources, specifically the *Future Ready Leadership Capability Framework*, are aligned to the Australian Public Service's *Integrated Leadership System* and provide opportunities to support career growth and increase staff engagement.

In addition, throughout 2021–22, 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 Talent Management and Recognition Committee (TMARC). The TMAC and TMARC support the identification and development of critical talent and build robust leadership pipelines.

# Learning and development

The Department's *People and Workforce Plan 2025* is aligned to priorities for action detailed in the *APS Workforce Strategy 2025*.<sup>60</sup> The Plan outlines the ongoing actions to uplift the capability of our people and workforce in a complex environment, characterised by continuous change and adaptation.

The Department provides learning and development opportunities that blend experiential, collaborative and formal elements of learning, and support the Department's goal of having the right people with the right skills, experience and attitude in the right roles. Departmental and ABF staff are required to participate in mandatory training requirements, and are also afforded the opportunity to undertake career specific training. This is supported by a range of resources to support managers and staff in undertaking a Training Needs Analysis to identify and develop vocational pathways.

Throughout 2021–22, the Department continued to focus on ensuring our staff had access to a range of core skills training including a comprehensive and targeted online learning platform that is accessible and user-centric.

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60. [www.apsc.gov.au](http://www.apsc.gov.au)

During 2021–22, 5916 staff completed internal non-vocational virtual classroom or face-to-face training sessions and 4004 LinkedIn Learning short courses, compared to 4554 and 7129 respectively in 2020–21. 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 68 non-vocational training courses
- access to a robust mentoring program, during 2021–22 561 staff participated in the program with 211 mentors and 350 mentees
- internal and external coaching programs
- the Future Ready Leadership and Management Development Program.

The Department has continued to ensure compliance with its mandatory training package to improve learning outcomes. As at 30 June 2022, staff compliance was 95.91 per cent, which is a 0.52 per cent decrease from the 95.9 per cent compliance rate in 2020–21.

## SES development strategy

The Department's continuous development of our senior leaders is critical to achieving our strategic priorities and is guided by the SES level capabilities detailed in the *Future Ready Leadership Capability Framework* and the *SES1-3 Leadership and Career Development Plan*. Additional support is provided through the SES curriculum, engagement with executive level APS Academy programs, internal mentoring, career coaching opportunities and access to individual Leadership Capability Assessments.

The Department and the ABF continued to support SES development, including through the SES TMAC. This committee identified a range of internal professional development opportunities coupled with targeted external training opportunities to support enhancements in our leadership capability. During 2021–22, SES development was strengthened through secondments, the 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.

Further capability initiatives are included in the *People and Workforce Plan 2025* to develop a strong leadership cohort and ensure that leaders understand what is required of them to succeed in their roles. 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 which provides a variety of development offerings for SES officers.
- Cross portfolio SES communication series.

## Workforce diversity and culture

During 2021–22, we have continued to strengthen and sustain an organisational culture that focuses on high performance, integrity, professionalism, open communication, and value-based behaviours. The Department's *Cultural Intent Statement* emphasises what we value and what it means in practice.

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 continue to align to this overarching statement.

All diversity actions identified in Diversity Action Plans were on track for completion within set milestones. In addition, further activities during 2021–22 included:

- Aligning with the *APS Disability Employment Strategy 2025*, and building on the successes of the Department's previous *Disability Action Plan*, with the release of a new *Accessibility and Inclusion Action Plan 2021–25* in September 2021.
- Launching an updated *Gender Equality Action Plan 2021–26* which sets the direction for sustained gender equality and aligns with the Realising the benefits for all: *APS Gender Equality Strategy 2021–26*.
  - Additionally, the *Gender Equality Implementation Plan 2021–26* was released and provides guidance on the actions to be taken to implement the Action Plan.
- Finalising an updated *Reconciliation Action Plan* (RAP) to come into effect in 2022–2025 that aligns to the *Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy* and 'Closing the Gap' initiatives.
- Ensuring the *SBS Inclusion Program* remained available for staff. In addition, the *Appropriate Workplace Behaviours* learning module has now been included in the *SBS Inclusion Program*.

- Delivering a rotational program of Diversity ‘Five plus Five’ forums, providing opportunities for SES to hear the experiences of staff who identify within a diversity cohort.
- Delivering and monitoring compliance with mandatory *Aboriginal and Torres Strait Islander Cultural Awareness* induction training and other diversity and inclusion training to staff including Disability Awareness and LGBTIQ+ Awareness, and how to deliver an ‘Acknowledgement of Country’ in local Indigenous language.

Throughout 2021–22, the Department continued its affiliations with organisations that support and promote diversity and inclusive workplace practices such as:

- Australian Network on Disability
- JobAccess
- Pride in Diversity
- Australian Human Resource Institute.

## Diversity networks

The Department has internal staff and ally networks to ensure connectedness with those who identify with and support diversity. These include:

- Indigenous Staff Support Network and online forum
- Focus on Ability Network and online forum
- LGBTIQ+ Staff and Allies Network and online forum
- Staff Advancing Gender Equality Network and online forum
- Intergenerational Network
- Culturally and Linguistically Diverse Network and online forum
- Culture Hub.

## Disability reporting mechanisms

Australia’s *Disability Strategy 2021–2031* provides an overarching framework for disability reform. It outlines a vision for a more inclusive and accessible Australian society where all people with disability can fulfil their potential as equal members of the community.

Disability reporting is included in the Australian Public Service Commission’s (APSC) State of the Service reports and the *APS Statistical Bulletin*. These reports are available on the APSC’s website.<sup>61</sup>

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61. [www.apsc.gov.au](http://www.apsc.gov.au)

## Targeted diversity recruitment

The Department continues to support a diverse workforce through the implementation of Affirmative Measures and the RecruitAbility Scheme throughout its recruitment processes. These measures aim to attract Aboriginal and Torres Islander applicants and those with disability. This is supported by ongoing recruitment and panel training to ensure recruitment processes are accessible, flexible and support diversity and inclusion.

## Days of significance

The Department continues to recognise days of significance through hosting and providing access to activities and events nationally. To ensure maximum impact, staff are also able to access major events through virtual mechanisms. Examples of events celebrated in 2021–22 include:

- International Women's Day
- Harmony Day
- National Reconciliation Week
- Pride Month
- NAIDOC Week
- International Day of People with Disability.

## Employee Entitlements

### Workplace Determination

On 9 February 2022, under the *Department of Home Affairs Determination 2020/01*, the following changes to employment terms and conditions came into effect:

- 2.0 per cent salary increase; and
- increases to relevant allowances.

The Workplace Determination (WD) provides a single set of employment terms and conditions for all non-SES employees of the Department and the ABF.



**Table 25: Staff under Workplace Determination**

	SES	Non-SES	Total
<i>Department of Home Affairs Determination 2020/01</i>	0	13,674	13,674
Sec 24(1) Adjustment	172 (includes 4 SES within the Office of the Special Investigator)	15	188
<b>Total</b>	<b>172</b>	<b>13,674<sup>62</sup></b>	<b>13,846</b>

## 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 other agencies 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 took effect on 9 February 2022.

62. The employees receiving a Sec 24(1) Adjustment are still covered by the Workplace Determination and are therefore not additional to the overall total count.

Table 26: Minimum and maximum salary ranges as at 9 February 2022

	Minimum Salary	Maximum Salary
SES 3	\$352,333	\$401,000
SES 2	\$268,234	\$327,320
SES 1	\$201,357	\$262,132
EL 2	\$122,547	\$159,473
EL 1	\$103,424	\$121,292
APS 6	\$81,879	\$96,873
APS 5	\$75,381	\$81,196
APS 4	\$69,127	\$74,562
APS 3	\$60,112	\$69,064
APS 2	\$52,853	\$59,461
APS 1	\$47,275	\$52,385
Other	-	-
Trainee APS (Technical)	\$47,275	\$52,385
Graduate APS	\$60,112	\$69,064
<b>Minimum/Maximum range</b>	<b>\$ 47,275</b>	<b>\$401,000</b>

## 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.<sup>63</sup>

## 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 (minima, maxima and intermediate points) are reviewed annually by the Secretary having regard to:

- the *APS Executive Remuneration Management Policy* (issued and amended occasionally 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

63. [www.remtribunal.gov.au](http://www.remtribunal.gov.au)

- the *Australian Government Workplace Bargaining Policy 2020* which provides a framework for agencies to implement terms and conditions of employment that are affordable and support modern and agile public sector workplaces. This includes 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 assessments. 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 qualifications 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. TMAC considers and assesses relativities across the Department's SES cohort for both performance and remuneration.

## Other highly paid staff

Remuneration of other highly paid staff who are neither KMP nor senior executives is set out in **Appendix D**.

Approximately 78.17 per cent of staff within this cohort 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 15.49 per cent of this cohort. Terms and conditions of employment for sea-going marine staff are set out in the Department's WD.

The remaining staff in this cohort (6.34 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 27: Departmental staff on individual section 24(1) determinations or individual flexibility arrangements

Classification	2021–22	
	Employees on s.24(1)	Employees on individual flexibility arrangements
APS 3	0	0
APS 4	0	3
APS 5	0	5
APS 6	0	38
EL 1	0	78
EL 2	0	120
SES	173	0
<b>Total</b>	<b>173</b>	<b>244</b>

## 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 Australian Border Force (ABF) offer staff a number of additional benefits that are not included under the provisions of the WD, including:

- mentoring and coaching programs
- access to the *Fit&Well Program*, to improve the general health and wellbeing across the workforce and ensure safe staff access to departmental gym facilities, and prepare and support ABF staff in completing fitness requirements
- *Professional, confidential counselling and support services*: the provision of a three tier mental health support framework for staff and their family members on work and personal matters. This includes:
  - *Employee Assistance Program (EAP)*, including critical incident response support and on-line support apps/telehealth
  - *NewAccess workplaces*—a free and confidential evidence-based mental health coaching service developed by Beyond Blue focused on supporting staff to manage a range of work and life pressures
  - *Early Intervention Program* that enables staff members to obtain a Mental Health Plan from their private clinicians and the Department pays for the out of pocket costs, as well as limited reimbursement of medical treatment for work-related injuries. This is for more severe or longer term support.
- access to *CancerAid*—a dedicated program to support individuals, carers and managers to navigate some of the challenges of living and working with a cancer diagnosis
- *Staff enabled support services*—a network of trained staff across the Department are available to provide the first line of help for staff and onward referral as appropriate. These include; Peer Support Officers, First Aid Officers / Mental Health FAO, Harassment Contact Officers, Domestic and Family Violence Contact Officers, and Chaplaincy services
- *Family Support Program*—to assist staff and their family members with all aspects of life, including the specific challenges of working in the Department and the ABF. The *Professional Support Framework* provides information about support for staff deploying to our Immigration Detention Facilities (IDFs) and Regional Processing Centres
- *Wellbeing Check Programme*—a health-monitoring programme for officers involved in detecting, viewing, reading, evaluating and examining objectionable material or involved in potentially distressing situations. Officers have a one-on-one session with a mental health provider for psychological screening using a standardised tool and clinical interview

- *Enhanced health literacy initiatives*—a Mental Health podcast series, mini wellbeing information webinars, days of significance webinars and Q+A sessions with the Medical Officer of the Commonwealth/Counsellor
- annual influenza immunisation reimbursement
- in-house capability development programs
- access to flexible working arrangements
- study assistance including financial support
- ABF Speak Safe—a confidential support and advice service providing a safe space for staff to discuss with dedicated and trained officers about harassment, sexual harassment or harmful behaviours connected to the workplace
- Career coaches—staff from within the Department who are trained to help other staff in the development of their career plan. A career management toolkit is also available
- Disability programs and initiatives
- Staff Welfare Fund—open to all departmental and ABF staff. It provides confidential assistance to officers and retirees during times of emotional, financial or medical crises, or when staff may have been affected by a disaster.

# WORK HEALTH AND SAFETY

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## Initiatives and outcomes

The Department is committed to ensuring that Work Health and Safety (WHS), both physical and psychological, is an integral part of our regular business, and a focus on work health and safety is built into our underlying culture.

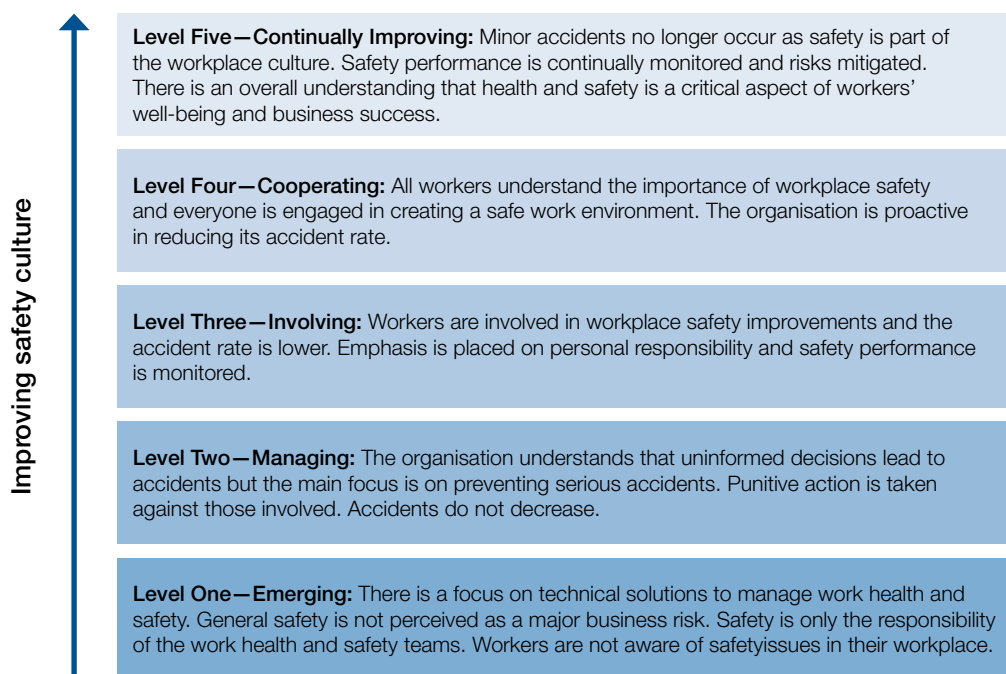
Our health and wellbeing policies continue to be supported by medical clinicians and allied health professionals, and we continue to develop comprehensive staff support frameworks to build organisational resilience and positive work culture.

In 2021–22, our approach to health and wellbeing was further strengthened through the release of the Department's *Work Health and Safety Strategy 2025*, which is aimed to empower all staff to feel confident in identifying, mitigating and controlling hazards and risks in the workplace before they arise, and to know what to do should they eventuate. The strategy focuses on:

- ensuring all staff take responsibility for creating and maintaining a safe and healthy workplace
- preventing health and safety risks from occurring through effective hazard controls
- ensuring leadership demonstrates and focuses on health and safety.

The strategy emphasises our future state of safety culture through a pathway to workplace health and safety maturity.

