



Australian Government
Department of Home Affairs

2024–25 Annual Report

*Building our nation,
securing our future*

2024–25

Annual Report

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LETTER OF TRANSMITTAL



Australian Government
Department of Home Affairs

The Hon Tony Burke MP
Minister for Home Affairs,
Minister for Immigration and Citizenship,
Minister for Cyber Security,
Minister for the Arts,
Leader of the House
Parliament House
Canberra ACT 2600

The Hon Dr Anne Aly MP
Minister for Small Business,
Minister for International Development,
Minister for Multicultural Affairs
Parliament House
Canberra ACT 2600

The Hon Kristy McBain MP
Minister for Regional Development,
Local Government and Territories,
Minister for Emergency Management
Parliament House
Canberra ACT 2600

Dear Ministers,

I am pleased to present the Department of Home Affairs (the department) Annual Report 2024–25 for the reporting period ending 30 June 2025, 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 an enterprise fraud and corruption risk assessment and a fraud and corruption control plan that complies with the requirements of section 10 of the Rule. The department has fraud prevention, detection, investigation, reporting and data collection procedures and processes in place that align with the requirements of the *Commonwealth Fraud and Corruption Control Framework 2024*.

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

Yours sincerely

A handwritten signature in dark ink that reads "Stephanie Foster".

Stephanie Foster PSM
Secretary
Department of Home Affairs
09 October 2025

CONTENTS

Letter of transmittal	iii
Reader's guide	x
Part 1: Overview	1
About the portfolio	2
Roles and functions of the portfolio	4
Organisational purpose	6
Accountable Authority	7
Roles and functions of the department	8
Legislation	9
Organisational structure and key executive	12
Review by the Accountable Authority	15
Part 2: Annual Performance Statement	19
Statement by the Accountable Authority	20
Outcome 1	28
Outcome 2	53
Outcome 3	94
Part 3: Report on Financial Performance	123
Report on financial performance	124
Part 4: Financial Statements	125
Independent Auditor's Report	126
Statement by the Secretary and Chief Finance Officer	130
Financial statements	131
Financial resource statement	197

Part 5: Management and Accountability	209
Corporate governance	210
Audit and Risk Committee	213
External scrutiny	216
Reports by external bodies	218
Freedom of Information	224
Management of human resources	227
Work Health and Safety	246
Procurement, assets and grants	249
Assets management	250
Ecologically sustainable development and environmental performance	259
Part 6: Appendices	261
Appendix A: Correction of 2023–24 Annual Report material errors	262
Appendix B: Commonwealth Climate Disclosure	263
Appendix C: Security of Critical Infrastructure Act 2018— 2024–25 Annual Report	272
Appendix D: Telecommunications Sector Security Reforms— 2024–25 Annual Report	280
Appendix E: Legal Services Expenditure	290
Appendix F: Reporting on the Bali Process Under Section 198ai of the Migration Act 1958	291
Appendix G: Administration of the Office of the Migration Agents Registration Authority	308
Appendix H: Screening Officer Requirement Exemptions	311
Appendix I: Annual Child Safety Statement 2024–25 (Commonwealth Child Safe Framework)	312
Appendix J: Cyber Incident Review Board Reporting	314
Part 7: Reference Material	315
Abbreviations and acronyms	316
Glossary	323
PGPA Rule List of Requirements	327
Index	335

Figures

Figure 1: Our outcomes	6
Figure 2: The department's organisational structure as at publication	12
Figure 3: The department at a glance, for the period from 1 July 2024 to 30 June 2025	14
Figure 4: Summary of ERP actions	271

Tables

Table 1: Ministerial acting arrangements	3
Table 2: Hypothetical example showing how performance measures are assessed	21
Table 3: Performance measure results	22
Table 4: Performance target results	22
Table 5: Departmental purposes and outcomes	23
Table 6: Performance measures for Outcome 1	28
Table 7: Performance measures for Outcome 2	53
Table 8: Delivery of Migration Strategy initiatives	55
Table 9: Migration program places delivered by stream	56
Table 10: Demand driven visa categories—median processing times	58
Table 11: Total visa finalisations by category	60
Table 12: Error rates for citizenship and visa decisions	62
Table 13: Investigations outcomes 2024–25	79
Table 14: Performance measures for Outcome 3	94
Table 15: Air cargo consignments	95
Table 16: Sea cargo consignments	95
Table 17: Air and sea cargo consignment volumes	96
Table 18: Average clearance time for air travellers	98
Table 19: Maritime passenger volumes	100
Table 20: Air cargo examined	101
Table 21: Sea cargo inspected	101
Table 22: Sea cargo examined	101
Table 23: Revenue leakage for CVAL, Duty and GST	103
Table 24: Customs enforcement results	105
Table 25: Immigration enforcement results	105
Table 26: TRS claims finalised	108
Table 27: Requests for advice from industry	110
Table 28: PGPA Rule Section 17AG (2A)(b)-(e) – Audit committee	207
Table 29: PGPA Rule Section 17AG (2A)(b)-(e) – Audit committee	213
Table 30: Reports from joint committees	221
Table 31: Reports from Senate committees	221
Table 32: Access and amendment requests received	225
Table 33: Access and amendment requests finalised	225

Table 34: FOI requests finalised in time	225
Table 35: FOI access decisions by type	225
Table 36: All ongoing employees (2024–25)	231
Table 37: All non-ongoing employees (2024–25)	232
Table 38: Australian Public Service Act ongoing employees (2024–25)	233
Table 39: Australian Public Sector classification and gender – non-ongoing employees (2024–25)	234
Table 40: Australian Public Service Act Employees by full time and part time status (2024–25)	235
Table 41: Australian Public Service Act employment type by location (2024–25)	236
Table 42: Australian Public Service Act Indigenous employment (2024–25)	236
Table 43: Australian Public Service Act employment arrangements (2024–25)	237
Table 44: Australian Public Service Act Employment salary ranges by classification level (Minimum/Maximum) (2024–25)	238
Table 45: Information about remuneration for key management personnel	241
Table 46: Information about remuneration for senior executive	243
Table 47: Information about remuneration for other highly paid staff	245
Table 48: 3 year summary of mechanism of injury accepted claims	247
Table 49: 3 year summary of incidents notified to Comcare	248
Table 50: PGPA Rule Section 17AG(7)(a)(i)-(iv) – Reportable Consultancy Contracts Expenditure on Reportable Consultancy Contracts (2024–25)	253
Table 51: Organisations Receiving a Share of Reportable Consultancy Contract Expenditure (2024–25)	253
Table 52: PGPA Rule Section 17AG(7A)(a)(i)-(iv) – Reportable Non-Consultancy Contracts Expenditure on Reportable Non-Consultancy Contracts (2024–25)	254
Table 53: Organisations receiving a share of Reportable Non-Consultancy Contract Expenditure (2024–25)	254
Table 54: Campaign Advertising, Strategic Communications, Media advertising and Market research in 2024–25	256
Table 55: Material Errors	262
Table 56: Climate driven risks and opportunities	264
Table 57: 2024–25 Greenhouse gas emissions inventory, location-based	268
Table 58: 2024–25 Electricity greenhouse gas emissions	268
Table 59: APS Net Zero 2030 target emission sources	271
Table 60: Total number of notifications made to the department in the 2024–25 financial year	277

Table 61: Breakdown of new notifications made to the department in the 2024–25 financial year	277
Table 62: Breakdown of the notifications of change made to the department in the 2024–25 financial year	278
Table 63: Cyber security incidents notified in the 2024–25 financial year	279
Table 64: Application of incident response planning and cyber security exercise ECSOs	279
Table 65: Breakdown of notices given by the CAC/CSC under subsections 314B(3) and (5)	287
Table 66: Legal services expenditure for 2024–25	290
Table 67: Activities conducted under the Bali Process between 1 July 2024 and 30 June 2025	292
Table 68: Activities that fall under the RCF	296
Table 69: Experience of registered migration agents, at 30 June 2025	309
Table 70: Complaint outcomes for the period 1 July 2024 to 30 June 2025	310

READER'S GUIDE

This is the 2024–25 Annual Report (the Report) from the Secretary of the Department of Home Affairs (the department) to the Minister for Home Affairs, the Minister for Immigration and Citizenship, the Minister for Cyber Security, the Minister for Multicultural Affairs, and the Minister for Emergency Management for the financial year ending 30 June 2025.

The report also includes the Secretary's fraud certification as the department's Accountable Authority.

The report has been prepared in accordance with the Department of Finance's Annual Report for non-corporate *Commonwealth entities: Resource Management Guide No. 135*, issued on 27 May 2025.

Report structure

Part 1: Overview

Part 1 contains a review of the financial year by the Secretary.

Part 2: Annual Performance Statement

Part 2 summarises the department's performance as set out in the department's *2024–25 Corporate Plan* and *2024–25 Portfolio Budget Statements*. It also acquits performance against the *2024–25 Portfolio Additional Estimates Statements*.

Part 3: Report on Financial Performance

Part 3 contains discussion and analysis of the department's financial performance over 2024–25.

Part 4: Financial Statements

Part 4 contains the audited financial statements and a report by the Auditor-General.

Part 5: Management and Accountability

Part 5 provides details on the department's governance framework, fraud and risk management arrangements, human resources, procurement initiatives and purchasing practices of the department. Part 5 also includes other relevant information as required by the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule) and *Annual Reports for non-corporate Commonwealth entities: Resource Management Guide 135*.

Part 6: Appendices

Part 6 provides supplementary information, including material errors from the department's *2023–24 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 list of abbreviations, glossary of key terms, alphabetical index and the compliance index, which includes the list of requirements under the PGPA Rule.

PART 1: OVERVIEW

ABOUT THE PORTFOLIO	2
ROLES AND FUNCTIONS OF THE PORTFOLIO	4
ORGANISATIONAL PURPOSE	6
ACCOUNTABLE AUTHORITY	7
ROLES AND FUNCTIONS OF THE DEPARTMENT	8
LEGISLATION	9
ORGANISATIONAL STRUCTURE AND KEY EXECUTIVE	12
REVIEW BY THE ACCOUNTABLE AUTHORITY	15

ABOUT THE PORTFOLIO

Portfolio ministry

As at 30 June 2025:

- the Hon Tony Burke MP was Minister for Home Affairs, Minister for Immigration and Citizenship, Minister for Cyber Security, Minister for the Arts, and Leader of the House
- the Hon Dr Anne Aly MP was Minister for Small Business, Minister for International Development, and Minister for Multicultural Affairs
- the Hon Kristy McBain MP was Minister for Regional Development, Local Government and Territories, and Minister for Emergency Management
- the Hon Matt Thistlethwaite MP was Assistant Minister for Immigration, and Assistant Minister for Foreign Affairs and Trade
- the Hon Josh Wilson MP was Assistant Minister for Climate Change and Energy, and Assistant Minister for Emergency Management
- the Hon Julian Hill MP was Assistant Minister for Citizenship, Customs and Multicultural Affairs, and Assistant Minister for International Education.

Changes in ministerial responsibilities during the reporting period

- From 1 July to 29 July 2024, the Hon Clare O'Neil MP held the position of Minister for Home Affairs
- from 1 July to 29 July 2024, the Hon Clare O'Neil MP held the position of Minister for Cyber Security
- from 1 July to 29 July 2024, the Hon Andrew Giles MP held the position of Minister for Immigration, Citizenship and Multicultural Affairs
- from 1 July to 29 July 2024, Senator the Hon Murray Watt held the position of Minister for Emergency Management
- on 29 July 2024, the Hon Tony Burke MP was sworn in as the Minister for Home Affairs and Minister for Cyber Security
- from 29 July 2024 to 13 May 2025, the Hon Tony Burke MP held the position of Minister for Immigration and Multicultural Affairs.

On 13 May 2025:

- the Hon Tony Burke MP was sworn in as Minister for Immigration and Citizenship
- the Hon Dr Anne Aly MP was sworn in as Minister for Multicultural Affairs
- the Hon Kristy McBain MP was sworn in as Minister for Emergency Management (previously Senator the Hon Jenny McAllister)
- the Hon Josh Wilson MP was sworn in as Assistant Minister for Emergency Management
- the Hon Julian Hill MP, was sworn in as Assistant Minister for Citizenship, Customs and Multicultural Affairs.

Acting arrangements for each minister during 1 July 2024 to 30 June 2025 are outlined in Table 1.

Table 1: Ministerial acting arrangements

Minister	Start Date	End Date	Acting Minister
the Hon Claire O'Neil MP	6 July 2024	14 July 2024	Senator the Hon Murray Watt
the Hon Tony Burke MP	29 July 2024	31 July 2024	the Hon Richard Marles MP
Senator the Hon Jenny McAllister	28 September 2024	7 October 2024	the Hon Kristy McBain MP
the Hon Tony Burke MP	30 October 2024	2 November 2024	Senator the Hon Murray Watt
the Hon Tony Burke MP	2 December 2024	4 December 2024	Senator the Hon Murray Watt
the Hon Tony Burke MP	16 December 2024	22 December 2024	Senator the Hon Murray Watt (16 to 20 December) the Hon Mark Butler MP (21 to 22 December)
Senator the Hon Jenny McAllister	16 December 2024	22 December 2024	the Hon Catherine King MP
the Hon Tony Burke MP	6 January 2025	13 January 2025	Senator the Hon Murray Watt
the Hon Tony Burke MP	27 January 2025	28 January 2025	the Hon Richard Marles MP
the Hon Tony Burke MP	30 January 2025	1 February 2025	the Hon Richard Marles MP
the Hon Tony Burke MP	14 May 2025	16 May 2025	the Hon Mark Butler MP
the Hon Dr Anne Aly MP	28 June 2025	4 July 2025	Senator the Hon Katy Gallagher (Minister for Small Business) the Hon Tony Burke MP (Minister for Multilateral Affairs) Senator the Hon Tim Ayres (Minister for International Development)

ROLES AND FUNCTIONS OF THE PORTFOLIO

As at 30 June 2025, the Home Affairs Portfolio comprised of 7 entities:

- Department of Home Affairs
- Australian Federal Police
- Australian Security Intelligence Organisation
- Australian Transaction Reports and Analysis Centre
- Australian Criminal Intelligence Commission
- Australian Institute of Criminology
- National Emergency Management Agency.

The Portfolio's primary role is to make the nation more resilient for the future, safeguarding Australia's domestic interests from crises and threats to national security and border integrity—before, during and after emergencies and crises—while supporting a prosperous and united Australia through management of our migration and citizenship programs. The Portfolio seeks to ensure every member of our community—wherever they live—can go about their lives knowing they are safe and able to participate equally in contributing to our society.

The Portfolio supports a prosperous, secure and united Australia through the management of a range of functions including responsibility for Australia's migration program, cyber security policy, protection of critical infrastructure, countering terrorism and countering foreign interference. In addition, the Portfolio is responsible for emergency management disaster preparedness and response and recovery, strengthening multiculturalism and democratic resilience, and facilitating legitimate trade and travel while maintaining the integrity of the Australian border.

The Portfolio remains central to Australia's economic prosperity, security and unity. The Portfolio will continue to support Australia's regions and drive economic growth by facilitating the flow of travellers through the international border and promoting Australia as a competitive destination for migrants, tourists and students. Working with domestic and international partners, the Portfolio protects Australia from diverse and evolving risks from within and outside our border. The Portfolio has a broad policy, regulatory and operational remit to enable coordinated national efforts to mitigate risks to the community, democratic institutions, businesses and critical infrastructure.

The Portfolio is also responsible for detecting, deterring and responding to Australia's 8 civil maritime threats and the management of the *Customs Act 1901*, other than Part XVB and Part XVC.

Following the commencement of a new Administrative Arrangements Order on 13 May 2025, the Australian Federal Police, the Australian Security Intelligence Organisation, the Australian Transaction Reports and Analysis Centre, the Australian Criminal Intelligence Commission and the Australian Institute of Criminology and associated teams and functions transferred to the Home Affairs Portfolio from the Attorney-General's Portfolio.

In addition, functions and activities related to law enforcement policy and operations have transferred to the department from the Attorney-General's Department (AGD). This includes the following targets set in the *Attorney-General's Department Corporate Plan 2024–25*:¹

- Measure 2.1: International crime cooperation, federal offender, international family law and private international law casework (page 29 of the *Attorney-General's Department Corporate Plan 2024–25*):
 - Target 2.1.1: Average performance rating from stakeholders of 78 index points or above out of 100 for effectiveness, timeliness and responsiveness.
 - Target 2.1.2: A minimum of casework matters finalised, particularly including a minimum of 5 high risk terrorist offenders.
- Measure 3.1: Administration of legal and policy frameworks for which the department is responsible (page 31 of the *Attorney-General's Department Corporate Plan 2024–25*):
 - Target 3.1.1: Average performance rating from stakeholders of 78 index points or above out of 100 for effectiveness, timeliness and responsiveness.
 - Target 3.1.2: 100% of assessed policy advice to the Minister is rated as effective.

For information related to these targets, please refer to the *Attorney-General's Department Annual Report 2024–25*.²

1. www.ag.gov.au/sites/default/files/2024-08/attorney-generals-department_corporate-plan-2024-25.pdf
2. www.ag.gov.au/about-us/accountability-and-reporting/annual-reports

ORGANISATIONAL PURPOSE

Our purpose

Helping build a prosperous, secure and united Australia.

Our vision

Building our nation, securing our future.

Our 2024–25 purpose and portfolio budget statement outcomes

Figure 1: Our outcomes

1

OUTCOME 1:

Deliver national coordination regulation and policy that safeguard Australia’s domestic interests from national security threats, including cyber threats.

2

OUTCOME 2:

Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.

3

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.

ACCOUNTABLE AUTHORITY

The Secretary of the department, Stephanie Foster PSM, is the Accountable Authority for the department inclusive of the Australian Border Force (ABF) under the *Public Governance, Performance and Accountability Act 2013*; she occupied the role for the full 2024–25 reporting year.

ROLES AND FUNCTIONS OF THE DEPARTMENT

The department is responsible for centrally coordinated strategy and policy leadership in relation to domestic and national security arrangements, law enforcement, emergency management, counter-terrorism, social cohesion, the protection of our sovereignty, the integrity of our border and the resilience of our national infrastructure.

The Australian Border Force (ABF) within the Department of Home Affairs, is Australia's frontline border law enforcement agency and Australia's customs service. The ABF delivers critical border protection while facilitating the movement of people and goods across the border.

LEGISLATION

In accordance with the Administrative Arrangements Orders, the department is responsible for the following Acts, which form the legislative framework for our 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* with the exception of section 27
- *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*, with the exception of section 34JE
- *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, IAAC, IAB, IAC, IACA, IC, ID, IE, IIA, IV and VIIA
- *Criminology Research Act 1971*
- *Customs Act 1901* —with the exception of Part XVB and Part XVC
- *Customs Licensing Charges Act 1997*
- *Customs Securities (Penalties) Act 1981*
- *Customs Tariff Act 1995*
- *Customs Undertakings (Penalties) Act 1981*
- *Cyber Security Act 2024*
- *Home Affairs Act 2023*
- *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
- *Maritime Powers Act 2013*
- *Maritime Transport and Offshore Facilities Security Act 2003*
- *Migration Act 1958*
- *Migration Agents Registration Application Charge Act 1997*
- *Migration (Skilling Australians Fund) Charges Act 2018*
- *Migration (Sponsorship Fees) Act 2007*
- *Migration (Visa Application) Charge Act 1997*
- *Migration (Visa Pre-application Process) Charge Act 2023*
- *National Crime Authority (Status and Rights of Former Chairman) Act 1984*
- *National Emergency Declaration Act 2020*
- *National Emergency Declaration (Consequential Amendments) Act 2020*
- *Passenger Movement Charge Act 1978*
- *Passenger Movement Charge Collection Act 1978*
- *Proceeds of Crime Act 1987*
- *Proceeds of Crime Act 2002*
- *Proceeds of Crime (Consequential Amendments and Transitional Provisions) Act 2002*
- *Public Health (Tobacco and Other Products) Act 2023, Chapter 6A*
- *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, the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance
- *Social Security (Administration) Act 1999* — insofar as it relates to the Australian Victim of Terrorism Overseas Payment, the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance
- *Surveillance Devices Act 2004*
- *Surveillance Legislation (Confirmation of Application) Act 2024*
- *Telecommunications (Interception and Access) Act 1979*
- *Witness Protection Act 1994*

2024–25 legislative and regulatory reform

During 2024–25, 12 Portfolio Bills were introduced to the Australian Parliament. During the same period, 15 Portfolio Bills were passed and became Acts upon receiving Royal Assent.

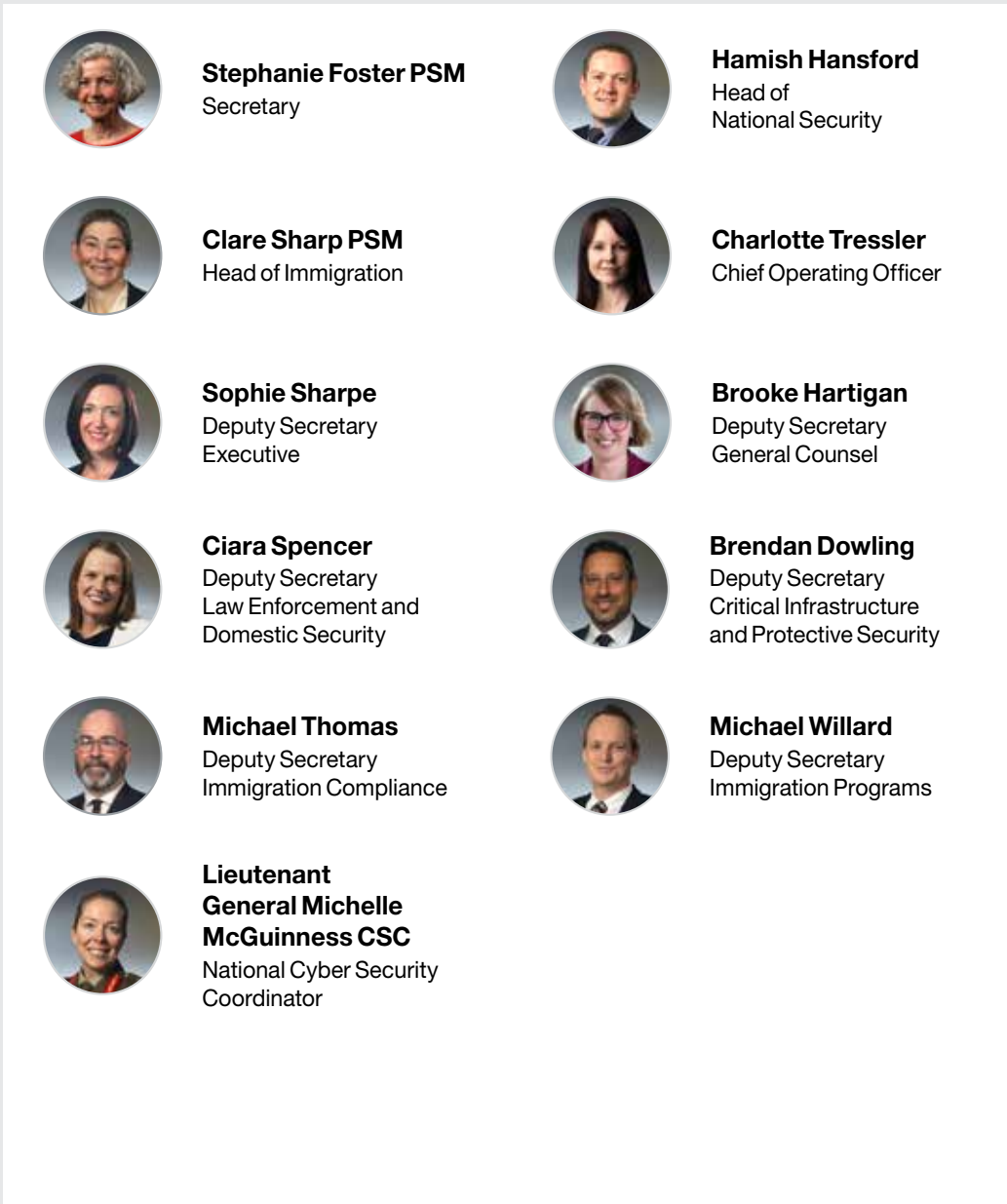
A total of 37 Portfolio Regulations were made and registered in 2024–25, along with 76 other principal or amending legislative instruments.

Copies of Amendment Acts, Regulations and other legislative instruments are available on the Federal Register of Legislation,³ administered by the Office of Parliamentary Counsel.