Figure 6: Our Path to Workplace Health and Safety Maturity—adopted from the Kiel Centre Maturity Model



Throughout 2021–22, 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 the *Work Health and Safety Strategy 2025*, are significant initiatives, the Department also:

- continued to support the Department's internal response to COVID-19 through the provision of advice through a dedicated taskforce on health and safety matters
  - This included a safe return to work plan through the introduction of a revised COVID-19 assurance and workplace hazard inspection checklist.
  - participated in promoting National Safe Work Month and World Day for Safety and Health at Work and Workers' Memorial Day.
- worked alongside our EAP provider (Benestar) to further communicate the family support program, to support our employees and their family members, particularly those considered to be in high-risk roles
- maintained the Psychosocial Risk Management Working Group to support staff who may be exposed to psychosocial hazards
- participated in a pilot of the proposed whole-of-government APS *Mental Health Capability Framework*



- implemented a COVID-19 Rapid Antigen Test Surveillance Program to support those in critical job roles
- monitored COVID-19 vaccination status (including booster vaccinations) for staff identified as occupying priority roles.
  - As at 30 June 2022, a total of 3785 staff occupying priority roles were vaccinated or received a booster vaccination.

The ongoing commitment from the Department in ensuring a safe workplace environment has contributed to fewer claims for compensation and a reduction in the Department's insurance premium (Comcare).

The Department has implemented the *Healthy Us Strategy* in addition to the *Work Health and Safety Strategy 2025* for the next five years, outlining the Department's and the ABF's commitment to the physical, psychological and occupational health of staff, while also recognising the shared ownership and responsibilities of staff in creating and maintaining a healthy workplace.

The purpose of the *Healthy Us Strategy* is to foster a healthy work environment and culture, and deliver an evidence-based health offering, focusing on the prevention of illness and injury, the promotion of health and wellbeing and the early and safe return to work of staff with illness or injury.

*Healthy Us* identifies six key areas of action aimed at achieving a best practice enterprise wellbeing program. The Department has begun implementing action items from the accompanying *Healthy Us Implementation Plan* to achieve the various key deliverables mentioned in each of the six action areas, which are aligned to the *APS Mental Health Capability Pilot*.

In 2021–22, the Department's approach to the safety of ABF Employees was further strengthened through the release of the Department's Operational Safety Order which is aimed at empowering all staff to feel confident identifying, mitigating and controlling hazards and risks in regards to operational safety and use of force practice, reporting, training, assessment, qualification and administration.

In order to safely undertake roles requiring use of force, relevant ABF Employees must successfully complete an annual Operational Safety Training Course and gain Use of Force permits. Due to the nature of this training, prior to attendance, the Department ensures that the officers are fit to undertake this training, meet prescribed ABF psychometric, medical and fitness requirements and declare any health changes since their last medical.

To further foster a healthy work environment and culture, ABF employees must also report any change of health-related circumstances to the Department and inform their Supervisor if they are subject to any changes to their health circumstances.

The Department also requires staff who perform roles and functions that have unique psychological demands to undertake and pass a variety of assessments, including resilience assessments, before commencing or continuing in such roles. Assessments can include interviews with a psychologist, wellbeing checks and post-deployments debriefs. This allows the Department to provide the adequate level of support to staff undertaking these roles. As at 30 June 2022, 543 staff have undergone resilience assessments.

## 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 the national classification system. Table 28 shows injuries by mechanism for accepted worker compensation claims.

Table 28: Three-year summary of mechanism of injury for accepted claims

Accepted claims	2019–20	2020–21	2021–22
Falls, trips and slips	25	15	14
Hitting objects	0	3	3
Being hit by moving objects	6	1	5
Sound and pressure	2	0	1
Body stressing	38	20	25
Heat, electricity and other environmental	0	0	0
Chemicals and other substances	1	0	1
Biological factors	0	1	0
Mental stress	13	10	10
Hazard	0	0	0
Vehicle accidents and other	0	1	0
Other or unspecified	8	0	7
<b>Total</b>	<b>93</b>	<b>51</b>	<b>66</b> <sup>64</sup>

64. The 2021–22 figure has been based on the date of acceptance. Previous year's data was based on the date of receipt of the claim application.

# Notifiable incidents

Table 29 shows the incidents notified to Comcare under sections 35, 36 and 37 of the *Work Health and Safety Act 2011*.

Table 29: Incidents notified to Comcare

Notifiable incident classification	2019–20	2020–21	2021–22
Death	3 <sup>65</sup>	6	5
Serious injury/illness	47	89	106
Dangerous incident	28	24	52
<b>Total</b>	<b>78</b>	<b>119</b>	<b>163</b>

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 WHS matters of mutual interest. Between 1 July 2021 and 30 June 2022, Comcare issued 58 notices under section 155 of the *Work Health and Safety Act 2011* on matters related to the Department's responsibilities. During the same period, Comcare commenced an additional 24 monitoring compliance inspections and investigations (other than s155 notices), with the scope of each broad and varied. These 24 matters included general requests, verification inspections and corrective action plans. This is in comparison to 51 notices issued and 31 new monitoring compliance inspection and investigations initiated in 2020–21.

Between 1 July 2021 and 30 June 2022, Comcare issued the Department with two Improvement Notices under section 191 of the *Work Health and Safety Act 2011*. In comparison one notice was issued in 2020–21.

65. 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 25.96 per cent of employees took five days or less personal leave over the last 12 months and 47.83 per cent of employees took 10 days or less personal leave. This is in comparison to 39.0 per cent and 62.0 per cent respectively in 2020–21.

The Department continues to work with staff and managers to address unscheduled absences, and to reduce avoidable absences and undesirable presentism. During 2021–22, the *Positive Participation Strategy* was released, which supported managers in developing positive attendance strategies that focused on the health and wellbeing of employees. The strategy and supporting resources assist managers incorporate workplace absence management into normal business activities and learning. They also assist managers and staff alike with identifying factors that contribute to negative participation in the workforce. Changes were made to easySAP to improve the management of unscheduled personal leave, thereby minimising overpayments due to late leave entries.

# PROCUREMENT, ASSETS AND GRANTS

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## Purchasing and procurement

The Department and ABF's current and future capability is directly underpinned by a robust enterprise procurement framework. Throughout 2021–22, the Department continued to adopt an account management model to provide specialist procurement and contract management advice. This model ensures purchases and procurements are consistent with internal policies and aligned to the Department's strategic priorities and the requirements of the PGPA Act, and the *Commonwealth Procurement Rules and the General Procurement (Judicial Review) Act 2018*.

The Department's ongoing implementation of the *Procurement and Contract Management Strategy 2020–2023* reinforced the Department's approach to procurement and underpinned the Department's Procurement Service Offering. This offering, supported by the Chief Procurement Officer (CPO), continues to drive the strategic and policy direction of procurement and contract management practices and supports effective, efficient and value-add procurement planning, sourcing and contract management.

Specialist advice and support to all departmental areas engaged in procurement and contract management is provided through:

- promotion of self-service, including through streamlined information, and guidance supported by a procurement helpdesk function
- a focused effort to 'professionalise' procurement capabilities across our workforce. This includes dedicated resources to assess procurement capability, integrate procurement capabilities within job role profiles and specialised training both online and face-to-face
- provision of comprehensive advice for high-risk and/or high-value procurements
- consistent policies, guidance and toolkits that are aligned to whole-of-government requirements
- coordination of external procurement, including through the provision of legal and probity advice and contract monitoring and reporting.

The Department continues to publish contract information on AusTender<sup>66</sup>, the Australian Government's tendering system, in accordance with the *Commonwealth Procurement Rules*.

During 2021–22, the Portfolio awarded a total of 2597 indigenous contracts with a value of \$26.75 million. This was consistent with the targets set under the Commonwealth Indigenous Procurement Policy (*italics*) of 105 contracts with a value of \$18.31 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 were 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 2021–22.

## Small and medium enterprises

The Department continues to support Small and Medium Enterprise (SME) participation. Small Enterprise participation statistics are available on the Department of Finance's website.<sup>67</sup> In 2021–22 we ensured our procurement practices were aligned to Paragraph 5.5 of the *Commonwealth Procurement Rules* (CPR) and demonstrated our commitment through the following initiatives and practices:

- bi-monthly awareness sessions were conducted through the Home Affairs Community of Practice sessions
- templates and policies have been updated to include reference to the SME procurement connected policy
- SME requirements included as a mandatory step in the new procurement digitisation project.

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66. [www.tenders.gov.au](http://www.tenders.gov.au)

67. [www.finance.gov.au/government/procurement/statistics-australian-government-procurement-contracts](http://www.finance.gov.au/government/procurement/statistics-australian-government-procurement-contracts)

# Reportable consultancy contracts

During 2021–22, 18 new consultancy contracts were entered into involving total actual expenditure of \$5,444,467. In addition, 25 ongoing consultancy contracts were active during the period, involving total actual expenditure of \$3,634,191 (GST inclusive).

The Department's policy for selecting and engaging consultants is aligned to the requirements of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and the CPR. We continue to embed the core principle of value for money and ensure that decisions to procure consultancy services are driven by strategic and operational needs, and provide independent expertise to the Department. This expertise supports the Department in delivery of its key priorities. Annual Reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender<sup>68</sup> website.

Table 30: Expenditure on reportable consultancy contracts

	Number 2020–21	Expenditure 2020–21	Number 2021–22	Expenditure 2021–22
New reportable consultancy contracts entered into	16	\$5,286,406	18	\$5,444,467
Ongoing reportable consultancy contracts that were entered into during a previous reporting period	35	\$3,018,806	25	\$3,634,191
<b>All reportable consultancy contracts active</b>	<b>51</b>	<b>\$8,305,212</b>	<b>43</b>	<b>\$9,078,658</b>

Table 31: Organisations receiving a share of reportable consultancy contract expenditure

Small and medium enterprises	Expenditure 2021–22
KPMG	\$2,212,057
The Trustee for JWS Research	\$1,737,601
McKinsey Pacific Rim	\$1,089,000
PricewaterhouseCoopers	\$972,160
The Trustee for the BMF Unit Trust	\$879,923
Proximity Advisory Services Pty Ltd	\$698,786

68. [www.tenders.gov.au](http://www.tenders.gov.au)

# Reportable non-consultancy contracts

During 2021–22, 1582 new reportable non-consultancy contracts were entered into involving total actual expenditure of \$332,584,608 (GST inclusive). In addition, 2510 ongoing reportable non-consultancy contracts were active during the period, involving total actual expenditure of \$2,870,339,851 (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.

Table 32: Expenditure on reportable non-consultancy contracts

	Number 2020–21	Expenditure 2020–21	Number 2021–22	Expenditure 2021–22
New reportable non-consultancy contracts entered into during	1,461	\$297,527,075	1,582	\$332,584,608
Ongoing reportable non-consultancy contracts that were entered into during a previous reporting period	2,644	\$2,652,982,307	2,510	\$2,870,339,851
<b>All reportable non-consultancy contracts active</b>	<b>4,105</b>	<b>\$2,950,509,382</b>	<b>4,135</b>	<b>\$3,202,924,459</b>

Table 33: Organisations receiving a share of reportable non-consultancy contract expenditure

Organisation	Expenditure 2021–22
Serco Australia Pty Ltd	\$593,131,031
Canstruct International	\$343,161,506
Jones Lang Lasalle	\$241,792,100
International Health and Medical Services Pty Ltd	\$112,184,031
Surveillance Australia	\$128,807,510



# Advertising and market research expenditure

During 2021–22, the Department conducted the following advertising campaigns, which were certified by the Secretary in line with the *Australian Government Guidelines on Information and Advertising Campaigns by non-corporate entities*.

- Cyber Security Awareness Campaign
- Border Watch Campaign

Further information on those advertising campaigns is available on the Department's website,<sup>69</sup> 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.<sup>70</sup>

Table 34: Campaign advertising, strategic communications, media advertising and market research in 2021-22

Organisation	Total amount paid against contract (GST exclusive)	Total amount paid against contract (GST inclusive)
<b>Market research</b>		
DEAKIN UNIVERSITY	\$325,179	\$344,768
ERNST & YOUNG	\$120,000	\$132,000
HALL & PARTNERS PTY LTD	\$221,312	\$243,443
KANTAR PUBLIC AUSTRALIA PTY LTD	\$797,261	\$876,987
ORIMA RESEARCH PTY LTD	\$286,055	\$312,993
THE TRUSTEE FOR JWS RESEARCH UNIT	\$1,829,637	\$2,012,601
THE UNIVERSITY OF WOLLONGONG	\$60,000	\$66,000
TRINITY P3 PTY LTD	\$79,960	\$87,956
<b>Media advertising</b>		
MEDIABRANDS AUSTRALIA PTY LTD	\$6,133,146	\$6,746,460
<b>Advertising agencies</b>		
BIRCH CREEK HILL INVESTMENTS	\$60,515	\$66,567
IOM	\$210,821	\$210,821
BLOOMBERG LP	\$300,000	\$300,000
CARBON MEDIA PTY LTD	\$194,500	\$213,950
COX INALL CHANGE PTY LTD	\$242,788	\$267,066
CTURTLE	\$40,000	\$40,000
CULTURAL PERSPECTIVES PTY LTD	\$221,895	\$244,085
ICONINC HOLDINGS PTY LTD	\$72,083	\$79,291
LINKEDIN SINGAPORE	\$978,773	\$1,076,650

69. [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

70. [www.finance.gov.au](http://www.finance.gov.au)

Organisation	Total amount paid against contract (GST exclusive)	Total amount paid against contract (GST inclusive)
M&C SAATCHI WORLD SERVICES	\$4,090,571	\$4,090,571
OGILVY AUSTRALIA PTY LTD	\$1,896,226	\$2,085,849
STATT CONSULTING LIMITED	\$4,052,137	\$4,052,137
TAL GROUP THOMPSON ASSOCIATES	\$663,371	\$663,371
TBWA MELBOURNE PTY LTD	\$148,719	\$163,591
THE DREAM COLLECTIVE GLOBAL	\$165,727	\$182,300
THE TRUSTEE FOR THE BMF UNIT TRUST	\$1,617,662	\$1,779,429
THINK HQ PTY LTD	\$16,363	\$17,999
WORLD SERVICES (AUSTRALIA) PTY LTD	\$244,940	\$269,434
<b>Grand Total<sup>71</sup></b>	<b>\$25,069,641</b>	<b>\$26,626,319</b>

## Asset management

The Department managed \$3.903 billion of non-financial assets in 2021–22, an increase from the \$3.651 billion in 2020–21. This increase is mainly due to recognition of Right-of-Use (ROU) assets (leased assets per *AASB16 Leases*) for office leases in New South Wales and Victoria, the extension of the maritime surveillance aircraft lease and the revaluation of vessels.

Buildings, leasehold improvements, vessels, plant and equipment, intangible assets (software), and ROU assets (leased assets per *AASB16 Leases*), make up the Department's main asset classes. They include the following:

- \$858.8 million in administered non-financial assets (excluding pre-payments) primarily held to support the care and management of detainees, compared to \$898.2 million in 2020–21.
- \$3.810 billion in departmental non-financial assets, including \$2.479 billion in land, buildings and leasehold improvements, \$597 million in plant and equipment, \$456 million in computer software supporting the Department's operations and \$277 million in vessels that support the ABF, but excluding prepayments and inventories held. This is higher than the 2020–21 reported figure of \$3.573 billion.

71. Advertising expenditure related to general recruitment spend through recruitment firms are not included in the Department of Home Affairs' 2021–22 Annual Report as advertising costs cannot be separately identified.

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 2021–22 resulted in a \$30.0 million increase to departmental assets and \$56.0 million increase to administered assets.
- conducting assessments and quality assurance reviews for ROU 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 2021–22 financial statements in Part 4 of this report.

## Grants program

Information on grants awarded by the Department during 2021–22 is available at GrantConnect.<sup>72</sup> All grants awarded were consistent with the *Commonwealth Grant Rules and Guidelines*, available on the Department of Finance's website.