3. www.legislation.gov.au

ORGANISATIONAL STRUCTURE AND KEY EXECUTIVE

Figure 2: The department's organisational structure as at publication





Gavan Reynolds AO
ABF Commissioner



Tim Fitzgerald
Deputy Commissioner
National Operations



Vanessa Holben PSM
Deputy Commissioner
Regional Operations



Jarrod Howard
Deputy Commissioner
Strategy and Capability

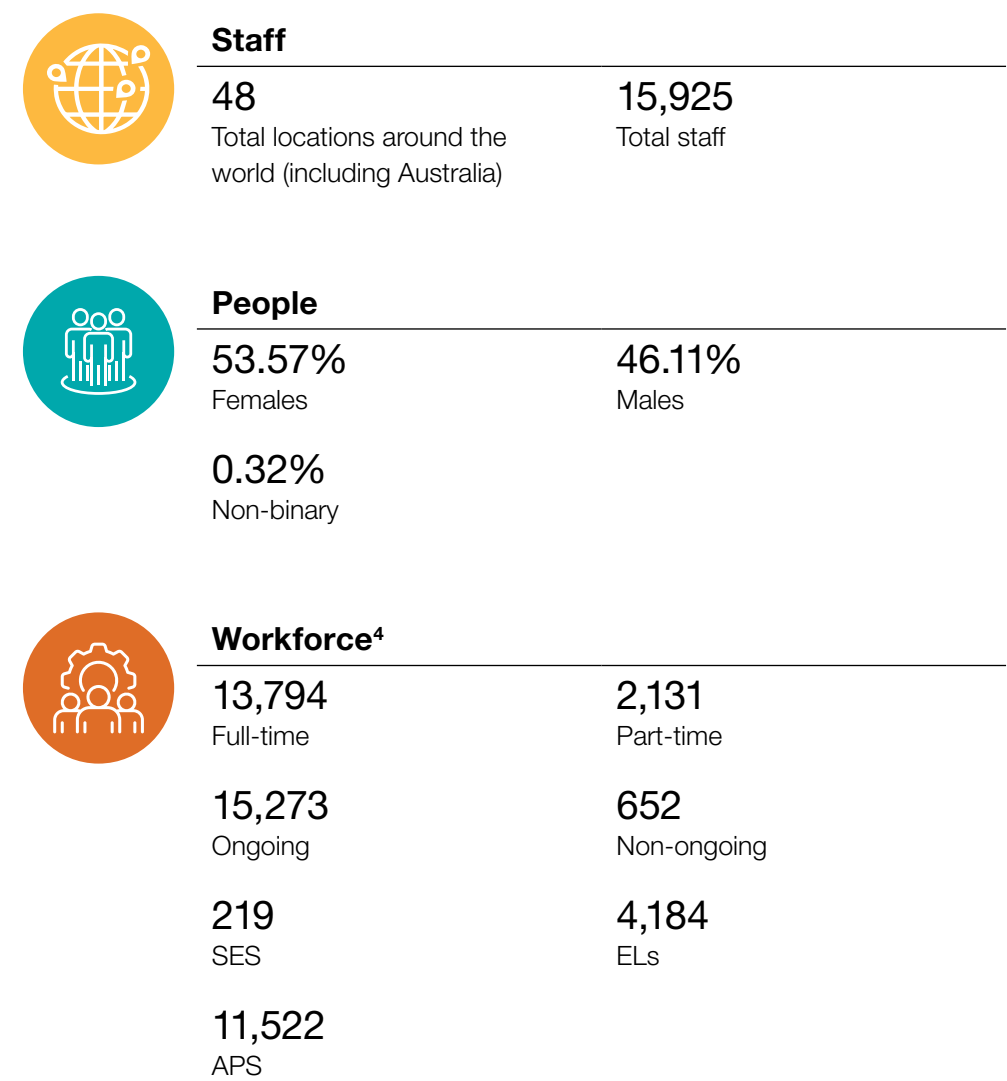
Changes to the Executive Team

The following changes in the department's leadership occurred during 2024–25:

- Kaylene Dale's tenure as Deputy Commissioner of Strategy & Capability ended on 30 September 2024
- Michael Outram APM completed his appointment as Commissioner of the Australian Border Force (ABF) on 9 November 2024
- Gavan Reynolds AO was sworn in as the Commissioner of the ABF on 10 November 2024
- Clare Sharp was promoted to Deputy Secretary as General Counsel on 16 December 2024
- Dr Emma Cassar, Associate Secretary Immigration concluded her role with the department on 7 March 2025
- Jarrod Howard commenced as Deputy Commissioner Strategy & Capability on 28 April 2025.

Department at a glance

Figure 3: The department at a glance, for the period from 1 July 2024 to 30 June 2025



4. These figures are headcount and reflect higher duties arrangements.

REVIEW BY THE ACCOUNTABLE AUTHORITY

Throughout 2024–25, the Department of Home Affairs (department) has delivered consistently, having ‘met;’ or ‘substantially met 62.07% of the performance measures contained within the *Department of Home Affairs 2024–25 Corporate Plan*. This was not without its challenges, and as we look to the year ahead it is clear, there are areas where we can improve.

Similarly, the department delivered strong financial performance—spending its allocated budget in full with a small net operating deficit of \$16.4 million.

The ongoing delivery of Horizon One activities under *Australia’s Cyber Security Strategy 2023–2030*, and the passage of the *Cyber Security Act 2024*, have provided government and industry with a stronger and clearer framework for shared protection. This legislative reform introduced measures including mandatory minimum cyber security standards for smart devices and ransomware reporting obligations.

During 2024–25, we also continued to work on the protection of Australian Government security settings through reforms in the Protective Security Policy Framework as well as uplift of critical infrastructure security settings. This included working with more than 220 Systems of National Significance on incident response and exercises.

In transport security we continued to deliver our regulatory activities, including action undertaken following the Avalon Airport incident on March 6 2025. In the aftermath of this incident the department initiated risk assessments and directive action – these measures amongst others continue to make Australia’s aviation system safer.

The department remains committed to raising awareness of foreign interference risks. The Department released *Countering Foreign Interference in Australia: Working together towards a more secure Australia*, and is working closely with high-risk sectors, governments and community to support Australia in managing threats that target our sovereignty, democratic processes, and national security.

Recognising that early intervention and prevention is a key mitigator to terrorism and violent extremism, the department released the *A Safer Australia: Australia's Counter-terrorism and Violent Extremism Strategy*. The department also delivered training to 547 participants under the Australia–New Zealand Counter-Terrorism Committee training program and developed and implemented the *National Support and Intervention* and *Step Together* Programs.

Throughout 2024–25 the department continued implementation of the *Migration Strategy: Getting migration working for the nation*—this included the successful implementation of more than 75% of departmental led initiatives under the strategy. We also successfully delivered the migration program of 185,000 places in line with government priorities and continued to deliver the humanitarian program of 20,000 places.

We supported 9,838 humanitarian entrants in completing the Humanitarian Settlement Program, and 28,476 Settlement Engagement and Transition Support (SETS) clients to achieve progress towards their individual goals.

The department finalised 179,816 citizenship by conferral applications over the course of 2024–25 and reduced the on-hand complex caseload (those on hand for two or more years) by 1,383.

In 2024–25, the department also established the Office of Community Cohesion and the Office of Multicultural Affairs to support efforts to strengthen cohesiveness of our society.

The passage of both the *Migration Amendment (Removal and Other Measures) Act 2024* and the *Migration Amendment Act 2024*, has strengthened the integrity of the migration system.

During 2024–25, we have kept clearance times (traveller and cargo) largely in line with historical averages and continued our focus on maintaining the integrity of our border. Our deterrence, compliance and enforcement activities continue to have an impact with an average of over 20% of all inspections leading to an enforcement result during 2024–25.

Operation Sovereign Borders has continued to deter dangerous and unlawful journeys to Australia, reinforcing the message that no-one arriving by boat will settle in our community. Coupled with our ongoing focus on maritime surveillance and civil maritime capabilities, we have continued to protect our maritime resources, and our borders from threats.

The department continues to actively manage the cohort affected by the NZYQ High Court decision. Throughout 2024–25, we continued to manage and monitor community safety risks presented by more than 300 individuals with varying degrees of criminal history.

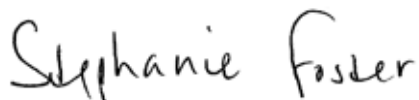
We continue to manage the challenges of our immigration detention network, noting the risks presented by the high percentage of detainees with a significant criminal history and its transitory population.

Throughout 2024–25 we have invested in our people and focussed on further developing our capability, leadership and performance.

Our 2025 census results reflected the investment we have made in our people, systems and processes—with improvement across all major areas highlighting that we are, as an organisation, on the right trajectory.

I am proud of the commitment and work of our staff and what we have been able to achieve this year.

With the foundations now laid, including a new leadership structure and the ongoing dedication of our workforce, I am confident we can continue to build our nation and secure our future.

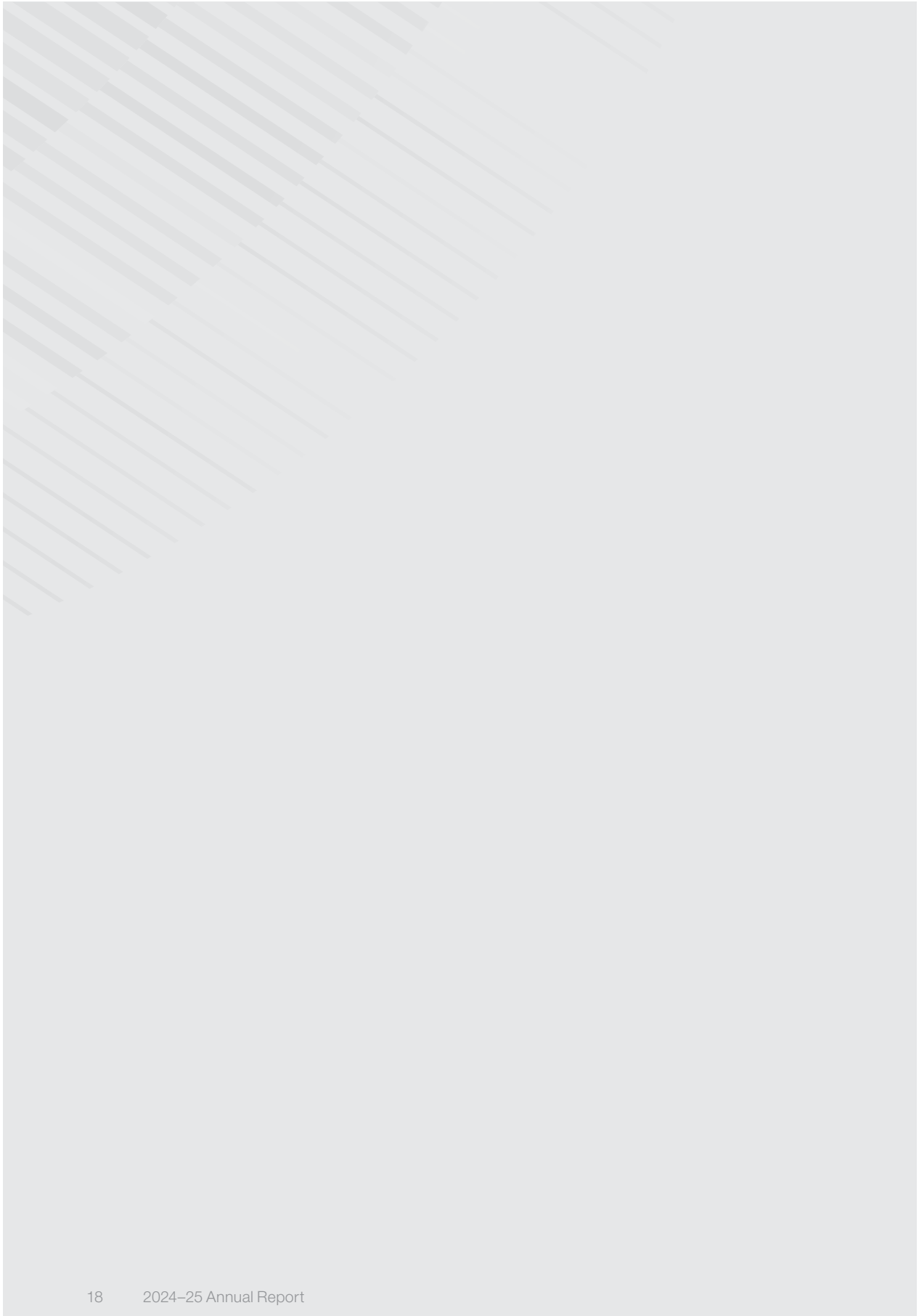
A handwritten signature in black ink that reads "Stephanie Foster". The script is cursive and fluid, with the first name and last name clearly distinguishable.

Stephanie Foster PSM

Secretary

Department of Home Affairs

09 October 2025



PART 2: ANNUAL PERFORMANCE STATEMENT

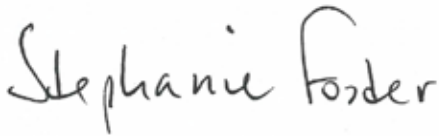
STATEMENT BY THE ACCOUNTABLE AUTHORITY	20
OUTCOME 1	28
OUTCOME 2	53
OUTCOME 3	94

STATEMENT BY THE ACCOUNTABLE AUTHORITY

I, Stephanie Foster PSM, as the Accountable Authority of the Department of Home Affairs (the department), present the Annual Performance Statements of the department for 1 July 2024 to 30 June 2025 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 comply with section 37 and subsection 39(2) of the *PGPA Act*, with the exception of limitations outlined in Appendix A of the Annual Performance Statement.

The department remains committed to continuously improving its performance reporting processes.

A handwritten signature in black ink that reads "Stephanie Foster". The signature is written in a cursive, flowing style.

Stephanie Foster PSM

Accountable Authority

Department of Home Affairs

09 October 2025

2024–25 Annual Performance Statement

Content warning: The following information contains references to sensitive issues including sexual assault, injury and violence, which may be distressing for some readers. These references are included to provide an accurate account of the department’s activities and performance in 2024–25.

Performance ratings

The department has assessed performance against 3 categories; ‘met’, ‘substantially met’ and ‘not met’. Measures and targets have been assessed as ‘met’ where reported performance is 97.5% or higher, as ‘substantially met’ if performance fell within 92.5% to lower than 97.5% of the published target, and ‘not met’ if performance reported a result lower than 92.5% of the published target. The following performance results are measured using absolute calculations.⁵

Table 2: Hypothetical example showing how performance measures are assessed

TARGET ASSESSMENT					MEASURE ASSESSMENT			
Target number	Target benchmark	Target result	Target performance (result against benchmark)	Target performance rating	Target contribution to measure (weighting)	Target variance (between target benchmark and result)	Measure result	Measure performance rating
1	80%	75%	93.75%	Substantially met	25%	–5%		
2	100%	100%	100%	Met	25%	0%		
3	95%	91%	95.79%	Substantially met	25%	–4%		
4	90%	90%	100%	Met	25%	0%		
Measure 1.1 overall					100%	-2.25%	97.75	Met

5. Targets that were ‘unable to be determined’ and variances that ‘exceed’ a performance result were not factored into the assessment of a performance measure.

Machinery-of-government changes

Following the commencement of a new Administrative Arrangements Order on 13 May 2025, functions and activities related to law enforcement policy and operations transferred from the Attorney-General's Department to the Department of Home Affairs. Performance information about those functions are not included in the 2024–25 Annual Performance Statement as they are reported on in the *Attorney-General's Department Annual Report 2024–25*.⁶

Table 3: Performance measure results

	Total	Cross activity	Outcome 1	Outcome 2	Outcome 3
Met	14	0	4	4	6
Substantially Met	4	0	2	2	0
Not Met	11	1	2	5	3

During 2024–25, each performance measure was determined by calculating the average of the performance against each performance target. Equal weightings were applied to each target within a measure.

Table 4: Performance target results

	Total	Cross activity	Outcome 1	Outcome 2	Outcome 3
Met	52	0	17	20	15
Substantially met	5	0	1	2	2
Not met	18	1	3	10	4
Unable to be determined	7	0	3	2	2

6. www.ag.gov.au/about-us/accountability-and-reporting/annual-reports

Table 5: Departmental purposes and outcomes

Outcome 1: Deliver national coordination, regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats							
Key Activity	Transport Security (PBS Program 1.1)	Critical infrastructure security and security of telecommunications policy and regulation (PBS Program 1.2)	Cyber security strategy, regulation and policy (PBS Program 1.3)	Cyber security engagement and coordination (PBS Program 1.3)	Counter-terrorism (PBS Program 1.4)	Counter violent extremism (PBS Program 1.1, 1.4)	Counter foreign interference (PBS Program 1.1)
Performance Measure	Capability building, engagement and regulatory activities support regulated entities to understand and comply with transport security obligations.	Industry engagement, background checking and regulatory activities support the protection of critical infrastructure and systems of national significance.	Progress in delivering the Cyber Security Strategy 2023–2030 contributes to Australia's cyber security resilience.	Administration of the Protective Security Policy Framework supports Government cyber security resilience. National engagement and the delivery of exercises supports cyber security incident preparedness and response.	Counter terrorism capability programs and national coordination contributes to the management of terrorist threats.	Counter violent extremism through the delivery of training, capability and awareness programs.	Counter foreign interference threats through capability and awareness activities and targeted initiatives.

Outcome 2: Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.

Key Activity	Migration strategy and reform (PBS Program 2.1, 2.2, 2.5)	Migration and citizenship delivery (PBS Program 2.1, 2.2, 2.5)	Humanitarian Program (PBS Program 2.3)	Settlement services (PBS Program 2.3, 2.4)	Multicultural affairs engagement and grant delivery (PBS Program 2.5)	Social cohesion and democratic resilience coordination (PBS Program 2.1, 2.5)	Visa and migration system integrity (PBS Program 2.1, 2.2)	Visa cancellation and refusals (PBS Program 2.1, 2.2)	Immigration compliance operations (PBS Program 2.1, 2.2, 2.3)	Third-country resettlement (PBS Program 2.4)
Performance Measure	Implementation of migration reforms under the Migration Strategy: Getting migration working for the nation contributes to productivity, addressing skills shortages and supports more sustainable planning.	Delivery of the Migration Citizenship Programs contributes to economic prosperity and aligns to national interests.	Delivery of Australia's Humanitarian Program reflects government priorities and Australia's international protection obligations.	The management and delivery of settlement and translating and interpreting services support refugees and vulnerable migrants in contributing to and participating in the Australian community.	Community engagement and multicultural grants support government in responding to community needs.	Coordination, research and engagement contributes to a cohesive Australia and supports democratic resilience.	Regulation of Registered Migration Agents and implementation of migrant worker exploitation reforms supports the integrity of the visa and migration system.	Character cancellations finalisations and Bridging Visa E application processing contributes to community safety and support those to stay lawfully in Australia.	Immigration compliance advice, referrals and coordination contributes to community safety.	Ongoing engagement with third countries supports the settlement of transitory persons outside of Australia.

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.

Key Activity	Border services (PBS Program 3.1, 3.2)	Customs compliance and enforcement (PBS Program 3.2, 3.3)	Border modernisation and regulatory advice (PBS Program 3.2)	Civil maritime security capability (PBS Program 3.4)	Support for Joint Agency Taskforce Operation Sovereign Borders (PBS Program 3.4)	Regional processing (PBS Program 3.4)	Onshore detention (PBS Program 3.5)
Performance Measure	Delivery of facilitation and regulatory activities supports the movement of legitimate trade. Delivery of facilitation and technology enhancements supports improved movement of people across Australia's physical border.	Examinations, enforcement and compliance activities prevents prohibited goods crossing Australia's border and contributes to revenue protection. Effective traveller intervention and enforcement activities supports the interdiction of travellers who pose a risk to the Australian community.	Delivery of program and reform activities supports trade and travel modernisation. Delivery of trade services, including advice to industry contributes to the trade and traveller experience.	Maintain and sustain surveillance and response capability to counter civil maritime threats.	Deterrence messaging, engagement and operational activity contributes to the OSB mission.	International capability and engagement activities and contract management supports offshore regional processing.	Effectively maintain a safe, secure and sustainable immigration detention network.

Regional cooperation (PBS Program 1.5)

Measure: Cross activity

NOT MET
72.94%

TARGET 1

Amended from 2024–25 Corporate Plan⁷

80% of policy advice provided to government was assessed by stakeholders as being of high quality.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, there was a total of 17 policy advice submissions provided to a panel of independent stakeholders. Of the total, 9 (52.94%) were rated as being of high quality with 8 (47.06%) rated as not high quality.	The target was not met, as 52.94% of surveyed policy advice to the Minister's Office was assessed as high quality. This missed the 80% benchmark by 27.06 percentage points.

Supporting performance information

The department is responsible for the leadership and central coordination of policy in relation to the following functions:

- national security and resilience
- migration and citizenship
- multicultural affairs
- border management and security.

The effective coordination of policy and programs, including the provision of high quality policy advice and the decision-making it facilitates, is key to achieving the department's purpose of building a prosperous, secure and united Australia.

The policy advice reviewed as part of this target was determined through an assessment of the department's material functions. For the purposes of this target, a random selection of policy advice submissions was captured to eliminate bias in reporting activities, and as a result only represents a portion of the policy advice provided to the Minister's Office throughout the financial year.⁸

Stakeholders assessed policy advice in relation to the following functions:

- technology security
- migration
- protection visas
- humanitarian visas
- language services
- settlement
- citizenship
- whole-of-government negotiations of Free Trade Agreements
- customs duties;
- obligations under the *Customs Act 1901* (Customs Act).

7. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as '80% of stakeholders who assessed policy advice provided to government were satisfied the advice was of high quality.'

8. In some instances, policy functions that were assessed as material were not represented within the sample as there was not advice progressed to the Minister's Office during the 2024–25 financial year.

The independent panel of stakeholders was selected on the basis of their policy expertise and comprised of APS officials selected from a central agency. The performance results for this target are reflective of views of the individual stakeholders that comprised the panel, and are not reflective of the opinions of the central department, of which the panel were employed.

To determine the overall quality of the department's policy advice, the panel reviewed the submissions to assess whether the advice to the Minister's Office was informed, influential and impactful. A positive score against all 3 domains reflected the policy advice as being of high quality. Stakeholders were asked to provide a response between 1 and 4 for 9 survey questions representing various elements of quality policy advice, organised under the 3 quality domains of informed, influential and impactful. Responses of 3 and above were considered as positive scores. For a submission to be assessed as high quality, it had to receive overall positive scores for all 3 quality criteria.

Across the 17 policy advice submissions, 'impactful' was the weakest domain, receiving an average overall score of 2.82 out of 4, whereas, 'informed' was the strongest domain with an average score of 3.34 out of 4.

The panel's independent assessment and supporting qualitative feedback will be used to support future uplift of policy capabilities across the department.

OUTCOME 1

Deliver national coordination regulation and policy that safeguard Australia’s domestic interests from national security threats, including cyber threats.

Table 6: Performance measures for Outcome 1

Activity	Performance measures
Transport security	Capability building, engagement and regulatory activities support regulated entities to understand and comply with transport security obligations— Met
Critical infrastructure security and security of telecommunications policy and regulation	Industry engagement, background checking and regulatory activities support the protection of critical infrastructure and systems of national significance— Met
Cyber security strategy, regulation and policy	Progress in delivering the Cyber Security Strategy 2023–2030 contributes to Australia’s cyber security resilience— Met
Cyber security engagement and coordination	Administration of the Protective Security Policy Framework supports Government cyber security resilience— Not met
	National engagement and the delivery of exercises supports cyber security incident preparedness and response— Substantially met
Counter-terrorism	Counter terrorism capability programs and national coordination contributes to the management of terrorist threats— Met
Counter violent extremism	Counter violent extremism through the delivery of training, capability and awareness programs— Substantially met
Counter foreign interference	Counter foreign interference threats through capability and awareness activities and targeted initiatives— Not met

OUTCOME 1

Deliver national coordination regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats.

Priority: Critical infrastructure protection

Key activity: Transport Security

Measure: Capability building, engagement and regulatory activities support regulated entities to understand and comply with transport security obligations.

MET
99.54%

TARGET 2

75% of surveyed representatives of transport security stakeholder forums agree that the forum provides useful and relevant information to assist participants to understand transport security policy, and to better meet their obligations under transport security legislative frameworks.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 15 representatives of transport security stakeholder forums surveyed, with 13 of these responding to the survey (86.67%).</p> <p>12 of the 13 respondents provided a positive response and either strongly agreed or somewhat agreed.</p> <p>The remaining respondent provided a response of somewhat disagree.</p>	<p>The target was met, as 92.31% of responses indicated that the forum provides useful and relevant information to assist participants to understand transport security policy, and to better meet their obligations under transport security legislative frameworks.</p> <p>This exceeded the target of 75% by 17.31 percentage points.</p>

Supporting performance information

Transport security stakeholder forums are the primary industry engagement mechanism the department uses to support industry to understand transport security policy, and to better meet their obligations under transport security legislative frameworks. These transport security stakeholder forums have been running for more than 10 years and are well attended by industry members regulated under transport security legislative frameworks.

The survey issued to the representatives of the transport security stakeholder forums, has been designed in 2024–25 to better understand the usefulness of the forum for these stakeholders.

Transport security stakeholder forums meetings and activities undertaken throughout 2024–25 included:

- Strategic Aviation Security Meeting (SASM) which gathered senior representatives from the designated airports and major Australian carriers to discuss strategic topics on the future of aviation security and impacts of aviation reform
- Aviation Security Advisory Forum (ASAF) which gathered representatives from the designated airports and major Australian carriers to provide government updates and discussion of current and near-term issues
- Regional Aviation Security Advisory Forum (RASAF) which gathered all regional aviation stakeholders to provide government updates and discussion of current and near-term issues
- Air Cargo Security Industry Advisory Forum (ACSIAF) which gathered representatives from the air cargo industry including port authorities, cargo terminal operators and industry bodies to facilitate engagement and consultation on air cargo security
- Maritime Industry Security Consultative Forum (MISCF) which gathered representatives from the maritime industry, including port authorities and industry bodies to discuss maritime transport security issues and hazards.

The performance result is based on positive responses for 2 questions within an annual survey conducted from 11 April to 30 June 2025. The survey was issued to SASM industry members, and ASAF, RASAF, ACSIAF and MISCF industry co-chairs, who have held a co-chair position for at least 6 months during 2024–25. Elected by industry members, the industry co-chairs represent the collective view of industry participants of these forums.

For each survey question, respondents were asked to provide a rating of either 'strongly agree', 'somewhat agree', 'neither agree nor disagree', 'somewhat disagree' or 'strongly disagree'—with the performance result only counting 'strongly agree' and 'somewhat agree' responses as positive.

Participant feedback clearly demonstrates the 5 forums consistently provide useful and relevant information to assist participants to understand transport security policy, and to better meet their obligations under transport security legislative frameworks. This recognises the department's effectiveness in communicating with the transport industry to address security vulnerabilities and ensure our transport security system appropriately targets areas of highest risk.

TARGET 3

Amended from 2024–25 PBS target⁹

75% of surveyed interlocutors participating in the Transport Security International Capability Building Program, agree that the annual program developed in response to a Last Ports of Call (LPOC) assessment has assisted them to put in place a mitigation plan or measures that reduce air cargo and/or aviation security risks.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 7 interlocutors who participated in the Transport Security International Capability Building Program, with 6 of these responding to the survey (85.71%).</p> <p>6 of the 7 respondents provide a positive response, while one respondent indicated that they 'neither agreed nor disagreed'.</p>	<p>This target was met, as 85.71% of surveyed interlocutors indicated that the annual program developed in response to an LPOC assessment has assisted them to put in place a mitigation plan or measures that reduce air cargo and/or aviation security risks.</p> <p>This exceeded the target of 75% by 10.71 percentage points.</p>

Supporting performance information

The Transport Security International Capability Building Program delivers capability building activities in the Asia–Pacific region to strengthen compliance with international global aviation standards and oversight capabilities and mitigate the transfer of transport security risks to Australia.