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72. [www.grants.gov.au](http://www.grants.gov.au)

# ECOLOGICALLY SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL PERFORMANCE

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## Improvement and sustainability initiatives

Commonwealth organisations have a statutory requirement under section 516A of the *Environment Protection and Biodiversity Conservation (EPBC) Act 1999*, to report on their environmental performance. The following information reports on our environmental performance in accordance with these requirements for 2021–22.

### Green Lease Schedule management

Government leases of more than 2000m<sup>2</sup> are mandated to include a Green Lease Schedule, as part of the Energy Efficiency in Government Operations (EEGO). The schedule is a commitment to energy monitoring and improvement by the tenant and the landlord. The Department has 17 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

Obligations under the EPBC Act were managed by the Department. These included preserving and promoting Australian Government heritage sites. The Villawood Immigration Detention Facility is our only property included on the Commonwealth Heritage List. We continue to protect the remaining heritage values of the Villawood Immigration Detention Facility, facing Miowera and Gurney Roads, by managing and monitoring a heritage precinct master plan.

# Energy efficiency and sustainability initiatives

The Department’s Tenant Light and Power usage in 2021–22 was 7225 MJ/FTE, a decrease from 8288 MJ/FTE in 2020–21. This is now lower than the prescribed Commonwealth target of 7500 MJ/FTE.

While this is lower than the prescribed target, there remains room for improvement through the following factors:

- inefficient lighting at some premises
- inability at some sites to separately account between air conditioning services and tenant light and power
- inefficient office air conditioning at some tenancies
- operational requirements to operate sites continuously or for extended out-of-hours periods
- operational requirements resulting in speciality areas that have low occupant density
- energy inefficient server/comms room air conditioning.

Table 35 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 35: Energy performance against EEGO Tenant Light and Power target

	2019–20	2020–21	2021–22
Tenant light and power (EEGO policy target – 7,500 MJ)	8292MJ	8288MJ	7225MJ

The EEGO policy 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 that the Department has an 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.

Throughout 2021–22, the Department identified a range of initiatives for implementation in 2022–23. These included potential lighting upgrades and solar photovoltaics projects.

# PART 6:

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# APPENDIX A: CORRECTION OF MATERIAL ERRORS

Page in 2020–21 Annual Report	Error
x	The reporting period ending date on the Letter of Transmittal from the Secretary was referenced as 30 June 2020. The correct date is 30 June 2021.
x	The Hon Alex Hawke MP was referenced as the Acting Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs. The correct reference is the Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs. The Minister for Agriculture, Drought and Emergency Management was referenced as the Hon Bridget McKenzie MP. The correct reference is Senator the Hon Bridget McKenzie.
xi	The reporting period ending date on the Letter of Transmittal from the Commissioner was referenced as 30 June 2020. The correct date is 30 June 2021.
xi	The Hon Alex Hawke MP was referenced as the Acting Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs. The correct reference is the Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs. The Minister for Agriculture, Drought and Emergency Management was referenced as the Hon Bridget McKenzie MP. The correct reference is Senator the Hon Bridget McKenzie.
38	The total numbers of high office holders with physical risk mitigation in place in 2020–21 and 2019–20 were reported as 49 and 50 respectively. The correct figures are 35 and 35 respectively.
60	The total numbers of high office holders with physical risk mitigation in place in 2019–20 was reported 50. The correct figures is 35.
60	The percentages of high office holders in 2019–20 was reported as 100 per cent. The correct figures is 94 per cent.
60	Metric 1.2.1.2 was reported as met in 2019–20. Noting the material error on page 60 (reported as 100 per cent rather than 94 per cent) the correct status was not met.
60	As per the footnote on page 60, high office holders were defined as: <i>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.</i> The correct definition is: Governor-General, Prime Minister, current Australian Government Ministers, Speaker of the House, President of the Senate, Leader of the Opposition and Deputy Leader of the Opposition.
72	The percentages of high office holders in 2019–20 and 2020–21 were reported as 100 per cent and 98 per cent respectively. The correct figures are 94 per cent and 100 per cent respectively.



Page in 2020–21 Annual Report	Error
72	The total numbers of high office holders as at 30 June 2021 and as at 30 June 2020 were reported as 49 and 40 respectively. The correct figures are 35 and 35 respectively.
72	Metric 1.2.1.2 was reported as partially met for 2020–21. Noting the material error on page 72 (incorrectly reported as 98 per cent) and the correction to 100 per cent, the correct status was met.
72	As per the footnote on page 72, high office holders were defined as: <i>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.</i> The correct definition is: Governor-General, Prime Minister, current Australian Government Ministers, Speaker of the House, President of the Senate, Leader of the Opposition and Deputy Leader of the Opposition.
120	Table 14 referenced 'Detection' in one of its sub-headings. The correct reference is 'Detention'.
304	The number of male ongoing employees in Victoria as at 30 June 2021 was reported as 397. The correct figure is 937.
314	The number of APS 2 non-ongoing employees as at 30 June 2021 was reported as 45. The correct figure is 455.
317	The total number of APS 1 employees as at 30 June 2021 was reported as 0. The correct figure is 13.

# APPENDIX B: REPORT ON FINANCIAL PERFORMANCE

## Financial resource statement 2021–22

	Actual available appropriation current year (a) \$'000	Payments made (b) \$'000	Balance remaining (a)-(b) \$'000
<b>Departmental</b>			
Annual appropriations— ordinary annual services <sup>a</sup>	3,628,023	3,206,807	421,216
Annual appropriations— other services—non-operating <sup>b</sup>	284,721	67,004	217,717
<b>Total departmental annual appropriations</b>	<b>3,912,744</b>	<b>3,273,811</b>	<b>638,933</b>
<b>Total departmental resourcing (A)</b>	<b>3,912,744</b>	<b>3,273,811</b>	<b>638,933</b>
<b>Administered</b>			
Annual appropriations— ordinary annual services <sup>c</sup>	2,470,532	2,060,934	
Annual appropriations— other services—non-operating <sup>d</sup>	12,684	-	
<b>Total administered annual appropriations</b>	<b>2,483,216</b>	<b>2,060,934</b>	
Administered special appropriations		866,539	
<b>Total administered special appropriations</b>		<b>866,539</b>	
Special accounts	36,774	33,815	
<b>Total special account receipts</b>	<b>36,774</b>	<b>33,815</b>	
<b>Total administered resourcing (B)</b>	<b>2,519,990</b>	<b>2,961,288</b>	
<b>Total resourcing and payments (A + B)</b>	<b>6,432,734</b>	<b>6,235,099</b>	

- a. Actual available appropriation for 2021–22 includes \$498.489 million attributed to prior years. Excluded from actual available appropriation for 2021–22 are prior year appropriations that lapsed during 2021–22 (\$60.865 million) or withheld in accordance with section 51 of the PGPA Act (\$180.576 million). Also includes Appropriation Act (No.1) 2021–2022 and Appropriation Act (No.3) 2021–2022. Includes an amount of \$156.620 million for departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.
- b. Actual available appropriation for 2021–22 includes \$151.570 million attributed to prior years. Excluded from actual available appropriation for 2021–22 are prior year appropriations that lapsed during 2020–21 (\$18.445 million) or withheld in accordance with section 51 of the PGPA Act (\$15.251 million).
- c. Administered payments include all cash payments in 2021–22 for administered expenses. Includes an amount of \$21.554 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'.
- d. Actual available appropriation for 2021–22 includes \$11.484 million attributed to prior years. Excluded from actual available appropriation for 2021–22 are prior year appropriations that lapsed during 2021–22 (\$0.491 million) section 75 transfers of prior year appropriation (\$5.863 million).

# Expenses for Outcome 1 2021–22

Outcome 1: Protect Australia from national security and criminal threats through strategy development, emergency management, and regional cooperation.	Budget 2021–22 <sup>a</sup> \$'000	Actual Expenses 2021–22 \$'000	Variations 2021–22 \$'000
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## Program 1.1: Transport Security

### Administered expenses:

Ordinary annual services (Appropriation Act No. 1)	1,537	344	(1,193)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	-	-

<b>Administered total</b>	<b>1,537</b>	<b>344</b>	<b>(1,193)</b>
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### Departmental expenses:

Departmental appropriation <sup>c</sup>	32,078	30,890	(1,188)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	1,912	2,091	179

<b>Departmental total</b>	<b>33,990</b>	<b>32,981</b>	<b>(1,009)</b>
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<b>Total expenses for Program 1.1</b>	<b>35,527</b>	<b>33,325</b>	<b>(2,202)</b>
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## Program 1.2: National Security and Criminal Justice

### Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	44,068	42,200	(1,868)
Special Appropriation—Australian Victim of Terrorism Overseas Payment	675	225	(450)
Special Account—Proceeds of <i>Crime Act 2002</i>	33,558	32,777	(781)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	668	630	(38)

<b>Administered total</b>	<b>78,969</b>	<b>75,832</b>	<b>(3,137)</b>
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### Departmental expenses:

Departmental appropriation <sup>c</sup>	196,510	194,142	(2,368)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	11,505	11,815	310

<b>Departmental total</b>	<b>208,015</b>	<b>205,957</b>	<b>(2,058)</b>
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<b>Total expenses for Program 1.2</b>	<b>286,984</b>	<b>281,789</b>	<b>(5,195)</b>
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## Program 1.3: Cyber Security

### Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	13,610	3,633	(9,977)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	-	-

<b>Administered total</b>	<b>13,610</b>	<b>3,633</b>	<b>(9,977)</b>
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### Departmental expenses:

Departmental appropriation <sup>c</sup>	12,276	12,960	684
Expenses not requiring appropriation in the Budget year <sup>b</sup>	484	551	67

<b>Departmental total</b>	<b>12,760</b>	<b>13,511</b>	<b>751</b>
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<b>Total expenses for Program 1.3</b>	<b>26,370</b>	<b>17,144</b>	<b>(9,226)</b>
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	Budget 2021–22 <sup>a</sup> \$'000	Actual Expenses 2021–22 \$'000	Variations 2021–22 \$'000
<b><u>Program 1.4: Counter Terrorism</u></b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	16,519	12,009	(4,510)
Special Account—Services for other entities and trust moneys	-	732	732
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	147	147
<b>Administered total</b>	<b>16,519</b>	<b>12,888</b>	<b>(3,631)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	28,171	27,084	(1,087)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	113	276	163
<b>Departmental total</b>	<b>28,284</b>	<b>27,360</b>	<b>(924)</b>
<b>Total expenses for Program 1.4</b>	<b>44,803</b>	<b>40,248</b>	<b>(4,555)</b>
<b><u>Program 1.5: Regional Cooperation</u></b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	71,107	66,959	(4,148)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	307	307
<b>Administered total</b>	<b>71,107</b>	<b>67,266</b>	<b>(3,841)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	35,907	36,588	681
Expenses not requiring appropriation in the Budget year <sup>c</sup>	1,328	1,425	97
<b>Departmental total</b>	<b>37,235</b>	<b>38,013</b>	<b>778</b>
<b>Total expenses for Program 1.5</b>	<b>108,342</b>	<b>105,279</b>	<b>(3,063)</b>
<b><u>Program 1.6: Emergency Management</u></b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	34,483	32,541	(1,942)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	-	-
<b>Administered total</b>	<b>34,483</b>	<b>32,541</b>	<b>(1,942)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	27,817	27,499	(318)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	91	91
<b>Departmental total</b>	<b>27,817</b>	<b>27,590</b>	<b>(227)</b>
<b>Total expenses for Program 1.6</b>	<b>62,300</b>	<b>60,131</b>	<b>(2,169)</b>

	Budget 2021–22 <sup>a</sup> \$'000	Actual Expenses 2021–22 \$'000	Variations 2021–22 \$'000
<b>Outcome 1 Totals by appropriation type</b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	181,324	157,686	(23,638)
Special Appropriation—Australian Victim of Terrorism Overseas Payment	675	225	(450)
Special Account—Services for other entities and trust moneys	-	732	732
Special Account— <i>Proceeds of Crime Act 2002</i>	33,558	32,777	(781)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	668	1,084	416
<b>Administered total</b>	<b>216,225</b>	<b>192,504</b>	<b>(23,721)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	332,759	329,163	(3,596)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	15,342	16,249	907
<b>Departmental total</b>	<b>348,101</b>	<b>345,412</b>	<b>(2,689)</b>
<b>Total expenses for Outcome 1</b>	<b>564,326</b>	<b>537,916</b>	<b>(26,410)</b>
Average staffing level (number)	906	879	(27)

a. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2022–23 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2021–22.

b. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

c. Departmental and administered appropriations combines ordinary annual services (Appropriation Act No. 1 and Act No. 3) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

## Expenses for Outcome 2 2021–22

Outcome 2: Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs	Budget 2021–22 <sup>a</sup> \$'000	Actual Expenses 2021–22 \$'000	Variations 2021–22 \$'000
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### Program 2.1: Migration

#### Departmental expenses:

Departmental appropriation <sup>c</sup>	361,793	362,219	426
Expenses not requiring appropriation in the Budget year <sup>b</sup>	35,343	35,934	591
<b>Departmental total</b>	<b>397,136</b>	<b>398,153</b>	<b>1,017</b>
<b>Total expenses for Program 2.1</b>	<b>397,136</b>	<b>398,153</b>	<b>1,017</b>

### Program 2.2: Visas

#### Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	-	35	35
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	47	47
<b>Administered total</b>	<b>-</b>	<b>82</b>	<b>82</b>

#### Departmental expenses:

Departmental appropriation <sup>c</sup>	325,092	324,394	(698)
Expenses not requiring appropriation in the Budget year <sup>c</sup>	37,218	37,786	568
<b>Departmental total</b>	<b>362,310</b>	<b>362,180</b>	<b>(130)</b>
<b>Total expenses for Program 2.2</b>	<b>362,310</b>	<b>362,180</b>	<b>(130)</b>

### Program 2.3: Refugee, Humanitarian, Settlement and Migration Services

#### Administered expenses:

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	604,710	525,408	(79,302)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	33	33
<b>Administered total</b>	<b>604,710</b>	<b>525,441</b>	<b>(79,269)</b>

#### Departmental expenses:

Departmental appropriation <sup>c</sup>	167,427	165,642	(1,785)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	6,763	7,406	643
<b>Departmental total</b>	<b>174,190</b>	<b>173,048</b>	<b>(1,142)</b>
<b>Total expenses for Program 2.3</b>	<b>778,900</b>	<b>698,489</b>	<b>(80,411)</b>

	Budget 2021–22 <sup>a</sup> \$'000	Actual Expenses 2021–22 \$'000	Variations 2021–22 \$'000
<b>Program 2.4: IMA Offshore Management</b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	877,292	601,954	(275,338)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	40,625	58,335	17,710
<b>Administered total</b>	<b>917,917</b>	<b>660,289</b>	<b>(257,628)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	34,733	35,155	422
Expenses not requiring appropriation in the Budget year <sup>b</sup>	5,213	5,282	69
<b>Departmental total</b>	<b>39,946</b>	<b>40,437</b>	<b>491</b>
<b>Total expenses for Program 2.4</b>	<b>957,863</b>	<b>700,726</b>	<b>(257,137)</b>
<b>Program 2.5: Multicultural Affairs and Citizenship</b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	15,056	3,324	(11,732)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	-	-
<b>Administered total</b>	<b>15,056</b>	<b>3,324</b>	<b>(11,732)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	100,472	99,034	(1,438)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	10,132	10,330	198
<b>Departmental total</b>	<b>110,604</b>	<b>109,364</b>	<b>(1,240)</b>
<b>Total expenses for Program 2.5</b>	<b>125,660</b>	<b>112,688</b>	<b>(12,972)</b>
<b>Outcome 2 Totals by appropriation type</b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	1,497,058	1,130,721	(366,337)
Expenses not requiring appropriation in the Budget year <sup>c</sup>	40,625	58,415	17,790
<b>Administered total</b>	<b>1,537,683</b>	<b>1,189,136</b>	<b>(348,547)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>b</sup>	989,517	986,445	(3,072)
Expenses not requiring appropriation in the Budget year <sup>c</sup>	94,669	96,737	2,068
<b>Departmental total</b>	<b>1,084,186</b>	<b>1,083,182</b>	<b>(1,004)</b>
<b>Total expenses for Outcome 2</b>	<b>2,621,869</b>	<b>2,272,318</b>	<b>(349,551)</b>
Average staffing level (number)	4,681	4,539	(142)

a. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2022-23 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2022-21.

b. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

c. Departmental and administered appropriations combines ordinary annual services (Appropriation Act No. 1 and Act No. 3) and retained revenue receipts under section 74 of the Public Governance, Performance and Accountability Act 2013.

## Expenses for Outcome 3 2021–22

**Outcome 3: 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.**

Budget 2021–22 <sup>a</sup> \$'000	Actual Expenses 2021–22 \$'000	Variations 2021–22 \$'000
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### **Program 3.1: Trade Facilitation and Industry Engagement**

#### **Departmental expenses:**

Departmental appropriation <sup>c</sup>	42,570	41,117	(1,453)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	3,282	3,480	198
<b>Departmental total</b>	<b>45,852</b>	<b>44,597</b>	<b>(1,255)</b>
<b>Total expenses for Program 3.1</b>	<b>45,852</b>	<b>44,597</b>	<b>(1,255)</b>

### **Program 3.2: Border Management**

#### **Administered expenses:**

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	1,716	1,462	(254)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	-	-	-
<b>Administered total</b>	<b>1,716</b>	<b>1,462</b>	<b>(254)</b>

#### **Departmental expenses:**

Departmental appropriation <sup>c</sup>	310,514	305,196	(5,318)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	52,769	52,775	(6)
<b>Departmental total</b>	<b>363,283</b>	<b>357,971</b>	<b>(5,312)</b>
<b>Total expenses for Program 3.2</b>	<b>364,999</b>	<b>359,443</b>	<b>(5,312)</b>

### **Program 3.3: Border Revenue Collection**

#### **Administered expenses:**

Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	-	-	-
Expenses not requiring appropriation in the Budget year <sup>b</sup>	4,286	226,433	222,147
<b>Administered total</b>	<b>4,286</b>	<b>226,433</b>	<b>222,147</b>

#### **Departmental expenses:**

Departmental appropriation <sup>c</sup>	68,350	61,284	(7,066)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	29,980	19,412	(10,568)
<b>Departmental total</b>	<b>98,330</b>	<b>80,696</b>	<b>(17,634)</b>
<b>Total expenses for Program 3.3</b>	<b>102,616</b>	<b>307,129</b>	<b>204,513</b>



	Budget 2021–22 <sup>a</sup> \$'000	Actual Expenses 2021–22 \$'000	Variations 2021–22 \$'000
<b>Program 3.4: Border Enforcement</b>			
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	974,135	962,890	(11,245)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	126,189	140,739	14,550
<b>Departmental total</b>	<b>1,100,324</b>	<b>1,103,629</b>	<b>3,305</b>
<b>Total expenses for Program 3.4</b>	<b>1,100,324</b>	<b>1,103,629</b>	<b>3,305</b>
<b>Program 3.5: Onshore Compliance and Detention</b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	864,759	708,624	(156,135)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	68,090	52,991	(15,099)
<b>Administered total</b>	<b>932,849</b>	<b>761,615</b>	<b>(171,234)</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	284,813	279,359	(5,454)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	42,417	42,524	107
<b>Departmental total</b>	<b>327,230</b>	<b>321,883</b>	<b>(5,347)</b>
<b>Total expenses for Program 3.5</b>	<b>1,260,079</b>	<b>1,083,498</b>	<b>(176,581)</b>
<b>Outcome 3 Totals by appropriation type</b>			
<b>Administered expenses:</b>			
Ordinary annual services (Appropriation Act No. 1 and Act No. 3)	866,475	710,086	(156,389)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	72,376	279,424	207,048
<b>Administered total</b>	<b>938,851</b>	<b>989,510</b>	<b>50,659</b>
<b>Departmental expenses:</b>			
Departmental appropriation <sup>c</sup>	1,680,382	1,649,847	(30,535)
Expenses not requiring appropriation in the Budget year <sup>b</sup>	254,637	258,929	4,292
<b>Departmental total</b>	<b>1,935,019</b>	<b>1,908,776</b>	<b>(26,243)</b>
<b>Total expenses for Outcome 3</b>	<b>2,873,870</b>	<b>2,898,286</b>	<b>24,416</b>
Average staffing level (number) <sup>d</sup>	8,025	7,781	(244)

a. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2022-23 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2022-21.

b. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

c). Departmental and administered appropriations combines ordinary annual services (Appropriation Act No. 1 and Act No. 3) and retained revenue receipts under section 74 of the Public Governance, Performance and Accountability Act 2013.

# APPENDIX C:

## WORKFORCE PROFILE

Table 36: All ongoing employees (current report period 2021–22)

	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	922	36	958	913	270	1,183	-	-	-	2,141
Qld	612	28	640	504	123	627	-	-	-	1,267
SA	242	12	254	257	122	379	-	-	-	633
Tas	48	11	59	41	43	84	-	-	-	143
Vic	911	39	950	837	270	1,107	4	-	4	2,061
WA	488	18	506	406	104	510	1	-	1	1,017
ACT	2,588	84	2,672	2,316	492	2,808	3	-	3	5,483
NT	83	1	84	75	8	83	-	-	-	167
External Territories	10	-	10	9	-	9	-	-	-	19
Overseas	90	-	90	84	-	84	-	-	-	174
Total	5,994	229	6,223	5,442	1,432	6,874	8	-	8	13,105

Table 37: All non-ongoing employees (current report period 2021–22)<sup>73</sup>

	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	22	68	90	31	103	134	-	-	-	224
Qld	9	31	40	12	40	52	-	-	-	92
SA	5	8	13	4	12	16	-	-	-	29
Tas	-	-	-	-	-	-	-	-	-	-
Vic	30	43	73	41	33	74	-	-	-	147
WA	14	10	24	16	21	37	-	-	-	61
ACT	51	9	60	90	27	117	-	-	-	177
NT	1	-	1	-	1	1	-	-	-	2
External Territories	1	6	7	-	2	2	-	-	-	9
Overseas	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>133</b>	<b>175</b>	<b>308</b>	<b>194</b>	<b>239</b>	<b>433</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>741</b>

73. This includes 362 casual employees counted as part time employees, including 156 male and 206 female employees.

Table 38: All ongoing employees (previous report period 2020–21)

	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	<b>941</b>	883	295	<b>1,178</b>	-	-	-	<b>2,119</b>
Qld	557	31	<b>588</b>	461	128	<b>589</b>	-	-	-	<b>1,177</b>
SA	213	20	<b>233</b>	232	127	<b>359</b>	-	-	-	<b>592</b>
Tas	67	10	<b>77</b>	57	38	<b>95</b>	-	-	-	<b>172</b>
Vic	896	41	<b>937</b>	801	283	<b>1,084</b>	4	-	4	<b>2,025</b>
WA	458	17	<b>475</b>	367	116	<b>483</b>	-	-	-	<b>958</b>
ACT	2,707	76	<b>2,783</b>	2,480	544	<b>3,024</b>	2	-	2	<b>5,809</b>
NT	75	1	<b>76</b>	76	8	<b>84</b>	-	-	-	<b>160</b>
External Territories	8	-	<b>8</b>	9	-	<b>9</b>	-	-	-	<b>17</b>
Overseas	67	-	<b>67</b>	65	-	<b>65</b>	-	-	-	<b>132</b>
<b>Total</b>	<b>5,952</b>	<b>233</b>	<b>6,185</b>	<b>5,431</b>	<b>1,539</b>	<b>6,970</b>	<b>6</b>	<b>-</b>	<b>6</b>	<b>13,161</b>

Table 39: All non-ongoing employees (previous report period 2020–21)<sup>74</sup>

	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	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>91</b>	<b>163</b>	<b>254</b>	<b>135</b>	<b>225</b>	<b>360</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>614</b>

74. This includes 344 casual employees counted as part time employees, including 146 male and 198 female employees.

Table 40: Australian Public Sector Classification and Gender—ongoing employees  
(current report period 2021–22)

	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	4	-	4	3	-	3	-	-	-	7
SES 2	31	-	31	21	1	22	-	-	-	53
SES 1	85	-	85	75	-	75	-	-	-	160
EL 2	520	8	528	465	51	516	-	-	-	1,044
EI 1	1,113	55	1,168	1,067	270	1,337	-	-	-	2,505
APS 6	1,256	47	1,303	1,271	374	1,645	2	-	2	2,950
APS 5	1,105	34	1,139	1,041	321	1,362	-	-	-	2,501
APS 4	689	34	723	719	238	957	3	-	3	1,683
APS 3	902	43	945	545	172	717	2	-	2	1,664
APS 2	283	7	290	230	5	235	1	-	1	526
APS 1	6	1	7	5	-	5	-	-	-	12
Other	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>5,994</b>	<b>229</b>	<b>6,223</b>	<b>5,442</b>	<b>1,432</b>	<b>6,874</b>	<b>8</b>	<b>-</b>	<b>8</b>	<b>13,105</b>

Table 41: Australian Public Sector Classification and Gender—non-ongoing employees  
(current report period 2021–22)<sup>75</sup>

	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	-	1	-	-	-	2
SES 2	-	-	-	1	-	1	-	-	-	1
SES 1	1	-	1	-	-	-	-	-	-	1
EL 2	2	1	3	-	-	-	-	-	-	3
EI 1	6	1	7	6	4	10	-	-	-	17
APS 6	9	1	10	8	6	14	-	-	-	24
APS 5	7	3	10	20	3	23	-	-	-	33
APS 4	40	7	47	65	17	82	-	-	-	129
APS 3	29	8	37	49	4	53	-	-	-	90
APS 2	38	154	192	44	205	249	-	-	-	441
APS 1	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>133</b>	<b>175</b>	<b>308</b>	<b>194</b>	<b>239</b>	<b>433</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>741</b>

75. This includes 362 casual employees counted as part time employees, including 156 male and 206 female employees.

Table 42: Australian Public Sector Classification and Gender—ongoing employees  
(previous report period 2020–21)

	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	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>5,952</b>	<b>233</b>	<b>6,185</b>	<b>5,431</b>	<b>1,539</b>	<b>6,970</b>	<b>6</b>	<b>-</b>	<b>6</b>	<b>13,161</b>



Table 43: Australian Public Sector Classification and Gender—non-ongoing employees  
(previous report period 2020–21)<sup>76</sup>

	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	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	-	-	-	455
APS 1	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>91</b>	<b>163</b>	<b>254</b>	<b>135</b>	<b>225</b>	<b>360</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>614</b>

76. This includes 344 casual employees counted as part time employees, including 146 male and 198 female employees.

Table 44: Australian Public Service Act employees by full time and part time  
(current report period 2021–22)<sup>77</sup>

	Ongoing			Non-Ongoing			Total
	Full time	Part time	Total Ongoing	Full time	Part time	Total Non-Ongoing	
SES 3	7	-	7	2	-	2	9
SES 2	52	1	53	1	-	1	54
SES 1	160	-	160	1	-	1	161
EL 2	985	59	1,044	2	1	3	1,047
EI 1	2,180	325	2,505	12	5	17	2,522
APS 6	2,529	421	2,950	17	7	24	2,974
APS 5	2,146	355	2,501	27	6	33	2,534
APS 4	1,411	272	1,683	105	24	129	1,812
APS 3	1,449	215	1,664	78	12	90	1,754
APS 2	514	12	526	82	359	441	967
APS 1	11	1	12	-	-	-	12
Other	-	-	-	-	-	-	-
<b>Total</b>	<b>11,444</b>	<b>1,661</b>	<b>13,105</b>	<b>327</b>	<b>414</b>	<b>741</b>	<b>13,846</b>

77. This includes 362 casual employees counted as part time employees, including 156 male and 206 female employees.

Table 45: Australian Public Service Act employees by full time and part time  
(previous report period 2020–21)<sup>78</sup>

	Ongoing			Non-Ongoing			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	-	-	-	13
Other	-	-	-	-	-	-	-
<b>Total</b>	<b>11,389</b>	<b>1,772</b>	<b>13,161</b>	<b>226</b>	<b>388</b>	<b>614</b>	<b>13,775</b>

Table 46: Australian Public Service Act employment type by location (current report period 2021–22)<sup>79</sup>

	Ongoing	Non-Ongoing	Total
NSW	2,141	224	2,365
Qld	1,267	92	1,359
SA	633	29	662
Tas	143	-	143
Vic	2,061	147	2,208
WA	1,017	61	1,078
ACT	5,483	177	5,660
NT	167	2	169
External Territories	19	9	28
Overseas	174	-	174
<b>Total</b>	<b>13,105</b>	<b>741</b>	<b>13,846</b>

78. This includes 344 casual employees counted as part time employees, including 146 male and 198 female employees.

79. This includes 362 casual employees counted as part time employees, including 156 male and 206 female employees.

Table 47: Australian Public Service Act employment type by location (previous report period 2020–21)<sup>80</sup>

	Ongoing	Non-Ongoing	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
<b>Total</b>	<b>13,161</b>	<b>614</b>	<b>13,775</b>

Table 48: Australian Public Service Act Indigenous employment (current report period 2021–22)

	Total
Ongoing	268
Non-Ongoing	4
<b>Total</b>	<b>272</b>

Table 49: Australian Public Service Act Indigenous employment (current report period 2020–21)

	Total
Ongoing	268
Non-Ongoing	3
<b>Total</b>	<b>271</b>

80. This includes 344 casual employees counted as part time employees, including 146 male and 198 female employees.

# APPENDIX D: SALARY AND CLASSIFICATION RATES

Table 50: Australian Public Service Act Employment salary ranges by classification level (Minimum/Maximum) (current report period 2021–22)

	Minimum Salary	Maximum Salary
SES 3	\$352,333	\$401,000
SES 2	\$268,234	\$327,320
SES 1	\$201,357	\$262,132
EL 2	\$122,547	\$159,473
EL 1	\$103,424	\$121,292
APS 6	\$81,879	\$96,873
APS 5	\$75,381	\$81,196
APS 4	\$69,127	\$74,562
APS 3	\$60,112	\$69,064
APS 2	\$52,853	\$59,461
APS 1	\$47,275	\$52,385
Other	-	-
<b>Minimum/ Maximum range</b>	<b>\$47,275</b>	<b>\$401,000</b>

Table 51: Training classifications and salary ranges for staff, at 30 June 2022

APS classification level	Minimum Salary	Maximum Salary
Trainee APS (Technical)	\$47,275	\$52,385
Graduate APS (APS Level 4) <sup>81</sup>	\$69,127	\$74,562
Border Force Officer Recruit Trainee Programme (APS Level 2)	\$52,835	\$59,461
ICT Apprenticeship Programme (APS Level 1)	\$49,747	\$52,385
ICT Cadet Programme (APS Level 2)	\$52,835	\$59,461
Indigenous Apprenticeship Programme (APS Level 3)	\$60,112	\$69,064
Indigenous Australian Government Development Programme (APS Level 3)	\$60,112	\$69,064
Marine Unit Engineer Cadet (APS Level 3)	\$60,112	\$69,064