In lieu of regulatory powers, the department worked to deliver substantial capability building activities to transport security policy agencies and aircraft operators (interlocutors) in foreign countries which include airports where aircraft immediately departs from before arriving in Australia (LPOCs) to mitigate risks and issues with potential or known impacts on Australia's transport security.

Data was collected as part of an annual survey conducted from 1 July 2025 to 31 July 2025 of the effectiveness of these activities in supporting interlocutors to reduce air cargo and/or aviation security risks at LPOCs.

Seven survey responses were received from interlocutors from 4 countries (Indonesia, Philippines, Thailand and Vietnam).

Capability building activities undertaken throughout 2024–25 included:

- donation of 30,000 x-ray images to support the development of computer-based training for screeners throughout Asia-Pacific
- delivery of aviation cyber security exercises in Indonesia, Thailand and Vietnam
- delivery of aviation security supervisor and aviation security inspector development activities in the Philippines
- delivery of International Civil Aviation Organization certified inspector training in Indonesia.

9.

The planned performance result in the 2024–25 PBS was 'At least 80% of participants (comprising regional stakeholders) identified that they had an improved level of transport security capacity on completion of scheduled activities under the Capacity Building Plan.'

TARGET 4

Amended from 2024–25 PBS target¹⁰

100% of transport security non-compliance is corrected by industry or is the subject of follow-up regulatory inspection and/or enforcement action within:

- 30 days if assessed as high-risk non-compliance; and
- 90 days for all other non-compliance.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 1,245 transport security non-compliances were identified. Of these:</p> <ul style="list-style-type: none"> • 325 were assessed as high-risk non-compliance with 313 (96.31%) corrected by industry or the subject of follow-up regulatory inspection and/or enforcement action within 30 days • 842 were assessed as other risk non-compliance, with 842 (100%) corrected by industry or the subject of follow-up regulatory inspection and/or enforcement action within 90 days • 78 were not finalised but were still within allowed processing timeframes. 	<p>The target was met, as 98.16% of transport security non-compliances were corrected by industry or were the subject of follow-up regulatory inspection and/or enforcement action¹¹ within the specified timeframe.</p> <p>This target was met as 98.16% was within the target variance of 2.50 percentage points.¹²</p>

Supporting performance information

This target indicates the department's performance as a regulator in delivering compliance and enforcement activities in response to detected breaches of the *Aviation Transport Security Act 2004* (ATSA) or the *Maritime Transport and Offshore Facilities Security Act 2003* (MTOFSA).

Management of transport security non-compliances is an essential element of the department's regulatory strategy and supports entities in understanding and complying with their transport security obligations. Regulated entities captured by this target includes airports, airlines, accredited air cargo agents, known consignors, regulated air cargo agents, port operators, port facility operators and issuing bodies.

A small number of non-compliances (12) were corrected by industry or subject to a follow-up regulatory inspection and/or enforcement action outside of the requisite target timeframe. Eleven of these instances were identified in July 2024 and missed the performance target due to a combination of capability issues with the regulatory management system and a lack of supporting administrative procedures. These issues were corrected in December 2024 through enhancements to the reporting capability within the department's regulatory management system and the introduction of a guide for reporting.

The remaining instance of non-compliance, identified in January 2025, missed the timeframe due to an error, whereby the non-compliance identification date was incorrectly entered and not resolved until the 30-day target period had expired.

Overall, for 2024–25, all but 5 entities which had transport security non-compliances identified were returned to a state of compliance with the support of the department's actions, supporting the entities understanding and compliance with transport security obligations. For these 5 entities, the department undertook follow-up action within the required target timeframes. The department will take further action against these entities until the non-compliances are resolved.

- The planned performance result in the 2024–25 PBS was '100% of instances of non-compliance identified through the Transport Security National Compliance Plan are subject to compliance activity or enforcement action:
 - for high-risk non-compliance—within 30 days
 - for other non-compliance—within 90 days.'
- Follow-up regulatory inspections include in-person or desktop activities which target the identified non-compliance, with a focus on the interim measures the entity is implementing to mitigate the risk posed by the non-compliance and the entity's long-term corrective action plan. Enforcement actions may include (but not limited to) warning letters, infringement notices or compliance control directions.
- Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

TARGET 5

95% of applications under the administered transport security legislation relating to entry control and regulatory settings for aviation and maritime security are finalised to approve, refuse or unable to be assessed within the statutory consideration period or the negotiated timeframe.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 1,624 applications made under the administered transport security legislation relating to entry control and regulatory settings for aviation and maritime security.</p> <ul style="list-style-type: none">Of these, 1,604 were finalised within the statutory consideration period or the negotiated timeframe.¹³	<p>The target was met, as 98.77% of applications under the administered transport security legislation relating to entry control and regulatory settings for aviation and maritime security were finalised within the statutory consideration period or the negotiated timeframe.</p> <p>This exceeded the target of 95.00% by 3.77 percentage points.</p>

Supporting performance information

The department performs regulatory activities that contribute to security and resilience outcomes, protecting Australia's social and economic wellbeing, helping to safeguard aviation and maritime transport critical infrastructure from unlawful interference and other hazards. It does this by enacting the regulatory settings within the administered transport security legislative frameworks that underpin regulated entity obligations and resultant compliance and assurance activities.

This target is an effectiveness measure to demonstrate that the department as a regulator conducts its regulatory activities in line with obligations under administered legislation and is fair and responsive to applications within statutory consideration periods or negotiated timeframes where operational, commercial or policy imperatives require a security or regulatory outcome by a certain date.

This contributes to the Australian Government's Member State obligations under *Safeguarding International Civil Aviation Against Acts of Unlawful Interference (Annex 17)* and Chapter XI-2 of the *International Convention for Safety of Life at Sea 1974 (SOLAS)*, and the *International Ship and Port Facilities Security Code 2003 (ISPS)*.

The level of activity is demand driven by the number of foreign and domestic entities regulated under the administered legislation who make applications relating to entry control and establishing, varying or exempting regulatory settings or in response to compliance and enforcement actions.

13. This total excludes on-hand applications that have commenced in the reporting period but have not yet been finalised.

Key activity: Critical infrastructure security and security of telecommunications policy and regulation

Measure: Industry engagement, background checking and regulatory activities support the protection of critical infrastructure and systems of national significance.

MET
99.61%

TARGET 6

75% of surveyed industry participants for the Critical Infrastructure Advisory Council agree that the forum provides information to assist the broader Trusted Information Sharing Network to better understand critical infrastructure security policy and assists them in meeting their obligations under the *Security of Critical Infrastructure Act 2018*.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 27 industry participants in the Critical Infrastructure Advisory Council (CIAC),¹⁴ with 20 of these responding to the survey with a valid response (74.07%).</p> <p>20 (100%) respondents provided a positive response to question 1, while 17 respondents (85.00%) provided a positive response to question 2. Overall an average of 18.5 respondents provided a positive response, either strongly agreeing or somewhat agreeing to the two survey questions.</p>	<p>The target was met, as 92.50% of responses indicated that the forum provides information to assist the broader Trusted Information Sharing Network to better understand critical infrastructure security policy and assists them in meeting their obligations under the <i>Security of Critical Infrastructure Act 2018</i>.</p> <p>This exceeded the target of 75% by 17.50 percentage points.</p>

Supporting performance information

The CIAC is a strategic driver for high-level industry engagement and enables the department to collaborate with industry to support the uplift of critical infrastructure protection. Through the CIAC, the department seeks to support the wider TISN cohort to better understand critical infrastructure security and how to meet their obligations under the *Security of Critical Infrastructure Act 2018* (SOCI Act).

The performance result is based on positive responses for 2 questions:

- Do you agree that the department provides useful and relevant information through CIAC to enable participants to better understand critical infrastructure security policy?
- Do you agree that CIAC supports participants to better understand and meet their obligations under the *Security of Critical Infrastructure Act (SOCI) 2018*?

For each survey question, respondents were asked to provide a rating of either 'strongly agree', 'somewhat agree', 'neutral', 'somewhat disagree' or 'strongly disagree' with the performance result only counting 'strongly agree' and 'somewhat agree' responses as positive.

The department supported the CIAC through providing secretariat support, providing ad hoc briefings on sector specific threats, and providing policy guidance. Future surveys will incorporate recognised survey quality standards, refine survey questions, and ensure that the survey criteria supports respondents' understanding of survey response options.

14. The Critical Infrastructure Advisory Council is comprised of Australian government, state and territory government and industry representatives and provides leadership and strategic direction for the Trusted Information Sharing Network—further information is at www.cisc.gov.au/how-we-support-industry/partnership-and-collaboration/critical-infrastructure-advisory-council

Throughout 2024–25, critical infrastructure activities undertaken and supported by the CIAC to support the protection of critical infrastructure and systems of national significance included:

- raising state and territory engagement in the forum to upper senior executive level representation
- enhancing international engagement on critical infrastructure issues by inviting New Zealand representatives
- supporting the development of CSIRO Industry stakeholder perspective on infrastructure challenges
- supporting the TISN cross sector expansion into weekly all hazard briefings accessible to all TISN members. Briefing provided to date include resilience strategies of sectors, foreign ownership, control and influence risks assessments and how to access the National Coordination mechanism
- providing a forum for lessons learned on cross sector topics such as international approaches to critical infrastructure approaches and incidents such as the CrowdStrike outage.

TARGET 7

100% of notifications and notification exemption requests received under the Telecommunications Sector Security reforms to the *Telecommunications Act 1997* are responded to within 30 calendar days for notifications and 60 calendar days for notification exemption requests.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 51 notifications received and completed. Of these:</p> <ul style="list-style-type: none">• 50 (98.04%) notifications were responded to within the 30-calendar-day timeframe• One (1.96%) notification was responded to outside of the 30-calendar-day timeframe (see detail below).	<p>The target was met, as 98.04% of notifications were responded to within the 30-calendar-day timeframe, and this was within the target variance of 2.50 percentage points.¹⁵</p>

Supporting performance information

Telecommunications carriers and carriage service providers (CSPs), are required to notify the department through the Communications Access Coordinator (CAC) of any proposed changes to their networks where implementing a proposed change will likely have materially adverse effect on the carrier or CSP's ability to meet its security obligations under the *Telecommunications Act 1997* (Telecommunications Act), namely to protect its networks and facilities from unauthorised access and interference. The notification framework aims to encourage early engagement between industry and government on proposed changes to telecommunication systems and services that could give rise to a national security risk and facilitate collaboration on the management of those risks.

The Telecommunications Act was amended by the *Security of Critical Infrastructure and Other Legislation Amendment (Enhanced Response and Prevention) Act 2024* (ERP Act), which commenced on 4 April 2025. This moved all telecommunication security obligations from the Telecommunications Act to the SOCI Act in order to consolidate and uplift key security obligations for critical telecommunications and align them with the obligations on other critical infrastructure assets. As part of this change, there was a revision of the expected response time to notifications from 30 days to 22 days and the requirement for notification exemption requests was removed. For 2024–25 reporting against this target, notifications received under the SOCI Act obligations were not included in the performance result. Since 4 April 2025, this included 5 notifications received, all of which were responded to within the 22 business days reporting period as required by the SOCI Act.

Related to notifications received under the Telecommunications Act, one notification was not responded to within the 30-calendar day timeframe due to an administrative oversight. Corrective action has commenced to prevent this issue reoccurring, with low risk of any future notifications being missed.

In consultation with national security partner agencies, the department reviews and assesses notifications to ensure notified changes will not affect Australia's national security. Where a notified change is assessed to introduce risk, the department provides advice to, and works with, carriers to identify mitigations.

15. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

A dedicated notification portal is available to all carriers and CSPs. Outreach is ongoing to improve stakeholder engagement with the portal, demonstrating the department's commitment to working collaboratively with stakeholders to improve national security outcomes and create a prosperous, secure and unified telecommunication network.

Further information on the Telecommunications Act can be found at Appendix D.

TARGET 8
100% of entities subject to a process review that are identified to have not complied with the obligations in the *Security of Critical Infrastructure Act 2018*, had a corrective action plan developed within 90 days.¹⁶

Performance rating	Performance against target	Justification for result
Unable to be determined	Performance information for this target is not available.	The target was unable to be determined as the formalised methodology for the process reviews was not established within the reporting period.

Supporting performance information

The SOCI Act obligations subject to compliance monitoring activities by the department in 2024–25 included asset registration and mandatory cyber incident reporting. All submissions for SOCI obligations go through initial checks for completeness and correctness, with those that do not pass these initial checks being further considered through compliance monitoring and/or investigations.

Funding for SOCI compliance monitoring activity commenced in 2024–25. The department continued to build, test and refine its risk-based compliance monitoring program throughout 2024–25 and will seek to further mature the program in 2025–26.

In 2024–25, the department focused solely on trialling and introducing process reviews. The formal program of compliance monitoring activity commenced in November 2024. There were a total of 23 process review meetings conducted. There were 3 instances of non-compliance identified outside of the process reviews throughout 2024–25.