Table 52: Salary and classification rates, Legal Officers

APS classification	Local title	Salary point	Salary increments for staff at 30 June 2022
APS Level 4	Legal Officer	LO APS 4.1	\$73,870
APS Level 5		LO APS 5.1	\$80,267
APS Level 6		LO APS 6.1	\$82,829
		LO APS 6.2	\$86,989
		LO APS 6.3	\$96,873
Executive Level 1	Senior Legal Officer	SLO EL 1.1	\$109,848
		SLO EL 1.2	\$119,188
		SLO EL 1.3	\$131,509
Executive Level 2	Principal Legal Officer	PLO EL 2.1	\$142,043
		PLO EL 2.2	\$150,757
		PLO EL 2.3	\$159,473

81. Graduate APS in Home Affairs are engaged as APS 4 level and are not held against trainee positions.

Table 53: Salary and classification rates, Public Affairs Officers

APS classification	Local title	Salary point	Salary increments for staff at 30 June 2022
APS Level 4	Public Affairs Officer 1	PAO 1 APS 4.1	\$69,127
		PAO 1 APS 4.2	\$74,375
APS Level 5		PAO 1 APS 5.1	\$75,381
		PAO 1 APS 5.2	\$81,196
APS Level 6	Public Affairs Officer 2	PAO 2 APS 6.1	\$84,910
		PAO 2 APS 6.2	\$86,989
		PAO 2 APS 6.3	\$89,651
		PAO 2 APS 6.4	\$97,858
Executive Level 1	Public Affairs Officer 3	PAO 3 EL 1.1	\$116,797
		PAO 3 EL 1.2	\$120,228
		PAO 3 EL 1.3	\$129,096
Executive Level 2	Senior Public Affairs Officer B	SPAO B EL 2.1	\$127,827
		SPAO B EL 2.2	\$138,711
	Senior Public Affairs Officer A	SPAO A EL 2.3	\$134,877
		SPAO A EL 2.4	\$147,174
		SPAO A EL 2.5	\$159,473

Table 54: Salary and classification rates, Medical Officers

APS classification	Salary point	Salary increments for staff at 30 June 2022
Medical Officer Class 2	MO 2.1	\$129,926
	MO 2.2	\$141,673
Medical Officer Class 3	MO 3.1	\$145,229
	MO 3.2	\$157,393
Medical Officer Class 4	MO 4.1	\$164,569
	MO 4.2	\$167,672
	MO 4.3	\$180,511

Table 55: Remuneration Paid to Key Management Personnel in 2021–22

Remuneration paid to Key Management Personnel (KMP) in 2021-22 (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) \$			
Michael Pezzullo AO	Secretary	792,049	-	2,498	104,901	19,457	-	-	918,905
Michael Outram APM	ABF Commissioner	578,484	-	2,895	84,931	15,229	-	-	681,539
Cheryl-Anne Moy	Deputy Secretary	429,473	-	2,498	74,499	10,589	-	-	517,059
Dwayne Freeman (g)	ABF Deputy Commissioner	420,127	-	2,498	58,615	6,919	-	-	488,159
Justine Saunders APM (h)	Deputy Secretary	390,032	-	2,498	69,158	10,094	-	-	471,782
Peter Verwer AO (g)	Special Envoy	393,110	-	2,298	59,230	6,741	-	-	461,379
Marc Ablong PSM	Deputy Secretary	381,055	-	2,498	67,693	9,944	-	-	461,190
Andrew Keiford PSM	Deputy Secretary	376,663	-	2,640	66,585	9,595	-	-	455,483
Michael Milford AM	Group Manager	370,887	-	2,498	54,117	9,157	-	-	436,659
Philippa de Veau	Group Manager	360,526	-	2,498	59,588	10,002	-	-	432,614
Malcolm Skene	Group Manager	350,495	-	3,370	51,328	5,775	-	-	410,968
Vanessa Holben PSM	Group Manager	346,325	-	2,498	51,596	8,926	-	-	409,345
Joe Buffone PSM	Group Manager	353,728	-	2,498	36,676	7,586	-	-	400,488
Cheryl Pearce AM, CSC (i)	ABF Deputy Commissioner	311,441	-	2,238	46,375	8,083	-	-	368,137
Alison Larkins PSM (g)	Coordinator-General	294,128	-	2,423	45,142	5,078	-	-	346,771
Hamish Hansford (j)	Group Manager	280,532	-	2,073	44,666	7,274	-	-	334,545
Sophie Sharpe (j)	Group Manager	269,749	-	2,073	42,290	7,003	-	-	321,115
Cath Patterson (k)	Group Manager	84,971	-	599	14,002	2,156	-	-	101,728
Kaylene Zakharoff (k)	Group Manager	63,301	-	500	10,622	1,762	-	-	76,185
Total		6,847,076	-	43,591	1,042,014	161,370	-	-	8,094,051

- a) KMP for the Department have been assessed to be the Secretary, the Commissioner, substantive Deputy Commissioners, substantive Deputy Secretaries, 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 2021–22 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 park.
- 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 CSS), 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 AASB 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) Ceased KMP role in June 2022.
- h) Changed to Deputy Secretary from Deputy Commissioner in July 2021.
- i) Commenced KMP role in August 2021.
- j) Commenced KMP role in September 2021.
- k) Ceased KMP role in September 2021.



Table 56: Remuneration Paid to Senior Executives in 2021-22

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 to \$220,000	72	87,071	-	-	1,708	14,923	2,605	2,605	1,227	-	107,534	107,534	107,534
\$220,001 to \$245,000	19	198,423	-	-	2,431	28,910	5,129	5,129	-	-	234,892	234,892	234,892
\$245,001 to \$270,000	41	207,729	-	5,367	4,808	34,874	5,398	5,398	-	-	252,809	252,809	258,176
\$270,001 to \$295,000	29	230,306	-	-	4,507	39,855	5,964	5,964	-	-	280,631	280,631	280,631
\$295,001 to \$320,000	14	249,110	-	2,595	8,462	42,172	6,615	6,615	-	-	306,360	306,360	308,954
\$320,001 to \$345,000	18	276,110	-	-	5,089	43,413	6,807	6,807	-	-	331,170	331,170	331,170
\$345,001 to \$370,000	7	292,475	-	1,349	3,983	49,150	7,604	7,604	-	-	353,212	353,212	354,561
\$370,001 to \$395,000	8	312,992	-	-	2,498	57,060	8,161	8,161	-	-	380,711	380,711	380,711
\$395,001 to \$420,000	3	261,204	-	20,820	76,233	41,410	6,261	6,261	-	-	385,107	385,107	405,927
\$420,001 to \$445,000	2	280,820	-	27,651	73,111	50,010	7,449	7,449	-	-	411,391	411,391	439,043
\$445,001 to \$470,000	3	220,679	-	84,584	114,751	36,466	5,801	5,801	-	-	377,697	377,697	462,281
\$470,001 to \$495,000	2	331,070	-	41,896	36,733	60,818	8,727	8,727	-	-	437,348	437,348	479,044
\$495,001 to \$520,000	1	242,301	-	65,574	158,540	43,441	6,217	6,217	-	-	450,499	450,499	516,072
\$520,001 to \$545,000	2	260,840	-	44,199	90,905	47,017	6,839	6,839	81,874	81,874	487,476	487,476	531,674
\$545,001 to \$570,000	1	231,206	-	105,740	172,115	39,672	5,738	5,738	-	-	448,732	448,732	554,471

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. Therefore more than one individual may have filled a position during the course of the reporting period.

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 includes overseas living allowances, non-monetary benefits included in the Fringe Benefits Tax (FBT) Return for the year ended 31 March 2022 such as the provision of a car park, 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 as a separate component of '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) Termination benefits are payments that may be made in relation to the termination of a senior executive position.

g) 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.

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 57: Remuneration paid to other highly paid staff in 2021–22

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	Total reportable remuneration (h)
				Overseas housing allowances (d) \$	Other \$					
\$235,001 to \$245,000	24	172,488	-	11,318	21,618	30,702	4,408	-	229,216	240,534
\$245,001 to \$270,000	29	151,708	-	26,959	49,022	26,454	3,800	-	230,983	257,942
\$270,001 to \$295,000	20	129,670	-	47,263	79,180	22,655	3,215	-	234,720	281,982
\$295,001 to \$320,000	24	136,230	-	51,842	89,141	24,554	3,444	-	253,369	305,212
\$320,001 to \$345,000	13	132,485	-	69,133	103,287	24,092	3,406	-	263,270	332,404
\$345,001 to \$370,000	12	127,359	-	95,027	95,171	23,539	3,247	14,623	263,940	358,986
\$370,001 to \$395,000	7	164,260	-	79,124	106,616	26,640	4,013	-	301,529	380,664
\$395,001 to \$420,000	6	136,187	-	106,228	141,367	22,695	3,289	-	303,537	409,765
\$420,001 to \$445,000	5	141,769	-	94,313	171,360	25,824	3,637	-	342,591	436,904
\$445,001 to \$470,000	1	121,216	-	127,145	179,492	25,778	3,177	-	329,663	456,809
\$470,001 to \$495,000	-	-	-	-	-	-	-	-	-	-
\$495,001 to \$520,000	1	143,086	-	212,815	109,635	25,893	3,699	-	282,314	495,129

a) Other highly paid staff include staff who are neither KMP nor senior executives and whose total remuneration for the reporting period exceeds \$235,000.

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 includes overseas living allowances, non-monetary benefits included in the Fringe Benefits Tax (FBT) Return for the year ended 31 March 2022 such as the provision of a car park, 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 as a separate component of '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 National Employer Contribution Rate and the Employer Productivity Superannuation Contribution.

f) 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.

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 58 outlines the Department's legal services expenditure for 2021–22, in compliance with Paragraph 11.1(ba) of the *Legal Services Directions 2017*.

Table 58: Legal services expenditure

Description	2020–2021 cost (excluding GST)	2021–2022 cost (excluding GST)
Total legal services expenditure	\$113,236,395	\$103,456,003
Total external legal services expenditure	\$73,878,986	\$63,965,940
External expenditure on solicitors <sup>82</sup>	\$64,804,842	\$55,037,986
External expenditure on counsel <sup>83</sup>	\$6,928,140	\$7,211,038
Number of matters in which male counsel briefed— <b>923</b>		
Estimated value of briefs to male counsel	\$5,447,277	\$5,159,790
Number of matters in which female counsel briefed— <b>304</b>		
Estimated value of briefs to female counsel	\$1,480,863	\$2,051,248
Disbursements on external legal services	\$2,146,003	\$1,716,916
Total internal legal services expenditure	\$39,357,409	\$39,490,063
Employees	\$33,362,637	\$32,661,709
Overheads (for example, office stores and stationery, training and travel, property, and information technology related costs) <sup>84</sup>	\$5,994,772	\$6,828,354

82. 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.

83. Statistics on counsel briefs relate to finalised litigation matters only.

84. 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

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## 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

As at 30 June 2022, 4868 people were registered in Australia as migration agents. This compares with 4971 on 30 June 2021 and represents a 2.1 per cent decrease.

## Profile of registered migration agents:

As at 30 June 2022, the profile of migration agents consisted of:

- average age 47 years
- 48 per cent female and 52 per cent male
- 67 per cent have never had a complaint made against them
- 40 per cent report operating in a business as a sole trader.

Table 59: Experience of registered migration agents, at 30 June 2022<sup>85</sup>

Experience (years)	Agents	Per cent (of total agents)
<1	248	5%
1–3	499	10%
4–6	1,428	29%
7–9	673	14%
>10	2,020	41%
<b>Total</b>	<b>4,868</b>	

## Registration refusals and withdrawals

During 2021–22, three registration applications were refused and 21 were withdrawn in comparison to 20 and 23 respectively in 2020–21. At 30 June 2022, three repeat registration applications were refused, and 21 applications were withdrawn in anticipation of the application being refused.

In 2021–22, the leading reason for withdrawals (12 of 21) was not satisfying the requirements for non-commercial registration. Other reasons included not holding the required qualification to be registered as a migration agent and not meeting character requirements. Reasons for refusal included the applicant having a disciplinary decision made against them and the applicant not holding the required professional indemnity insurance.

85. Percentage results may not add to 100 per cent due to rounding.

## Complaint processing

Throughout 2021–22, the OMARA received 252 complaints relating to registered migration agents and finalised 329 complaints. This is a decrease from 370 and 401 respectively in 2020–21. Merit and jurisdiction were established for 115 complaints, of these, 68 were finalised with a finding that the agent had breached the Code of Conduct.

## Sanction outcomes

In 2021–22 the OMARA sanctioned 13 registered migration agents. Of those sanctioned:

- four registered migration agents had their registration cancelled, in comparison to nine in 2020–21
- three had their registration suspended, in comparison to one in 2020–21
- four had a caution placed on their registration, two for a six month period, one for a nine month period and one for 12 months. There were no caution decisions made in 2020–21
- OMARA also barred two former agents from being registered for five years, up from one in 2020–21.

## OMARA review

In 2021–22, the OMARA introduced a new Code of Conduct for registered migration agents, finalising implementation of the 2014 *Independent review of the Office of the Migration Agents Registration Authority* (Kendall Review). The new Code commenced on 1 March 2022, following extensive consultation with key stakeholders on how best to improve its clarity, scope and content. Key changes included:

- removal of duplicated provisions and clarification of content
- grouping of provisions dealing with similar subject matter together in the same parts of the Code
- aligning provisions relating to fees and record keeping with consumer expectations and modern business practice
- clarifying obligations relating to advertising, managing clients' accounts, managing conflicts of interest, handling false or misleading information and working in a business with others who may not be registered migration agents.

## Migration Agents Instruments Review

The Migration Agents Instruments Review (the Review) was triggered by the impending sunset (or end) date of the following four instruments on 1 April 2024 under the *Legislation (Migration Agents Instruments) Sunset-altering Declaration 2019*:

- *Migration Agents Regulations 1998*
- *Migration Agents Registration Application Charge Regulations 1998*
- *Migration Agents (IMMI 17/047: CPD Activities, Approval of CPD Providers and CPD Provider Standards) Instrument 2017*
- *Migration (IMMI 18/003: Specified courses and exams for registration as a migration agent) Instrument 2018.*

The Review was also required to consider any changes resulting from recommendations one to four of the 2019 Joint Standing Committee on Migration's 'Report of the inquiry into efficacy of current regulation of Australian migration and education agents', and was expanded in March 2021 to encompass the entire governing legislative framework, including Part 3 of the *Migration Act 1958*.

Completed in October 2021, the Review made 57 recommendations to support a highly qualified and professional industry and ensure the Australian Government can effectively combat misconduct and unlawful operators. The Review substantively focused on developing legislative and operational reforms to increase consumer protections and the professionalism and integrity of the Australian migration advice industry.

# APPENDIX G: INFORMATION PUBLICATION SCHEME

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Entities subject to the *Freedom of Information Act 1982* (FOI Act) are required to publish information to the public as part of the Information Publication Scheme (IPS). This requirement is in Part II of the FOI Act and has replaced the former requirement to publish a section 8 statement in an annual report.

Each agency must display on its website a plan showing what information it publishes in accordance with the IPS requirements.

Information about the Department's Information Publication Scheme plan is available on our website.<sup>86</sup>

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86. <https://www.homeaffairs.gov.au/access-and-accountability/freedom-of-information/information-publication-scheme>



# APPENDIX H: ANNUAL CHILD SAFETY STATEMENT 2022 (COMMONWEALTH CHILD SAFE FRAMEWORK)

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The Department of Home Affairs (the Department) including the Australian Border Force (ABF) has a strong commitment to child safety which is detailed in the Department's *Child Safeguarding Framework* (the Framework). The Department is committed to protecting and safeguarding children from abuse, neglect and exploitation. The Department has a zero tolerance policy towards abuse and exploitation of children.

Departmental staff engage directly or indirectly with children, including when they arrive or depart through Australia's ports or airports, engage with permanent or temporary migration or citizenship services, are involved in sponsored multicultural, social cohesion initiatives or events, or receive specialist support services, for example under the Unaccompanied Humanitarian Minor (UHM) program.

As at 30 June 2022, the Department had policy responsibility for child sexual abuse-related offences under the *Criminal Code Act 1995*. This includes new offences that came into effect on 20 March 2020, which apply to all Commonwealth officers who exercise care, supervision or authority over children and who fail to protect children from, or fail to report, child sexual abuse.

The Department administers legislation and delivers Australian Government policy that applies to non-citizen, and in some cases, resident children, including the *Migration Act 1958*, the *Australian Border Force Act 2015*, and the *Immigration (Guardianship of Children) Act 1946*.

The Department funds third parties through contracts and grants to deliver services to children. Funded third parties' contact with children includes delivering caring responsibilities or support services for UHMs, and the delivery of migration, case management and immigration detention services.

A recent annual review of divisional-level child-related risks was undertaken to ensure that existing and emerging risks to children are identified and mitigation strategies are appropriate and aligned with best practice. Key risks to children arising from Home Affairs programs relate to the correct application of international and domestic laws and policies to support children's wellbeing, the delivery of appropriate and timely services that address children's needs and vulnerabilities, the maintenance of a workforce that is appropriately trained, qualified and compliant with mandatory obligations, the safe management of children in immigration programs and the effective identification, reporting and management of child related incidents. The overall risk rating attributed to these risks is medium. This rating is based on the potential consequences combined with the residual likelihood that departmental staff, contracted service provider staff and grant recipients' staff may not comply with the requirements of the Framework and controls that identify, manage and mitigate these risks.

The Department is compliant with the *Commonwealth Child Safe Framework* (CCSF), which has been embedded into the Department's Framework. The Department has high quality internal training courses, including e-learning, and an extensive catalogue of policy and procedural instructions that underpins the Framework. The Department has a dedicated child wellbeing area that provides advice, develops training, and builds the capability of staff and business areas to keep children safe. The Department has an annual child safeguarding assurance program to assure itself of its compliance with its child safeguarding requirements and to identify areas for continuous improvement.

The Department continues to strengthen its commitment to child safety. Our key initiative in 2022 has been the introduction of a Roles and Responsibilities strategy across the Department and the ABF. This strategy clearly articulates the child safeguarding and wellbeing obligations of staff and business areas across the organisation, both in terms of child-related roles (involving direct contact with children), and business areas that have a child-related context (including the development of policy or administration of programs that impact children). The strategy requires all SES Band 2 (First Assistant Secretary / Assistant Commissioners) to affirm that they have:

- scoped the child-related work in their sphere of influence
- identified the child-related risks in their division
- put in place effective mitigation strategies
- accepted any residual risk.

The direct engagement of SES Band 2 leaders is designed to strengthen child safeguarding commitment at all levels across the Department and ABF. It provides bottom-up evidence of the child-safe credentials of the organisation (including identifying areas where improvement is needed) and provides the organisation with a network of senior advocates for child safeguarding across the Department and the ABF. The Department's child wellbeing team has been identifying and designing innovative solutions to strengthen child safeguarding values, culture and messaging, and promote mindfulness of child related considerations and obligations.

The Department's child wellbeing team continues to provide support to business areas to understand their child-related context and risks as required, and otherwise continues to build capability across the organisation. In 2022, the team has undertaken a series of national outreach and engagement sessions with state and territory child welfare authorities. This supports our commitment to assisting frontline operational representatives to better engage with key Home Affairs services and programs directly relevant to child safeguarding. The Department will continue to engage with federal, and state and territory agencies to promote effective communication, shared best practice and a common understanding of child-related priorities.

# APPENDIX I: SECURITY OF CRITICAL INFRASTRUCTURE ACT 2018—2021–22 ANNUAL REPORT

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## Background

On 11 July 2018, the *Security of Critical Infrastructure Act 2018* (the SOCI Act) came into force. The SOCI Act was designed to manage the national security risks of espionage, sabotage and foreign interference arising from foreign involvement in Australia's critical infrastructure.

A range of hazards have the potential to significantly compromise the supply of essential services across Australia. The Australian Signals Directorate's *Australian Cyber Security Centre Annual Cyber Threat Report 2020–21*, for example, identified that a quarter of cyber incidents reported over the period under review targeted government as well as those identifying as operating within critical infrastructure sectors, such as health care, food distribution and energy.

Critical infrastructure also reported hazards such as criminal vandalism, physical security, espionage, natural disasters and the impacts of COVID-19 as impacting their operations. During this reporting period, supply chain security risks continued to impact critical infrastructure owners and operators particularly those arising from the situation in Ukraine.

On 25 February 2022, for example, the Head of the Cyber and Infrastructure Security Centre wrote to all critical infrastructure owners and operators with a voluntary alert outlining the need for risk management measures, particularly cyber and information security risk.

These types of risks facing critical infrastructure continued throughout 2021–22, highlighting the ongoing systemic challenges impacting critical infrastructure in Australia. Failure or disruption in one area of critical infrastructure can have flow on effects in others. This has the potential to impact Australia's security, economy and sovereignty.

In November 2021, the Australian Parliament passed the *Security Legislation Amendment (Critical Infrastructure) Act 2021*, and in March 2022, passed the *Security Legislation Amendment (Critical Infrastructure Protection) Act 2022*. Collectively, these amend the SOCI Act by building on existing provisions to uplift the security and resilience of critical infrastructure against all-hazards, enhance Government's relationship with regulated entities, and ensure there are appropriate powers to respond in a serious cyber security incident.

Importantly, the obligations contained in the Act have been extended from critical infrastructure assets in the electricity, water, gas and ports sectors to identified assets within the following sectors:

- the communications sector
- the data storage or processing sector
- the financial services and markets sector
- the water and sewerage sector
- the energy sector
- the health care and medical sector
- the higher education and research sector
- the food and grocery sector
- the transport sector
- the space technology sector, and
- the defence industry sector.

The amended SOCI Act delivers greater confidence in the resilience of Australia's critical infrastructure through a clear uplift in all-hazards risk management to support the nation's prosperity and security. Importantly, it will provide:

- more resilient critical infrastructure and systems of national significance through industry accountability and assurance;
- Government with levers to direct industry to act or collaborate with Government in the national interest;
- Government with the ability to act in a crisis through scalable and flexible powers; and
- forward warning of threats through provision of near-real time threat information.

Work continues under the leadership of the Cyber and Infrastructure Security Centre to progress the implementation of these recent reforms, in partnership with industry and governments, to ensure Australia's social and economic stability. The Cyber and Infrastructure Security Centre is engaging closely with industry partners, state and territory governments and across the Commonwealth to achieve its mission of protecting Australia's infrastructure to support security, economy and sovereignty outcomes.

## Key Measures

The SOCI Act has measures to manage risks related to critical infrastructure, including obligations on industry and scalable powers for the Government.

### The Positive Security Obligations

The positive security obligations imposed on entities responsible for certain critical infrastructure assets involve three aspects:

- Entities are required to provide ownership and operational information to the *Register of Critical Infrastructure Assets* (Part 2 of the Act) which provides the Government visibility of who owns and controls the assets, enabling better targeting of our risk assessments. These obligations have been in place since 2018 and information about their operation is outlined below.
- Entities are required to adopt and maintain an all-hazards critical infrastructure risk management program (Part 2A of the Act). These obligations are applied through the making of rules by the Minister for Home Affairs (the Minister). Similarly Part 2AA of the Act requires certain entities to provide an annual report in specified circumstances. As at 30 June 2022, no such rules have been made and therefore no reports have been given under these parts of the Act.
- Entities are required to report cyber security incidents to the Australian Signals Directorate's Australian Cyber Security Centre (Part 2B of the Act) which provides the Government visibility of cyber security incidents involving critical infrastructure assets. The information will enhance the Government's ability to develop strategies to identify and respond to national security risks for assets which, if disrupted, would significant impact Australia. These obligations were applied in relation to certain critical infrastructure asset classes through the making of rules by the Minister on 8 April 2022, however an enforcement grace period was provided until 8 July 2022 to allow for education and appropriate procedures to be put in place before the obligation would be enforced. Information about the number of reports provided in the 2021–22 financial year are provided below.

## Enhanced Cyber Security Obligations

- Part 6A of the SOCI Act, enables the Minister to privately declare a critical infrastructure asset to be a System of National Significance. Systems of National Significance are a significantly smaller subset of critical infrastructure assets that are most crucial to the nation, by virtue of their interdependencies across sectors and potential for cascading consequences to other critical infrastructure assets and sectors if disrupted. The number of declarations made in the 2021–22 financial year are provided below.
- The Secretary of the Department of Home Affairs (the Secretary) may apply the following Enhanced Cyber Security Obligations to a System of National Significance:
  - To develop cyber security incident response plans to prepare for a cyber security incident;
  - To undertake cyber security exercises to build cyber preparedness;
  - To undertake vulnerability assessments to identify vulnerabilities for remediation; and/or
  - To provide system information to develop and maintain a near-real time threat picture.
- No Enhanced Cyber Security Obligations were applied to Systems of National Significance in the 2021–22 financial year given the declaration of Systems of National Significance occurred on 30 June 2022.

## Powers

- Section 32 of the Act allows 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. This power can only be used in very specific circumstances. No ministerial directions were given under section 32 in the 2021–22 financial year.
- Section 37 of the Act provides the Secretary with the power to request ownership and operational information from direct interest holders, responsible entities and operators of critical infrastructure assets. No requests for information were made under section 37 in the 2021–22 financial year.
- Part 3A of the Act provides the Government with the ability to provide government assistance to critical infrastructure entities in response to serious cyber-attacks on Australian systems. The objective of this framework is to assist in the defence of critical infrastructure assets from cyber security threats, in light of their criticality to the social or economic stability of Australia or its people, the defence of Australia, or national security. This framework is one of last resort and will only be used when no other regulatory system could be used and there is a material risk to Australia's national interests. The powers under Part 3A were not used in the 2021–22 financial year.

- Part 5 of the Act provides a range of enforcement powers in relation to the obligations in the Act, through the triggering of provisions in the *Regulatory Powers (Standard Provisions) Act 2014*. No action was taken against an entity in the 2021–22 financial year.
- Section 51 of the Act provides that the Minister may privately declare an asset to be a critical infrastructure asset if the asset is not otherwise a critical infrastructure asset, relates to a critical infrastructure sector, the Minister considers the asset to be critical and it is appropriate for the declaration to be done privately. No declarations were made by the Minister under section 51 of the Act in the 2021–22 financial year.

# Operation of the Act

## Register of Critical Infrastructure Assets

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 231 notifications were made during the 2021–22 financial year to the Department.

Table 1: Total number of notifications made to the Department in the 2021–22 financial year

Notifications	Total
Number of notifications made to the Department	231

## 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. During this financial year, the Department received 78 new notifications (initial obligations) in relation to critical infrastructure assets across Australia.

Table 2: Breakdown of new notifications made to the Department in the 2021–22 financial year

Type of notification	Number of notifications
New Notification—Direct Interest Holder	33
New Notification—Responsible Entity	45
<b>Total</b>	<b>78</b>



# 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.

During this financial year, the Department has received 153 notifications of change (notifiable events) in relation to critical infrastructure assets on the Register

Table 3: Breakdown of the notifications of change made to the Department in the 2021–22 financial year

Type of notification	Number of notifications
New Notification—Direct Interest Holder	51
New Notification—Responsible Entity	102
<b>Total</b>	<b>153</b>

# Notification of cyber security incidents

Part 2B of the Act provides for mandatory cyber incident reporting for critical infrastructure assets.

If the responsible entity for a critical infrastructure asset becomes aware that a cyber security incident has occurred, or is occurring, and that the incident has had, or is having, a significant impact on the availability of the asset, they must notify the Australian Cyber Security Centre (ACSC) within 12 hours after becoming aware of the incident (section 30BC). A significant impact is one where both the critical infrastructure asset is used in connection with the provision of essential goods and services, and the incident has materially disrupted the availability of the essential goods or services delivered by the critical infrastructure asset or any of the circumstances specified in the rules exist in relation to the incident.

If the responsible entity for a critical infrastructure asset becomes aware that a cyber security incident has occurred, or is occurring, and the incident has had, is having, or is likely to have, a ‘relevant impact’ on the asset, they must notify the ACSC within 72 hours after becoming aware of the incident (section 30BD). A relevant impact is an impact on the availability, integrity, reliability or confidentiality of the asset. The number of incident notifications received by the Cyber and Infrastructure Security Centre from the ACSC are below.

Table 4: Cyber security incidents notified in the 2021–22 financial year

Type of incident	Number of notifications
Number of cyber security incidents reported under section 30BC	0
Number of cyber security incidents reported under section 30BD	12

## Declaration of Systems of National Significance

Part 6A of the SOCI Act, enables the Minister to privately declare a critical infrastructure asset to be a System of National Significance. The Minister may only declare an asset as a System of National Significance if the asset is a critical infrastructure asset and the Minister is satisfied that the asset is of national significance. In determining this, the Minister must have regard to a number of factors, including:

- the nature and extent of the asset’s interdependencies with other critical infrastructure assets; and
- the consequences that would arise for Australia’s social or economic stability, defence, or national security if a hazard were to occur that had a significant relevant impact on the asset.

The Minister has declared 82 critical infrastructure assets across 38 entities in the communications, financial services and markets, energy and transport sectors to be Systems of National Significance in the 2021–22 financial year.

# APPENDIX J: TELECOMMUNICATIONS SECTOR SECURITY REFORMS—2021–22 ANNUAL REPORT

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## Introduction

This is a report under subsection 315J(1) of the *Telecommunications Act 1997* (the Act) for the financial year ending 30 June 2022 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 2022.

The Home Affairs Minister gave no directions under subsection 315B(2) in the financial year ending 30 June 2022.

# Notification requirement

The Communications Access Co-ordinator (CAC) received 30 notifications under subsection 314A(3) in the financial year ending 30 June 2022.<sup>87</sup>

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 25 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 25 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 27 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 101 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 1: 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'	18
Subsection 314B(5) 'no risk'	8

Note: As at 1 July 2022, there were five notifications that the CAC had yet to respond to by giving a notice under subsection 314B (1) or 314B(3) or (5). These were all submitted in June and notices are on track to be issued within the period given under subsection 314B(6).

The CAC required further information about 17 notified changes, which was 56 percent of all notifications received during the reporting period.

87. This figure does not include one notification that was subsequently withdrawn by the notifying carrier.

## Applications for exemption from the notification requirement

The CAC required further information about 17 notified changes, which was 56 percent of all notifications received during the reporting period.