Further information on the SOCI Act can be found at Appendix C.

16. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as ‘100% of instances of identified non-compliance with obligations in the *Security of Critical Infrastructure Act 2018* are subject to a compliance action within 90 days’.

TARGET 9

Amended from 2024–25 PBS target¹⁷

75% of AusCheck background checks for applicants with no disclosable court outcomes are completed within 20 business days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025,¹⁸ a total of 155,634 AusCheck background checks¹⁹ for applicants with no disclosable court outcomes were undertaken.</p> <ul style="list-style-type: none">134,285 of the 155,634 AusCheck background checks (86.28%) were completed within 20 business days.²⁰	<p>The target was met, as 86.28% of AusCheck background checks were completed within 20 business days.</p> <p>This exceeded the target of 75% by 11.28 percentage points.</p>

TARGET 10

Amended from 2024–25 PBS target²¹

75% of AusCheck background checks for applicants with disclosable court outcomes are completed within 40 business days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 6,574 AusCheck background checks for applicants with disclosable court outcomes were undertaken.</p> <ul style="list-style-type: none">5,941 of the 6,574 (90.37%) were completed within 40 business days.	<p>The target is met, as 90.37% of AusCheck background checks were completed within 40 business days.</p> <p>This exceeded the target of 75% by 15.37 percentage points.</p>

TARGET 11

The AusCheck Issuing Body (AIB) issues 90% of ASIC/MSICs within 45 business days of receiving a complete application and background check result.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 5,203 completed ASIC/MSIC applications including background check results were received.</p> <ul style="list-style-type: none">4,821 of the 5,203 (92.66%) were actioned and completed within 45 business days.	<p>The target is met, as 92.66% of ASIC/MSIC applications were completed or issued within 45 business days.</p> <p>This exceeded the target of 90% by 2.66 percentage points.</p>

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17. The planned performance result in the 2024–25 PBS was 'AusCheck's components in the background checking process are completed in 5 business days or less for at least 98 per cent of checks'.
18. Due to system limitations, a small number of instances require manual adjustment of their decision date to account for additional or interim checks conducted, subsequent to the initial background check which occurs at the time of application lodgement. This discrepancy is negligible to the overall calculation of the result.
19. A small number of applications have resulted in a data discrepancy where applicants self-report a criminal conviction/charge as outlined above.
20. The business day timeframes reported in Targets 9, 10, 11 include public holidays.
21. The planned performance result in the 2024–25 PBS was 'AusCheck's components in the background checking process are completed in 5 business days or less for at least 98 per cent of checks'.

Supporting performance information

The department administers the Aviation Security Identification Card (ASIC) and Maritime Security Identification Card (MSIC) schemes, which ensure that those who require unescorted access to secure areas of security-controlled airports, security-regulated seaports and offshore oil and gas facilities have passed mandatory background checks and do not present a significant risk to transport infrastructure and operations. The schemes also ensure the integrity of other key workers with the ability to affect security-controlled spaces, notably through air cargo shipments and the Issuing Bodies (IBs) themselves.

The department also directly facilitates processes related to the scheme, including all background checks, captured by Targets 9 and 10, and as one of multiple IBs that issues ASICs and MSICs subsequent to this, represented by Target 11. The checks support assurances that people who are granted access to Australian airports, seaports, offshore facilities and regulated critical infrastructure, major national events, or handle Security Sensitive Biological Agents do not pose an unacceptable national security or serious criminality risk.

The end-to-end background checking process captured by reporting for Targets 9 and 10 commences when a complete application is lodged and is concluded when external checking partners have returned their background check results.²² Following the background check, the applicant and IB or registered entity is notified of the final outcome.

The background check includes:

- a criminal history check by the Australian Criminal Intelligence Commission (ACIC)
- a criminal intelligence assessment by the ACIC (for ASIC and MSIC applicants only)
- a national security assessment by the Australian Security Intelligence Organisation (ASIO)
- a 'right to work in Australia' check for applicants who are not Australian citizens. AusCheck conducts this through the Department of Home Affairs' Visa Entitlement Verification Online (VEVO) system.

Reporting against Target 11 is specific to the ASICs/MSICs issued by the AIB and does not capture performance of industry-based IBs. The target measures the end-to-end processing time from when a completed application is received by the AIB until when the printed card has been dispatched to the applicant. Timely issuing of ASIC and MSIC cards supports airport operators' management of their personnel security risk.

The AIB is the sole IB for all government employees requiring an ASIC or MSIC. In addition, AIB is the sole IB for Canberra and Adelaide airports, including both direct employees of the airports and for any individuals employed to work at these airports (such as by resourcing, security or logistic companies who have business on-site). For all other locations where an ASIC or MSIC is required, AIB is one of multiple IBs.

22. Prior to 2024–25, reporting on equivalent Targets to 9 and 10 used the timestamp at which the department issued a case to the relevant external entity for a criminal history check to represent the end of the background check. For the 2024–25 reporting period the timestamp was adjusted to represent the receipt of the criminal history check response from the external entity. The difference in the performance result was within a negligible 0.21% variance range.

Priority: Cyber Security	
Key activity: Cyber security strategy, regulation and policy	
Measure: Progress in delivering the <i>Cyber Security Strategy 2023–2030</i> contributes to Australia’s cyber security resilience.	MET 100%

TARGET 12
Amended from 2024–25 PBS target²³
 75% of department-led activities under the *Cyber Security Strategy 2023–2030* Horizon 1 Action Plan are on track for completion within the Horizon 1 timeframe.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, of the 44 department-led activities for Horizon 1 of the <i>2023–2030 Australian Cyber Security Strategy</i> which are scheduled for 2024–25, all 44 activities had reporting milestones due for completion by 30 June 2025 (end of financial year). Of these,</p> <ul style="list-style-type: none"> 38 activities (86.36%) met their required 2024–25 milestones for the financial year and are therefore on track for completion within the Horizon 1 timeframe. 6 activities (13.64%) have not met their required 2024–25 milestones and are therefore overdue. <p>The 6 outstanding activities are still expected to be completed within the Horizon 1 timeframe ending 31 December 2025 by delivering the outstanding milestones in the first quarter of 2025–26.</p>	<p>The target was met, as 86.36% of department-led activities under the <i>2023–2030 Australian Cyber Security Strategy</i> Horizon 1 Action Plan have met their delivery milestones. All activities under Horizon 1 are on track for completion within the Horizon 1 timeframe.</p> <p>This exceeded the target of 75% by 11.36 percentage points.</p>

Supporting performance information

The department has continued to deliver and progress activities under the *2023–2030 Australian Cyber Security Strategy Action Plan*, with a focus on the building blocks required to enable enduring policy and private-public partnerships and the establishment of frameworks to achieve the Australian Government’s vision of positioning Australia as a world leader in cyber security by 2030.

The department leads or co-leads 44 activities under the Action Plan and all activities are expected to be completed in the Horizon 1 timeframe.

As at 30 June 2025, 6 activities in the Action Plan reported milestones that will not be achieved in 2024–25 and are forecast to be delivered in the first half of 2025–26. The delivery of the milestones for these activities was impacted by the Federal Election and associated limits on taking action during the caretaker period, as well as the delayed scheduling of the National Cyber Intel Partnership meeting. These activities are:

- delivery of an evaluation report following an industry pilot for activities 9a (work with industry to design a voluntary data classification framework) and 12a (work with industry to pilot next-generation threat blocking capabilities across Australian networks)
- assessing final options to take action for activities 12b (encourage and incentivise threat blocking across the economy) and 17b (provide guidance to employers to target and retain diverse cyber talent)
- finalising grant announcements for activities 17c (build a framework for professionalisation of the cyber security workforce) and 18a (provide cyber start-ups and small-to-medium enterprises with funding to develop innovative solutions to cyber security challenges).

23. The planned performance result in the 2024–25 PBS was ‘effective implementation of the *2023–2030 Australian Cyber Security Strategy*’.

Horizon 1 of the 2023–2030 Australian Cyber Security Strategy²⁴ runs from 2023 to 2025. It focuses on strengthening our foundations by addressing the critical gaps in our cyber shields, deepening partnerships across industry and government, and increasing the cyber resilience of businesses and citizens. Key deliverables in 2024–25 included:

- Passage of the Cyber Security Legislative Package—encompassing the *Cyber Security Act 2024* (Cyber Security Act) and amendments to the *Intelligence Services Act 2001* and *Security of Critical Infrastructure Act 2018*—which received the Royal Assent on 29 November 2024. These reforms delivered on activities 4a (work with industry to co-design options for a mandatory no fault, no liability ransomware reporting obligation), 5b (establish a Cyber Incident Review Board), 6a (consult industry on options to establish a legislated limited use obligation), 8a (adopt international standards for consumer grade smart devices), 13a (align telecommunications providers to the same standards as other critical infrastructure entities), and 13d (protect the critical data held, used and processed by critical infrastructure).
- Providing approx. \$7.1 million in grant funding to over 200 recipients representing remote and regional communities, culturally and linguistically diverse groups, First Nations communities, young people, seniors, people with disability and neurodiverse people across Australia to deliver specific advice and services to these groups to improve their cyber awareness and skills under activity 2b (empower diverse communities to grow their cyber awareness).
- Delivery of multiple phases of the *Act Now. Stay Secure.* public communications campaign under activity 2a (expand the national cyber security awareness campaign) to continue to build a baseline cyber security capability for all Australians. Phase 4 of the campaign launched on 11 May 2025 and remains in market. The campaign is driving behavioural change by empowering Australians to take control of their cyber security by adopting simple cyber safe actions to protect themselves online.

Key activity: Cyber security engagement and coordination

Measure: Administration of the Protective Security Policy Framework supports Government cyber security resilience.	NOT MET 83.34%
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TARGET 13
Complete 100% of scheduled activities required in 2024–25 to transform the Protective Security Policy Framework to a modern administrative compliance framework.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were 5 scheduled activities, consisting of 13 milestones for 2024–25 to transform the Protective Security Policy Framework (PSPF) to a modern administrative compliance framework. Of these, all 5 scheduled activities met 100% of their required milestones	The target was met, as 100% of scheduled activities required in 2024–25 to transform the Protective Security Policy Framework to a modern administrative compliance framework were completed.

Supporting performance information

The completed activities under this target have supported the government’s cyber resilience by ensuring the PSPF continues to set robust compliance obligations for government entities to protect their people, information and resources.

The adaptation of the PSPF to the rapidly evolving threat environment has been a central theme of the department’s efforts. Notably, the department has updated the PSPF to respond to the rapid acceleration of AI technology and its increasing deployment in corporate environments.

24. www.homeaffairs.gov.au/cyber-security-subsite/files/2023-cyber-security-strategy.pdf

The annual performance results confirm the department is delivering results against the performance target and has delivered 100% of activities, including the following:

- Publish 2023–24 PSPF Assessment Report—29 November 2024²⁵
- Development of PSPF Release 2025—June 2025
- Leading meetings of the Government Security Committee and sub-committees to progress 2023–24 PSPF Assessment Report and PSPF Release 2025.

In addition to the activities reported on as part of this target, the department also progressed a range of other activities, including:

- Issuing of the PSPF Direction 001-2025 on DeepSeek Products, Applications and Web Services—4 February 2025²⁶
- Issuing PSPF Direction 002-2025 on Kaspersky Lab, Inc. Products and Web Services—21 February 2025.²⁷

The activities listed supported delivery of PSPF outcomes and government cyber security resilience through a focus on new and emerging technologies, personnel and information security, and the authorisation of 2 new Commonwealth Government security standards.

TARGET 14
Complete 100% of scheduled activities required to ensure the Protective Security Policy Framework assurance capability is in place ahead of the 2024–25 assessment reporting period.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, there were 3 scheduled activities for 2024–25 to ensure the PSPF assurance capability is in place ahead of the 2024–25 assessment reporting period. Of these: <ul style="list-style-type: none">• 2 scheduled activities were fully completed• 1 scheduled activity was not fully completed.	The target was not met as, while the capability was implemented, only 66.67% of scheduled activities required in 2024–25 to ensure the Protective Security Policy Framework assurance capability was in place ahead of the 2024–25 assessment reporting period were fully completed.

Supporting performance information

The establishment of a PSPF assurance capability aims to promote a culture of accurate management and reporting standards and reduce optimism bias commonly associated with self-assessment.

The recruitment of a key position, along with creation of a Technical Authority Risk Management Engagement Plan and Standard Operating Procedure, establishes the first phase of the PSPF assurance capability where entity self-assessments will be subject to continuous improvement in protective security practices and risk-based approaches to address non-compliance or vulnerabilities. For the purposes of reporting against this target, the scheduled activity related to the Standard Operating Procedure was not considered fully completed as it had not yet been considered by the Government Security Committee as at 30 June 2025. It is scheduled for endorsement by the Government Security Committee in 2025–26.

Previously, assurance by the department was focused on compliance by entities through self assessment. The implementation of the new assurance capability, for which reporting will close in October 2025, will provide the government with both deeper analysis and enhanced assurance, covering both the implementation of enhanced security measures and the entities understanding and accommodation of unique security risk environments.

The PSPF annual reporting for 2024–25 commences on 1 August 2025 and closes on 30 September 2025. To ensure that the assurance and reporting model is as effective as possible the department will continue to refine its assurance capability through continued engagement and collaboration with key stakeholders in 2025–26.

This capability will contribute to the administration of the PSPF and supporting government cyber security resilience by promoting continuous improvement in protective security practices and risk-based approaches to address non-compliance or vulnerabilities.

25. www.protectivesecurity.gov.au/system/files/2024-11/pspf-assessment-report-2023-24.pdf

26. www.protectivesecurity.gov.au/system/files/2025-02/PSPF-Direction-001-2025_1.pdf

27. www.protectivesecurity.gov.au/system/files/2025-02/PSPF-Direction-002-2025.pdf

Measure: National engagement and the delivery of exercises supports cyber security incident preparedness and response.

SUBSTANTIALLY MET
93.71 %

TARGET 15

Achieve post reach and engagement rate benchmarks for National Cyber Security Coordinator social media channels

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the National Cyber Security Coordinator's social media channels posted a total of 165 pieces of content with an average engagement rate of 1.85% and an average monthly post reach of 7,819 (98.36%).	The target was met, as: <ul style="list-style-type: none">the average engagement rate was 1.85%, and exceeded the benchmark of 0.60% by 1.25 percentage pointsthe average monthly post reach of 7,819 was an 8.21% increase compared to 7,226 in 2023–24. This missed the benchmark of 10.00% by 1.79 percentage points. Overall, this target is met as the combined outcomes missed the combined benchmarks by 0.90% falling within the 2.50 percentage point variance.²⁸

Supporting performance information

Measuring the post reach and engagement rate benchmarks of the National Cyber Security Coordinator is indicative of the department's contribution to increased community awareness of critical cyber incidents and provision of useful information to support them in taking action. The department's social media content also contributes to ensuring the community is educated about the behaviours and/or practices that underpin a cyber-aware nation.

Throughout the last quarter of 2024–25 the average monthly post reach improved considerably to deliver just short of the 10% uplift target. This improvement was driven by optimisations made to content format and delivery. For example, post copy improvements and format optimisations such as LinkedIn carousels.

Improvements to average monthly post reach was also driven by the amplification of cyber incident messaging; cyber alert or incident messaging typically delivers higher average reach because of the timely and engaging nature of the content. This was evident in April 2025, where the average monthly post reach was 18,726, significantly higher than the median month post reach, due to the reporting of cyber incidents impacting Australian superannuation funds.

Throughout 2024–25, the department continued to invest in activities to increase engagement rates through the development of more engaging formats including, for example, the trail of LinkedIn polling which promotes audience engagement in the content.

28. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

TARGET 16

80% of planned cyber security exercises to prepare for cyber incidents are completed within the financial year and any department-led actions identified through these exercises are completed within agreed timeframes.

Performance rating	Performance against target	Justification for result
Unable to be Determined	Performance information for this target is not available.	The target was unable to be determined as a formalised planning process to benchmark the delivery of cyber security exercises was not established within the reporting period.

Supporting performance information

The National Cyber Security Coordinator enables and supports trusted and efficient partnerships to improve national cyber preparedness and to coordinate major cyber incident response. The department-led Exercise Program contributes to building cyber awareness across government and industry to strengthen national cyber defences.

Cyber security consequence management exercises test whole-of-government coordination and consequence management activities in the event of a cyber security incident. Exercises pose fictional yet plausible scenarios to gain insights into the differing priorities of organisations when responding to a cyber incident; for example, asking participants to propose management strategies and facilitate collaboration between government and industry to uplift cyber security resilience. The Exercise Program is also a key deliverable under the *2023–2030 Australian Cyber Security Strategy*.

A number of key preparedness activities were delivered in 2024–25, in priority sectors across industry and government, including activities such as strategic decision-making and effective communications planning throughout a simulated incident. The department facilitates these simulated exercises and supports Commonwealth departments²⁹ and industry bodies in navigating an evolving hypothetical cyber security incident. This involves supporting stakeholders in understanding the numerous organisational priorities that intersect as different plans and processes are enacted.

During 2024–25, the department did not establish a formalised forward workplan for the 2024–25 Cyber Security Exercise Program and as a result, performance for 2024–25 could not be substantiated as an assessment against ‘planned’ cyber security exercises could not be undertaken. However, while not formally planned, during 2024–25, the department conducted 15 cyber security exercises. Of these:

- 7 exercises were conducted between 1 July and 31 December 2024. From these exercises, 10 department-led actions were identified within the post-exercise reports. Timeframes for completion were not agreed on by the department and as such, completion of these actions was not tracked.
- 8 exercises were conducted between 1 January to 30 June 2025. From these exercises,³⁰ one department-led action was identified within the finalised post-exercise reports and was completed within the reporting period.³¹

During 2024–25, one of the 11 department-led actions was completed. This action related to the creation of a Commonwealth contact list for industry participants for use in the event of a cyber security incident. This was implemented via the post exercise report, where the contact list was included and subsequently circulated to industry participants. The department continues to finalise activities for the remaining 10 actions, which relate to exploring opportunities for future engagements and exercises and consideration for improvements to whole-of-government coordination.

A formalised process has been put in place for 2025–26, whereby the department will assess performance against a forward work plan that is endorsed at the start of each quarter during the financial year.

29. Some exercises may include departmental staff as participants in an exercise, when the department is responsible for cyber incident consequence decisions. In these situations, the departmental staff are not involved in the planning nor have any level of awareness of the cyber incident scenario for that exercise.

30. For 3 of the cyber security exercises, run in May and June 2025, the post exercise report was not finalised within the reporting period and therefore actions were not confirmed for inclusion in the performance result or supporting performance information.

31. 3 department-led actions identified in finalised post-exercise reports have not been reflected in the supporting performance information as they represented existing standard processes or activities which were already being implemented as part of the department’s normal operations.

TARGET 17

90% of surveyed participants in a cyber security consequence management exercise indicated the exercise supported preparedness to respond to a cyber security incident.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 196 participants³² in department-led cyber security consequence management exercises,³³ with 143³⁴ of these responding to the survey (72.95%).³⁵</p> <p>112 of the respondents provided an overall positive response of strongly agree and/or agree (averaged across 3 survey questions).</p> <p>The remaining 31 respondents provided an overall negative response of neutral, disagree and/or strongly disagree (averaged across the 3 survey questions).</p>	<p>The target was not met, as 78.32% of responses indicated the exercises supported preparedness to respond to a cyber security incident.</p> <p>This missed the target of 90% by 11.68 percentage points.</p>

Supporting performance information

Aligned to the exercises referenced in Target 16, cyber security consequence management exercises test whole-of-government coordination and consequence management activities in the event of a cyber security incident. In particular, these exercises support national cyber incident preparedness and response, which is important to strengthening Australia's cyber resilience and ensuring the delivery of key initiatives under the *2023–2030 Australian Cyber Security Strategy*.

The survey was issued to all participants in the department-led cyber security consequence management exercises to gauge if participants perceived the exercise they had participated in supported their preparedness to respond to a cyber incident in their industry. All participant survey responses were counted towards the performance result, this varies from the initially set methodology which only intended to count one survey response per organisation. The performance result is based on responses to the following 3 questions:

- This exercise has improved our organisation's confidence in how we would respond to a cyber incident
- This exercise has improved our organisation's understanding of how government agencies such as the NOCS will respond to a cyber incident in my industry
- We would recommend a NOCS-led exercise like this to other organisations in our industry.

Survey responses of agree and strongly agree to the above questions were counted as a positive survey response, responses were averaged across the 3 survey questions to calculate an overall response per survey respondent.

Overall, while the target was not met, the performance result indicates that a significant number of participants agreed that the exercises supported preparedness to respond to a cyber security incident.

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32. The number of participants is based on lists of planned participants established prior to the commencement of each exercise. This figure may not be indicative of the number of participants who actually attended the cyber security consequence management exercises.
 33. Due to delays in establishing the planning and reporting processes captured by this target, the performance result only reflects cyber security consequence management exercises conducted between 1 January 2025 and 30 June 2025. For exercises conducted between 1 July and 31 December 2024, the survey methodology varied between the exercises and are therefore not captured within the overall performance result. One exercise conducted between 1 January and 30 June 2025 was excluded from the result as the survey methodology varied and therefore could not be consistently aggregated into the overall performance result for this target.
 34. Of the 196 participants, 10 participated virtually. Virtual participants did not complete the survey as paper copies were distributed and physical responses were returned upon conclusion of each exercise. Additionally, the survey responses may include responses provided by the 23 departmental staff who participated in the exercises, noting the department was responsible for some of the cyber incident consequence decisions relevant to the cyber security consequence management exercise delivered. Due to the anonymous nature of the survey, their responses cannot be identified and excluded.
 35. The response rate was calculated by comparing the quantity of survey responses to the total planned participants, noting the department was unable to confirm the actual number of participants.

The department must maintain strategic threat awareness to ensure currency and relevance of the preparedness activities undertaken, given the continually evolving nature of the cyber threat landscape and the complexity of affected industry and government sectors. In addition, certain industries are under-resourced in their cyber capability and more vulnerable to cyber threats. The department received feedback that industry may not be familiar with the work of the department through the National Office of Cyber Security or the broader whole-of-government crisis management framework. Through the exercises, the department continues to build awareness of the frameworks and seeks to uplift capability, specifically as it relates to an organisation's resilience and ability to recover post incident.

Priority: Counter-terrorism and counter violent extremism	
Key activity: Counter-terrorism	
Measure: Counter terrorism capability programs and national coordination contributes to the management of terrorist threats.	MET 100%

TARGET 18 Amended from 2024–25 PBS target ³⁶ 85% of surveyed participants in scheduled Australia-New Zealand Counter-Terrorism Committee (ANZCTC) training indicated the training delivered was aligned to, and supported, the expected capability uplift.		
Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were 547 participants ³⁷ who attended ANZCTC training ³⁸ with 520 completing the participant survey (95.06%). 513 of the respondents provided a positive response to the survey question. ³⁹ The remaining 7 respondents provided a negative response to the survey question.	The target was met, as 98.65% of responses indicated that the training delivered was aligned to, and supported, the expected capability uplift. This exceeded the target of 85% by 13.65 percentage points.
Supporting performance information		

ANZCTC training programs coordinated by the department are intended to build the standard and consistency of counter-terrorism capabilities across Australian jurisdictions. They also aim to develop interoperability and improve Australia's ability to prevent and respond to threats of terrorism and violent extremism.

The capability training program delivers a nationally consistent suite of training, providing staff with the skills, knowledge and tools required to operate effectively in their roles. It contributes to a standardised approach across jurisdictions while supporting professional development and workforce preparedness.

All course participants are asked to provide feedback via a survey at the conclusion of each training program. While the exact wording of the survey question varied across training courses, it consistently focused on skill and/or capability uplift.

Responses to the survey are provided voluntarily and are aimed at capturing participants assessment of their own capability uplift across a range of counter-terrorism skills as an overall indicator of the success of the ANZCTC program. The survey results may be used to mature capabilities and build capacity among all jurisdictions, where it indicates that is required.

36. The planned performance result in the 2024–25 PBS was 'At least 85 per cent of stakeholders who participated in scheduled Australia-New Zealand Counter Terrorism Committee (ANZCTC) training indicated the training delivered was aligned to, and supported the capability uplift outlined within the agreed lesson plan'.

37. The number of participants is based on a training register that does not capture attendance for all courses within the target scope. This figure may not be indicative of the number of participants who actually attended ANZCTC trainings during 2024–25.

38. Surveys are only conducted for capability uplift training activities, other activities are not surveyed, including cadre maintenance activities.

39. The calculation of the performance results only reports on responses to the question related to satisfaction with the training. The survey question used to determine the performance result varied over the course of the year, impacting the reliability of the reporting.

Additional information on Australia’s counter-terrorism strategies can be found in *A Safer Together—Australia’s Counter-Terrorism and Violent Extremism Strategy*.⁴⁰

TARGET 19
100% of known persons of counter-terrorism interest offshore or foreign fighters⁴¹ seeking to return/travel to Australia are assessed and appropriate mechanisms are developed to manage the risk associated with their return.⁴²

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, all known persons of counter-terrorism interest offshore or foreign fighters that were identified as seeking to return/travel to Australia in 2024–25 were assessed by the department.	The target was met, as 100% of known persons of counter-terrorism interest offshore or foreign fighters were appropriately assessed and where required appropriate mechanisms were developed to manage the risk associated with their return. ⁴³

Supporting performance information

The department plays a key role chairing the Joint Operations Group, ensuring information sharing between agencies and providing assurance to government that appropriate risks are managed regarding the return to Australia of any known persons of counter-terrorism interest or foreign fighters.⁴⁴

The performance result indicates an effective approach to case management and implementation of appropriate risk management mechanisms. Departmental actions include application of frameworks and coordination of whole-of-government fora to respond to potential returns. Potential actions and risk management mechanisms can comprise of treatment options which are lawful and proportionate to the assessed threat and could include the application of temporary exclusion orders.⁴⁵

The department’s delivery of this target was supported by monitoring the geopolitical environment and liaison with Australian government partners on strategic issues, trends and challenges, which enhanced the department’s ability to anticipate and therefore mitigate relevant risks.

In addition, the department has refined its operating procedures and associated documents throughout 2024–25 to further strengthen risk management activities.