## Security Capability Plans

The CAC did not receive any security capability plans in the financial year ending 30 June 2022.

## Information-gathering powers

The Home Affairs Secretary gave eight notices under subsection 315C(2) in the financial year ending 30 June 2022. The Home Affairs Secretary gave eight notices under subsection 315C(2) in the financial year ending 30 June 2022. These notices were issued to assess carriers' ability to respond to potential cybersecurity threats emerging as a result of events in Ukraine.

## 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 2021–2022 financial year the Department participated in 114 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.

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 set up 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 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 often required an equivalent or even greater depth of technical analysis by the Department and security agencies than changes notified under section 314A. Although the number of engagements this financial year was lower than the previous year, the Department is encouraged by an increase in the quality of these engagements during the reporting period, as the majority of industry stakeholders have displayed a greater understanding of the Department's aim to uplift national security. 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 2022, following feedback from industry and to incorporate the new branding of the Cyber and Infrastructure Security 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],”<sup>88</sup> 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.

Industry has also raised concerns regarding the potential for regulatory duplication between the TSSR and the obligations that have been introduced (but not activated) for the telecommunications sector through amendments to the *Security of Critical Infrastructure Act 2018* that were passed in late 2021 and early 2022. The Department is working with the Department of Infrastructure, Transport, Regional Development, Communications and the Arts on regulatory reforms to align these two frameworks and to respond to the Parliamentary Joint Committee on Intelligence and Security (PJCIS) report into TSSR, which was issued on 7 February 2022.

## 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 noticed an improvement from several carriers over this period in the quality of materials provided, although others require further uplift.

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88. Revised Explanatory Memorandum, Telecommunications and Other Legislation Amendment Bill 2017 (Cth) [138].

## On-shoring of contact centres

The Department notes a significant trend among carriers to bring their contact centres back into Australia. This trend has grown significantly during the COVID-19 pandemic, and continues as the country deals with the pandemic's fallout. Carriers have also noted that adhering with TSSR obligations is significantly easier when contact centres are onshore.

## Continued growth of dark fibre networks

The Department notes a significant expansion of dark fibre networks around the country, including in Melbourne, Sydney and Brisbane between data centres in these cities, including from several smaller carriers. This has further raised their position as major regional data processing centres, and lifted their importance.

## 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.

## 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

Many carriers approach their TSSR obligations positively, engaging with the Department through:

- discussions to understand when the notification obligation applies
- active participation in the notification process, including providing detailed information about changes to telecommunications systems and services and follow-up meetings to discuss changes in more detail, and
- workshops to ensure best practice implementation of mitigations recommended in notices.

There is some variation among carriers in their approach to the TSSR notification obligation. As the notification obligation is currently defined, each carrier is required to establish their own internal threshold for what constitutes a ‘notifiable change’.

Most carriers the Department has interacted with under TSSR are engaging positively with their obligations, however there continue to be a number of carriers that view the notification process as little more than a regulatory burden.

The Department has also been made aware of a number of notifiable changes to networks, primarily by carriers who prefer not to engage through the notification process, through media monitoring rather than through notifications. Carriers that do not notify the CAC about their proposed changes risk missing out on relevant threat information and targeted security advice, as the Department can only provide official technical advice through a response to a notification. 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.

## 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.

## 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).<sup>89</sup>

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89. ‘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).<sup>90</sup>

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.

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90. 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.

# APPENDIX K: REPORTING ON THE BALI PROCESS UNDER SECTION 198AI OF THE *MIGRATION ACT 1958*

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The *Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime* (Bali Process) was formed in 2002, as a non-binding, multilateral forum to facilitate policy dialogue, cooperation and information sharing in the Asia Pacific Region. Co-chaired by Australia and Indonesia, the Bali Process membership includes 45 member states and four international organisations, as well as 26 Observer countries and international organisations.

The Department of Foreign Affairs and Trade is the whole of Australian Government-lead for the Bali Process, supported by the Department of Home Affairs and Bali Process Regional Support Office (RSO), located in Bangkok, Thailand.

The RSO was established in 2012 to operationalise the *Bali Process Regional Cooperation Framework* and strengthen practical cooperation among Member States. The RSO is responsible for facilitating information sharing, capacity building, exchange of best practices, encouraging pooling of common technical resources and offering logistical, administrative, operational and coordination support for Bali Process projects. It is the only cooperation mechanism of its kind in the Asia Pacific region and draws on policy knowledge, technical expertise and operational experience from Bali Process members and other key stakeholders to develop practical initiatives. Australia, through the Department of Home Affairs, and Indonesia co-manage the Bali Process, with a Department of Home Affairs' officer posted to the RSO.

In 2021–22, the Department of Home Affairs contracted the International Organization for Migration Thailand to provide corporate, program and project management services to the RSO.

# Activities conducted under the Bali Process in 2021–22

Table 1: Activities conducted under the Bali Process in 2021–22

Event Date	Meeting / Event Name
27 July 2021	Virtual Training Workshop on Countering Smuggling of Migrants
20 August 2021	Senior Official (Ambassador Manton) Co-Chaired Bali Process Steering Group Senior Officials' Meeting (virtual)
26 August 2021	Virtual Training Workshop on Addressing People Smuggling and Trafficking in Persons
1,2, 8 September 2021	RSO-CIFAL Virtual Training Workshop on Enhancing Human Security in the Asia-Pacific Region
13 September 2021	Virtual Training Workshop on Enhancing Female Law Enforcement to Address People Smuggling and Trafficking in Persons
21 September 2021	Annual Meeting of the Working Group on Trafficking in Persons (WG TIP)
28 September 2021	Annual Meeting of the Technical Experts Group on Returns and Reintegration
12 October 2021	RSO-UNHCR Joint Webinar on Bali Process Civil Registration Assessment Toolkit Pilot Projects in Thailand, Pakistan and Viet Nam: "Ensuring Access to Civil Registration of Hard-to-Reach Population"
11–13 October 2021	Workshop on Screening and Referral in support of the UNHCR-RSO Screening and Referral Toolkit Mobile Application (Regional Training#1)
25–27 October 2021	Workshop on Screening and Referral in support of the UNHCR-RSO Screening and Referral Toolkit Mobile Application (Regional Training#2)
28 October 2021	Virtual Training Workshop on Addressing Corruption at Land Borders in the Context of Trafficking in Persons and Smuggling of Migrants
6–7 November 2021	Basic Course on Combating Trafficking in Persons (PPA)
8–10 November 2021	RSO-UNHCR Bureau for Asia and the Pacific Joint Virtual Training on the Screening and Referral Toolkit Mobile Application (National Training#1)
17 November 2021	Bali Process Government and Business Forum (GABF): Electronics Sector Consultation and Information Session (virtual)
22–24 November 2021	RSO-UNHCR Bureau for Asia and the Pacific Joint Virtual Training on the Screening and Referral Toolkit Mobile Application (National Training#2)
25 November 2021	Virtual Training Workshop on Introduction to Digital Forensics in Trafficking in Persons Investigations
25 November 2021	Bali Process Government and Business Forum (GABF), Garment Sector Consultation and Innovation Session (virtual)
6–8 December 2021	RSO-UNHCR Bureau for Asia and the Pacific Joint Virtual Training on the Screening and Referral Toolkit Mobile Application (National Training#3)
1 March 2022	Virtual Training Workshop on Addressing People Smuggling and Trafficking in Persons
23 March 2022	Then-Foreign Minister Payne Co-Chaired Foreign Ministers' Meeting of the Steering Group of the Bali Process (Paris)
6 April 2022	Virtual Training Workshop on Identifying and Protecting Victims of Trafficking in Persons
11 May 2022	Virtual Training Workshop on Addressing People Smuggling and Trafficking in Persons by Sea
20 June 2022	Virtual Training Workshop on Countering the Smuggling of Migrants

# Steps taken in relation to people smuggling, trafficking in 2021–22

Bali Process meetings throughout 2021–22 provided opportunities for the key priorities of the *Regional Cooperation Framework* (RCF) to be discussed and furthered by Bali Process members. Among other issues, Bali Process members discussed options to promote orderly and legal migration, to undermine the people smuggling and human trafficking model, and to promote increased information exchange across members.

Senior Official Co-Chairs convened the *Steering Group* (Australia, Indonesia, Thailand, New Zealand, IOM, UNHCR, UNODC) *Senior Officials' Meeting* in August 2021, following the rapid worsening of the humanitarian situation in Afghanistan and at a time when international borders were beginning to reopen following the COVID-19 pandemic. Together with the *Foreign Ministers Steering Group* meeting held in Paris in February 2022, these meetings identified health, women and children and the use and abuse of technology as emerging themes for the Bali Process to focus on in 2022, the 20th anniversary of the Bali Process.

The *Government and Business Forum Sector Consultation and Innovations Sessions on the Garments and Electronics sectors* was held in November 2021. The Forum sought to promote human life and dignity by focussing on the conditions of workers (including children) and provided an opportunity for participants from governments, business and international organisations to exchange best practice efforts to improve working conditions and remove forced labour from supply chains.

Activities of the RSO contributed directly to the *Regional Cooperation Framework* statements through prioritising and promoting human life and dignity and continuously supporting and encouraging inter agency and international information exchange.

The below table highlights a number RSO activities conducted in the past year that supported the RCF.

## Activities that fall under the RCF

Table 2: Activities that fall under the RCF

Event Date	Meeting / Event Name
1, 2, 8 September 2021	<p>RSO-CIFAL Virtual Training Workshop on Enhancing Human Security in the Asia-Pacific Region</p> <p>Promotes human life and dignity</p> <p>Supports and promotes increased information exchange</p>
12 October 2021	<p>RSO-UNHCR Joint Webinar on Bali Process Civil Registration Assessment Toolkit Pilot Projects in Thailand, Pakistan and Viet Nam: "Ensuring Access to Civil Registration of Hard-to-Reach Population"</p> <p>Promotes human life and dignity</p> <p>Supports and promotes increased information exchange</p> <p>Seek to address root causes of irregular movements.</p>
11–13 October 2021	<p>Workshop on Screening and Referral in support of the UNHCR-RSO Screening and Referral Toolkit mobile application (Regional Training #1)</p> <p>Build capacity and utilize resources to process mixed flows</p> <p>Promote human life and dignity</p> <p>Supports and promotes information exchange while respecting confidentiality and privacy</p>
25–27 October 2021	<p>Workshop on Screening and Referral in support of the UNHCR-RSO Screening and Referral Toolkit mobile application (Regional Training #2)</p> <p>Build capacity and utilize resources to process mixed flows</p> <p>Promote human life and dignity</p> <p>Supports and promotes information exchange while respecting confidentiality and privacy</p>
8–10 November 2021	<p>RSO-UNHCR Joint Virtual Training on the Screening and Referral Toolkit application (National Training #1)</p> <p>Build capacity and utilize resources to process mixed flows</p> <p>Promote human life and dignity</p> <p>Supports and promotes information exchange while respecting confidentiality and privacy</p>
22–24 November 2021	<p>RSO-UNHCR Joint Virtual Training on the Screening and Referral Toolkit application (National Training #2)</p> <p>Build capacity and utilize resources to process mixed flows</p> <p>Promote human life and dignity</p> <p>Supports and promotes information exchange while respecting confidentiality and privacy</p>
6–8 December 2021	<p>RSO-UNHCR Joint Virtual Training on the Screening and Referral Toolkit application (National Training #3)</p> <p>Build capacity and utilize resources to process mixed flows</p> <p>Promote human life and dignity</p> <p>Supports and promotes information exchange while respecting confidentiality and privacy</p>
6 April 2022	<p>Virtual Training Workshop on Identifying and Protecting Victims of Trafficking in Persons</p> <p>Promote human life and dignity</p> <p>Seek to build capacity to process mixed flows and utilize available resources.</p> <p>Seek to address root causes of irregular movements. This training went over root causes and the importance of addressing them to ensure successful reintegration</p>



# Progress made in relation to people smuggling, trafficking in persons and related transnational crime under the *Regional Cooperation Framework* in 2021–22

## UNHCR-RSO Screening and Referral Toolkit

The UNHCR-RSO Screening and Referral Toolkit mobile application (the application), which was officially released in April 2022 seeks to build capacity of border officials to screen and refer people with specific needs in a mixed migration context, including asylum-seekers, victims of trafficking, unaccompanied children, and migrants. The support provided by the application to the development of screening and referral mechanisms assists the attainment of paragraph 60 of the Global Compact of Refugees, contributes to the Global Compact on Migration objectives 7, 11, and 12, and furthers the goals of paragraph 5 of the *2016 Bali Declaration on People Smuggling, Trafficking in Persons and Related Transnational Crime*.

The application contains four modules: Tips, Visual Questionnaire, Screening Checklist and Referral Pathways. As an example of what is included in the application, the Tips module recommends that border officials make an effort to communicate with arrivals at the border in a gender-sensitive, age appropriate and culturally appropriate way. This application supports the RCF by building capacity of Member States and utilizing resources to process mixed migration flows. The application also seeks to promote human life and dignity and supports information exchange while respecting the privacy of vulnerable individuals.

The RSO and UNHCR are currently using the application in a training context—for example, UNHCR and the RSO organised a series of joint trainings at the national and regional levels to train border officers from Thailand, Malaysia, Indonesia, and the Philippines on the use of the application in 2021. The application was also used for UNODC led training on Smuggling of Migrants in Malaysia and Thailand in March and June 2022.

The RSO and UNHCR will continue to use the application as a training tool for the remainder of 2022 and throughout 2023 for Bali Process Member States. The RSO will further explore interest from Bali Process Member States in piloting the implementation of the application in their country in a live environment. The *UNHCR-RSO Screening and Referral Toolkit* is available for download on Apple and Google Play stores.

## RSO-CIFAL Training Workshop on Enhancing Human Security in the Asia-Pacific Region

Since 2014, the RSO, in partnership with UNITAR CIFAL Jeju, has been implementing training workshops on Human Security and Victim-Centred Approaches in the areas of identification, assistance, and protection of trafficking victims.

The 2021 RSO-CIFAL workshop brought together anti-trafficking practitioners from 18 Bali Process Member States representing government, international organisations, and non-governmental organisations to discuss the concept of human security and its linkage with trafficking in persons. Participants were able to share case studies and lessons learned while receiving professional inputs from human security experts. Based on this shared knowledge, participants developed viable and practical action plans that articulated specific objectives that would contribute to addressing human trafficking in their respective countries.

The workshop supports the RCF by promoting the dignity and rights of trafficking victims and promoting the sharing of information and exchange of best practices between government, civil society organisation and non-government organisation actors. This workshop is an opportunity for participants to build professional networks and exchange relevant information.

This workshop assists in progressing key objectives of the Bali Process Working Group on Trafficking in Persons including enhancing information sharing and strengthening collaboration and engagement with civil society and other multilateral and regional organisations. This workshop also emphasized the importance of supporting and protecting victims, from identification to reintegration—a priority highlighted in the *Working Group on Trafficking in Persons 2021–23 Forward Work Plan*.

Moving forward, the RSO and CIFAL Jeju will continue its partnership to deliver additional workshops focusing on human security and victim centred approaches in trafficking cases. Feedback and experiences from previous workshops will be used to build upon the existing curriculum. These activities will ensure participants gain essential information to develop action plans for their organisation or agency, supporting Articles 6, 9 and 10 in the *United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons*.

## Training Workshop on Identification and Protection of Victims of Trafficking in Persons

The RSO organized a training workshop which was delivered within the framework of the *RSO-NEXUS Institute Practitioner Guide Series on Improving the Protection of Trafficking Victims*. The Practitioner Guide series includes six guides that distil existing evidence on discrete victim protection issues and present these issues in a succinct and accessible format to help practitioners better understand the key issues and challenges.

The Practitioner Guide series was used to develop and structure this workshop with the aim of increasing participant understanding on trafficking victim identification and protection in practice so that they may more effectively protect and provide services for trafficking victims. Through case studies and discussion, participants were able to apply key approaches (being trauma-informed, victim-sensitive, child-friendly, gender-sensitive and culturally appropriate) in their work, shaping the attitudes and perceptions of anti-trafficking practitioners.

In addition to the Practitioner Guide Series, the NEXUS Institute and RSO have produced guidance on how to develop a Directory of Services for trafficking victims. The Directory of Services is a vital tool for trafficking victims to access the assistance needed to recover and reintegrate after trafficking, as well as for practitioners in referring and assisting victims.

The Practitioner Guide Series and Directory of Services supports the RCF by ensuring that trafficking victims are treated with dignity and have access to their rights, and by providing practical guidance for anti-trafficking practitioners to operationalise in their day-to-day work, support of an enhanced victim protection response. The guides also support the RCF by emphasizing the importance of addressing root causes to ensure successful reintegration of trafficking victims. The Practitioner Guide Series and Directory of Services serve as a stand-alone resource for anti-trafficking practitioners to operationalise in their work at the national and local levels.

The Practitioner Guide Series and the Directory of Services emphasizes the importance of supporting and protecting victims, from identification to reintegration, which is a priority highlighted in the *Working Group on Trafficking in Persons 2021–2023 Forward Work Plan*. This emphasis also supports Article 6, and 9 of the *United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons* on assistance to and protection of victims of trafficking in persons.

Moving forward, the RSO will continue to conduct workshops based on the content of the Practitioner Guide Series. The RSO will also be seeking a Bali Process Member State to pilot implementation of the Directory of Services within their national framework.

# Annex A: Glossary

Term	Definition
CIFAL	International Training Centre for Authorities and Leaders
PPA	People's Police Academy of Viet Nam
RCF	Regional Cooperation Framework
RSO	Regional Support Office of the Bali Process
UNHCR	United Nations High Commissioner for Refugees
UNITAR	United Nations Institute for Training and Research
UNODC	United Nations Office on Drugs and Crime

# APPENDIX L: REPORT ON AUTHORITIES FOR ASSUMED IDENTITIES UNDER SECTION 15LD OF THE *CRIMES ACT 1914*

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## Purpose of this Report

Part IAC of the *Crimes Act 1914* (the Act) provides a statutory scheme for law enforcement agencies, defined in section 15K of the Act to include the Department of Home Affairs (the Department), to grant authorities for law enforcement officers to acquire or use assumed identities where it is necessary for one or more purposes listed in subsection 15KB(2) of the Act.

Under Part IAC, the chief officer of each law enforcement agency and their delegate may in accordance with section 15LH grant an authority to acquire or use assumed identities.

This report complies with the requirements of section 15LD of the Act in relation to authorities for assumed identities acquired and used by authorised law enforcement officers in the Department under Part IAC of the Act.

Under subsection 15LD(1), the Department is required to provide a report to the Attorney-General as soon as practicable after the end of the financial year, detailing:

- a) the number of authorities granted during the reporting period
- b) a general description of the activities undertaken by authorised civilians and authorised law enforcement officers when using assumed identities under Part IAC during the reporting period
- c) the number of applications for authorities that were refused during the year
- d) the number of authorities for which control was transferred by the chief officer under section 15KV during the reporting period

- e) the number of authorities for which control was transferred to the chief officer under section 15KV during the reporting period
- f) a statement whether or not any fraud or other unlawful activity was identified by an audit under section 15LG during the reporting period
- g) any other information relating to authorities and assumed identities and the administration of Part IAC that the Attorney-General considers appropriate.

Subsection 15LD(3) of the Act requires the Attorney-General to table a copy of this report before each House of Parliament within 15 sitting days of that House after the day on which the Attorney-General receives this report.

## Report on use of Assumed Identities pursuant to section 15K of the Act

During 2021–22:

- a) there were eight (8) new authorities granted
- b) assumed identities were used by authorised law enforcement officers within the Australian Border Force officers conducting surveillance activities for investigation and intelligence gathering in relation to suspected criminal activities under the *Customs Act 1901* and *Migration Act 1958* (Cth)
- c) no applications for authorities were refused
- d) no authorities were transferred by the chief officer
- e) no authorities were transferred to the chief officer
- f) a review of the use of assumed identities was conducted in July 2022 and did not identify any instances of fraudulent or unlawful activity by law enforcement officers in the Department
- g) there were fifty (50)<sup>91</sup> authorities cancelled.

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91. This is an increase of forty eight (48) from the previous reporting period. In August 2021, The ABF discontinued special operations capability including human source management.

# APPENDIX M: REPORT ON WITNESS IDENTITY PROTECTION CERTIFICATES UNDER SECTION 15MU OF THE *CRIMES ACT 1914*

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**1 July 2021 — 30 June 2022**

## **Purpose of this Report**

Part IACA of the *Crimes Act 1914* (the Act) provides a statutory scheme for the chief officer of law enforcement agencies, defined in section 15M of the Act to include the Secretary of the Department of Home Affairs (the Department), to give witness identity protection certificates to operatives in relation to criminal and civil proceedings in certain circumstances.

Under subsection 15MU(1) of the Act the Secretary of the Department must submit a report to the Minister as soon as practicable after the end of the financial year, in relation to witness identity protection certificates given by the chief officer during that year.

Under subsection 15MU(2) of the Act, the report must include the following information:

- a) the number of witness identity protection certificates given
- b) on what basis is the chief officer satisfied about the matters mentioned in paragraph 15ME (1)(b) for each certificate
- c) if disclosure of an operative's identity to a presiding officer was required by section 15ML, details of the proceeding in relation to which disclosure was required and details of the things that the presiding officer required the operative to do under that section
- d) if leave was given or an order made under section 15MM in a proceeding in which a witness protection identity certificate for an operative was filed, details of the proceeding that relate to the leave or order
- e) if leave was given for joinder of a person as a respondent to proceedings under section 15MN, details of the person who was joined and who appeared on their behalf
- f) if leave was given for an adjournment under section 15MP—details of whether an appeal was made against the decision under that section
- g) if a witness identity protection certificate was cancelled under section 15MQ, the reasons why the certificate was cancelled
- h) if to give information, disclosing operatives identity protection certificates was given under section 15MR, the reason why the permission was given
- i) any other information relating to witness identity protection certificates and the administration of this Part that the Minister considers appropriate.



## Department of Home Affairs Report on witness identity protection certificates pursuant to section 15MU of the Act.

During the 2021–22 financial year:

- a) there were no witness identity protection certificates given
- b) as above, no witness identity protection certificates were given
- c) there were no unauthorised disclosures of an operative's identity to a presiding officer
- d) there was no leave given or an order made in a proceeding in which a witness identity protection certificate for an operative was filed
- e) there was no leave given for joinder of a person as a respondent to proceedings
- f) there was no leave given for any adjournment
- g) there were no witness identity protection certificates cancelled
- h) there were no permissions provided to give information that disclosed, or led to the disclosure of, the operative's identity or where the operative lives
- i) there was no other information provided relating to witness identity protection certificates that the Minister may consider appropriate.

# PART 7:

# REFERECE MATERIAL

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# ABBREVIATIONS AND ACRONYMS

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<b>A</b>	
ABF	Australian Border Force
ACIC	Australian Criminal Intelligence Commission
ACSF	Australian Core Skills Framework
ADF	Australian Defence Force
AEC	Australian Electoral Commission
AFP	Australian Federal Police
AGD	Attorney-General's Department
AHRC	Australian Human Rights Commission
AIC	Australian Institute of Criminology
ALO	Airline Liaison Officer
AMEP	Adult Migrant English Program
ANAO	Australian National Audit Office
ANZCTC	Australia-New Zealand Counter-Terrorism Committee
AO	Officer of the Order of Australia
APM	Australian Police Medal
APS	Australian Public Service
APSC	Australian Public Service Commission
ASIC	Aviation Security Identification Card
ASIO	Australian Security Intelligence Organisation
ATO	Australian Taxation Office
ATSOCC	Australian Transnational, Serious and Organised Crime Committee
ATT	Australian Trusted Trader
AUSCO	Australian Cultural Orientation Program
AUSMAT	Australian Medical Assistance Teams
AUSTRAC	Australian Transaction Reports and Analysis Centre
<b>B</b>	
BCD	Border Controlled Drug
BOC	Border Operations Centre

<b>C</b>	
CALD	Culturally and Linguistically Diverse
CDPP	Commonwealth Director of Public Prosecutions
CFI	Counter foreign interference
CISC	Cyber and Critical Infrastructure Centre
CLO	Community Liaison Officer
COVID-19	Coronavirus disease 2019
CP	Counter Proliferation
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CT	Counter Terrorism
CVE	Counter Violent Extremism
<b>D</b>	
DFAT	Department of Foreign Affairs and Trade
DPD	Digital Passenger Declaration
<b>E</b>	
EEGO	Energy Efficiency in Government Operations policy
EIAT	Electoral Integrity Assurance Taskforce
EL	Executive Level
EMA	Emergency Management Australia
<b>F</b>	
FFV	Foreign Fishing Vessel
FIRB	Foreign Investment Review Board
FOI	Freedom of Information
<b>H</b>	
HRTD	High Risk Terrorist Offender
HSP	Humanitarian Settlement Program
<b>I</b>	
ICAO	International Civil Aviation Organization
ICT	Information and communications technology
IDC	Immigration Detention Centre
IDF	Immigration Detention Facilities
IDN	Immigration Detention Network
IMA	Illegal Maritime Arrival
IOM	International Organization for Migration
<b>K</b>	
KMP	Key Management Personnel
<b>L</b>	
LGBTI	Lesbian, gay, bisexual, transgender or intersex

<b>M</b>	
MOU	Memorandum of understanding
MSIC	Maritime Security Identification Cards
<b>N</b>	
NAIDOC	National Aborigines and Islanders Day Observance Committee
NCM	National Coordination Mechanism
NCP	National Compliance Plan
<b>O</b>	
OAIC	Office of the Australian Information Commissioner
OMARA	Office of the Migration Agents Registration Authority
OSB	Operation Sovereign Borders
OSI	Office of the Special Investigator
<b>P</b>	
PAES	Portfolio Additional Estimates Statements
PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PJCIS	Parliamentary Joint Committee on Intelligence and Security
PNG	Papua New Guinea
PSM	Public Service Medal
<b>R</b>	
RMA	Registered Migration Agent
<b>S</b>	
SDP	Service Delivery Partner
SME	Small and Medium Enterprise
SES	Senior Executive Service
SETS	Settlement Engagement and Transition Support
SOCI Act	<i>Security of Critical Infrastructure Act 2019</i>
STS	Simplified Trade System
<b>T</b>	
TEO	Temporary Exclusion Order
TIS	Translating and Interpreting Service
TISN	Trusted Information Sharing Network
TMAC	Talent Management Advisory Committee
TMARC	Talent Management and Recognition Committee
TSOC	Transnational, serious and organised crime
TSS	Telecommunications Sector Security
TSSR	Telecommunications Sector Security Reforms

<b>U</b>	
UFIT	University Foreign Interference Taskforce
UNC	Unlawful Non-Citizen
UMA	Unauthorised Maritime Arrival
<b>V</b>	
VA	Virtual Assistant
VAC	Visa Application Charges
<b>W</b>	
WCO	World Customs Organization
WD	Workplace Determination
WHO	World Health Organization
WHS	Work health and safety

# GLOSSARY

Term	Definition
<b>A</b>	
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.
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>B</b>	
Border continuum	The Department's approach which views the Australian border as a continuum that includes its overseas, maritime, physical and domestic dimensions.
<b>C</b>	
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 is the Department's primary planning document. It sets out our purposes, priorities and performance measures over a four-year period, and supports the Department's annual business planning cycle, and informs individual performance agreements.
COVID-19	A disease caused by a new strain of coronavirus, formerly referred to as '2019 novel coronavirus'.
<b>F</b>	
Fraud and Corruption Control Plan	The Department's plan for managing fraud and corruption.
<b>G</b>	
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.

Term	Definition
<b>H</b>	
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.
<b>I</b>	
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.
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.
<b>L</b>	
Legacy caseload	Persons who arrived by unauthorised maritime methods between 2008 and 2014 to seek protection and were not taken to a Regional Processing Country, including children born to UMA parents.
<b>M</b>	
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.
<b>N</b>	
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.
<b>O</b>	
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.



Term	Definition
Operation Sovereign Borders	Operation Sovereign Borders is a military-led, whole-of-government border security operation to combat maritime people smuggling.
<b>P</b>	
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.
<b>R</b>	
Refugee	A person recognised as needing protection under the <i>1951 United Nations Convention Relating to the Status of Refugees</i> .
<b>S</b>	
SmartGate	The Department's Automated border processing system.
<b>T</b>	
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.

# PGPA RULE LIST OF REQUIREMENTS

PGPA Rule Reference	Part of Report	Description	Requirement
<b>17AD(g)</b>	<b>Letter of transmittal</b>		
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
<b>17AD(h)</b>	<b>Aids to access</b>		
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
<b>17AD(a)</b>	<b>Review by Accountable Authority</b>		
17AD(a)	Secretary's Review	A review by the Accountable Authority of the entity.	Mandatory
<b>17AD(b)</b>	<b>Overview of the entity</b>		
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
<b>17AD(c)</b>	<b>Report on the Performance of the entity</b>		
	<b><i>Annual Performance Statements</i></b>		
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
<b>17AD(c)(ii)</b>	<b><i>Report on Financial Performance</i></b>		
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
<b>17AD(d)</b>	<b>Management and Accountability</b>		
	<b><i>Corporate Governance</i></b>		
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
<b>Audit Committee</b>			
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
<b>External Scrutiny</b>			
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
<b>Management of Human Resources</b>			
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"> <li>• Statistics on staffing classification level;</li> <li>• Statistics on full-time employees;</li> <li>• Statistics on part-time employees;</li> <li>• Statistics on gender;</li> <li>• Statistics on staff location;</li> <li>• Statistics on employees who identify as Indigenous.</li> </ul>	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
<b>Assets Management</b>			
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
<b>Purchasing</b>			
17AG(6)	Purchasing and procurement	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory
<b>Reportable consultancy contracts</b>			
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
<b>Reportable non-consultancy contracts</b>			
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
<b>17AG(7)(c)</b>	<b>Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts</b>		
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
<b>Australian National Audit Office Access Clauses</b>			
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
<b>Exempt contracts</b>			
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
<b>Small business</b>			
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
<b>Financial Statements</b>			
17AD(e)	Part 4: Financial Statements	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
<b>Executive Remuneration</b>			
17AD(da)	Appendix D: Salary and classification rates	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(f)	<b>Other Mandatory Information</b>		
17AH(1)(a)(i)	Advertising and market research expenditure	If the entity conducted advertising campaigns, a statement that <i>"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."</i>	If applicable, mandatory
17AH(1)(a)(ii)	Advertising and market research expenditure	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, mandatory
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)	Activity 1.1 Summary of performance, Ecologically sustainable development and environmental performance, Appendix E, Appendix H, Appendix I, Appendix J, Appendix K, Appendix L, Appendix M	Information required by other legislation	Mandatory



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