40. www.nationalsecurity.gov.au/what-australia-is-doing/a-national-approach/australias-counter-terrorism-strategies

41. Australians who have participated in foreign conflicts or undertaken training with extremist groups overseas.

42. This target tracks individuals known to the department and the Joint Operations Group.

43. This performance information has been expressed as a percentage only due to the sensitive nature of the content.

44. The Joint Operations Group is responsible for the risk management of persons of counter-terrorism interest or foreign fighters as well as the determination of any appropriate mechanisms that may be required to manage their return to Australia.

45. A temporary exclusion order is an order under the *Counter-Terrorism (Temporary Exclusion Orders) Act 2019* that prevents a person from entering Australia for a specified period, which may be up to 2 years.

Key activity: Counter violent extremism

Measure: Counter violent extremism through the delivery of training, capability and awareness programs.

SUBSTANTIALLY MET
96.39%

TARGET 20

85% of surveyed participants are satisfied that the department's Counter Violent Extremism (CVE) training improved their CVE intervention capability and awareness.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 121 participants in the department's CVE training. Of the total participants, 115 were surveyed,⁴⁶ with 94 valid responses received (81.74%).</p> <p>93 of the respondents provided a positive response, either 'satisfied' or 'very satisfied', to the survey questions.</p> <p>The remaining respondent, indicated they were either 'neutral', 'unsatisfied' or 'very unsatisfied' for the survey question.</p>	<p>The target was met, as 98.94% of participants who provided feedback indicated that training improved their CVE intervention capability and awareness.</p> <p>This exceeded the target of 85% by 13.94 percentage points.</p>

Supporting performance information

The department provides counter violent extremism training for Commonwealth, state and territory participants including stakeholders from law enforcement, corrections, and mental health areas. It may also include practitioners from the private sector, such as psychologists, and Commonwealth officials working in CVE policy and CVE programs. These stakeholders are most likely to receive a referral and identify a need to undertake a risk, threat or needs assessment of an individual who has or may engage in violent extremism.

The department delivers CVE training to align with existing state-level efforts while maintaining respect for regional differences. This target captures the department's 2024–25 CVE training offerings, including for the VERA-2R (Violent Extremism Risk Assessment 2 Revised), Pro-Integration Model (PIM), Youth Pro-Integration Model (YPIM) and Violent Extremism Situation Awareness tools. PIM and YPIM have been newly introduced as a departmental training offering as of 2024–25. While PIM serves as a needs-assessment tool to identify and support individuals at risk of radicalisation, YPIM is specifically designed for use in educational settings to enable early intervention. The inclusion of these training requirements for 2024–25 reflects input from states and territories, which informs the department of local needs to ensure a coordinated and well-prepared response capability across jurisdictions.

Course participants are asked to provide feedback via a survey at the conclusion of each training program. The performance result is based on responses to question 3 of the survey: 'Has the training improved your CVE intervention capability and awareness?'

Reporting against the equivalent 2023–24 target in the department's *2023–24 Annual Report* a higher number of participants (444), with the decrease being primarily due to Framework to aid Risk Assessment with Offenders on the Autism Spectrum (FARAS) training being out of scope for 2024–25 reporting. FARAS was a pilot program in 2023–24, funded by the Countering Violent Extremism Sub-Committee to be a short-term trial run of the program to test its feasibility, effectiveness, and potential impact before committing to a full-scale rollout. A complete online version of the program is now hosted by the University of Victoria, though the department does not facilitate or fund this training. Notably, while the total participants captured by reporting has decreased, the number of responses did not decrease equivalently, therefore the department was able to greatly improve the survey response rate in 2024–25 from 27.61% in 2023–24.

46. Of the total participants, 6 were departmental employees who attended VERA-2R training sessions. These departmental employees have been discounted from the survey process.

The training provided by the department provides opportunities for stakeholders to use relevant tools to assist in undertaking risk, threat and needs assessments and management plans.

Risk assessment for violent extremism plays a critical role in understanding the threat posed by radicalised offenders and determining how these individuals are managed, both in correctional settings and in the community. Risk assessment tools support practitioners and intervention providers in making structured and evidence-based decisions around risk mitigations, supervision and treatment decisions for at-risk individuals, in the interests of both the safety of the individual and the community. In the context of countering violent extremism, this was done through the use of structured professional judgement (SPJ) tools. Each training activity requests feedback from participants through a survey on the quality of training and its effectiveness in improving CVE intervention capability and awareness.

TARGET 21

85% of surveyed States and Territories' CVE coordinators are satisfied with the department's coordination of the Living Safe Together Intervention Program and High-Risk Reintegration and Rehabilitation Program.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025, there were 15 state and territory Countering Violent Extremism (CVE) coordinators.</p> <p>Of the total, 10 coordinators were surveyed, with 9 of these responding to the survey.</p> <p>7 (77.78%) of the respondents provided a positive response, either 'satisfied' or 'very satisfied', to the survey question.</p> <p>The remaining 2 (22.22%) respondents, indicated that they were either 'neutral', 'unsatisfied' or 'very unsatisfied' for the survey question.</p>	<p>The target was substantially met, as 77.78% of respondents indicated that they were satisfied with the department's coordination of the Living Safe Together Intervention Program (LSTIP) and High-Risk Reintegration and Rehabilitation Program (HRRRP) which was 7.22 percentage points below the target of 85%.</p>

Supporting performance information

The department manages 2 national programs (LSTIP and HRRRP) to support the states and territories in the delivery of their own CVE intervention programs, which range from individualised, early intervention strategies to help people disengage from violence before they harm themselves or others through to high-risk rehabilitation and reintegration services for high-risk violent extremists in custody and in the community.

Activities included in the coordination of the programs relate to:

- delivery of national workshops
- establishing national policy and governance functions for the programs
- stakeholder engagement
- financial management.

This target indicates the department's commitment to improving our service delivery to state and territories. The survey question asks state and territory CVE coordinators whether they are satisfied with the department's coordination of the programs. The performance result is based on responses to question 2 of the survey: "Overall, how satisfied are you with the department's coordination of the LSTIP and HRRRP?"

The performance results related to this target is an indicator that the department has substantially met stakeholder expectations in coordinating the LSTIP and HRRRP.

Throughout 2024–25, the department has proactively engaged with states and territories in the design of projects, sought further understanding of the states and territories' operating environment and sought and addressed feedback, including the sharing of action item outcomes.

The department's efforts to address longstanding issues have been recognised in the survey comments from responders which acknowledge specific corrective actions which have contributed to the effectiveness of CVE program coordination, including:

- the securing of ongoing funding for CVE Programs
- streamlining reporting from jurisdictions.

TARGET 22

Cost per alternative-narrative communications activities (including Rapt! and Fearlessly Australian) video view is the same or lower than the previous financial year.

Performance rating	Performance against target	Justification for result
Unable to be Determined	Performance information for this target is not available.	The target was unable to be determined as alternative-narrative communication activities led by the department (including Rapt! and Fearlessly Australian) were ceased on Thursday 10 October 2024.

Supporting performance information

In July 2024, an evaluation of Commonwealth programs aimed at Countering Violent Extremism (CVE) in Australia recommended the cessation of programs Rapt! and Fearlessly Australian. The evaluation included interviews with more than 56 CVE experts across Australia and with partners in New Zealand and Canada. It was determined within the evaluation that counter narrative/alternative-narrative messaging was no longer fit for the current threat environment. The Rapt! and Fearlessly Australian websites and social media accounts were removed on 10 October 2024, resulting in complete termination of the alternative-narrative communication activities.

Performance against other counter-terrorism and counter violent extremism activities is reported on in Targets 18 to 21.

Priority: Counter foreign interference

Key activity: Counter foreign interference

Measure: Counter foreign interference threats through capability and awareness activities and targeted initiatives.

NOT MET
83.33%

TARGET 23

80% of surveyed university sector participants in counter foreign interference table top exercises and campus culture workshops are satisfied that the activity improved their understanding of foreign interference risks and would be useful to inform future mitigations.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 57 participants in counter foreign interference tabletop exercise (TTX) and 119 in the Campus Culture Workshop (Workshop).</p> <p>Of the total, 47 TTX (82.46%) and 39 Workshop participants (32.77%) responded to the survey.⁴⁷</p> <p>92.20% of responses to the 5 survey questions for the TTX were positive, either 'strongly agree' or 'agree' response.</p>	<p>The target was met, as a cumulative total of 90.32% of responses indicated that the activity improved their understanding of foreign interference risks and would be useful to inform future mitigations.</p> <p>This exceeded the target of 80% by 10.32 percentage points.</p>

47. The calculation of the performance results only reports on responses to the questions related to satisfaction and relevancy of the exercise. The survey questions used to determine the performance result varied between tabletop exercises, impacting the reliability of the reporting.

	<p>The remaining 7.80% of responses to the 5 survey questions, indicated a 'neither agree nor disagree', 'disagree' or 'strongly disagree' response.</p> <p>88.40% of the responses to the 2 survey questions for the Workshop were positive, either 'strongly agree' or 'agree'.⁴⁸</p> <p>The remaining 11.60% of responses for the 2 survey questions indicated a 'neither agree nor disagree'.</p>	
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Supporting performance information

The performance result is based on responses to the following 7 questions:

- Tabletop Exercise
 - Question 1: I am satisfied the exercise has improved my understanding of foreign interference risks
 - Question 2: The exercise improved my understanding of my roles and responsibilities in relation to a foreign interference incident
 - Question 3: I would be able to adequately respond to a foreign interference incident, as part of my role, if required
 - Question 4: The exercise was relevant to what I might be expected to do to respond to a foreign interference incident
 - Question 5: The exercise is useful to inform future mitigations.
- Campus Culture Workshop
 - Question 2: The workshop improved my understanding of foreign interference risks facing the university sector and the impacts of this on university campus culture and security
 - Question 6: My learnings from the workshop would be useful in informing future efforts to mitigate foreign interference risks on campus.

For each survey question, respondents were asked to provide a rating of either 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree' or 'strongly disagree', with the performance result only counting 'strongly agree' and 'agree' responses as positive.

The department aims to support enhancing campus safety and resilience against foreign interference threats. This involves proactive measures to test and improve university responses and controls, as well as raising awareness about potential risks.

The department conducts tabletop exercises to simulate hypothetical foreign interference events and organised campus culture workshops to promote best practices in managing these threats. These activities aim to identify weaknesses, foster collaboration, and provide practical guidance to university staff and students. Participants of the exercises share experiences and learn from each other, fostering a collaborative environment. The workshops also provide practical guidance on reporting concerning behaviour and managing student complaints effectively.

The table-top exercise and campus culture workshops aim to contribute to improving campus safety and resilience. The proactive approach of the table-top exercise supports universities be better prepared to handle real-life threats. The workshops encourage a safer and more inclusive campus environment by raising awareness and promoting best practices. These initiatives align with the department's broader goals of enhancing security, fostering collaboration, and ensuring educational institutions are well-equipped to handle potential risks and challenges.

The department has encouraged the development of communities of practice across the universities to enable continuous learning and the sharing of anonymised foreign interference case studies across the sector, to ensure that universities receive information and products (including from their peers) that support them to raise the awareness of their university communities. As the guidelines are non-mandatory, universities and industry stakeholders are not required to provide evidence they are using the support offered by the government and other universities.

48. Of the 119 participants in the campus culture workshops, 10 were departmental staff. Due to the anonymous nature of the survey, the department is unable to verify if departmental staff provided survey responses.

TARGET 24

Deliver all announced department-led initiatives to counter foreign interference scheduled for completion in 2024–25.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 2 announced department-led initiatives to counter foreign interference scheduled for delivery in 2024–25. Overall, one initiative has met their required 2024–25 milestone:</p> <ul style="list-style-type: none">• Technology Foreign Interference Taskforce (TechFIT) initiative has met its 3 required 2024–25 milestones of establishment which occurred in October 2024.• The Community Support Hub initiative was not delivered by the required 2024–25 milestone, due to increase in the number of language translations and the addition of more resources to the website which has meant that development of products is still ongoing.	<p>The target was not met, as 50% of announced department-led initiatives to counter foreign interference scheduled for completion in 2024–25, were completed.</p> <p>This missed the target of 100% by 50 percentage points.</p>

Supporting performance information

Australia's diaspora communities and technology industry can be vulnerable to foreign interference, often due to varying levels of understanding of the threat. Targeted community and industry engagement through department-led initiatives is essential for enhancing Australia's resilience to, and awareness of, foreign interference risks. Milestones for the 2024–25 financial year captured key steps to establish TechFIT and set up the necessary governance and networks to enable ongoing work with industry participants.

TechFIT is a collaborative initiative that brings together key stakeholders from both the Australian Government and industry, focusing on critical emerging technology sectors including artificial intelligence (AI), biotechnology, and quantum technologies.

Government participation in TechFIT, including the TechFIT Industry Advisory Group (TIAG) includes representatives from the following departments and agencies:

- Department of Home Affairs
- Department of Industry, Science and Resources
- Department of the Prime Minister and Cabinet
- National Intelligence Community.

Key capability and awareness outcomes from the delivery of 2024–25 milestones included:

- **Milestone 1:** the TechFIT was launched in October 2024 to establish an ongoing dialogue between government and Australia's technology industry on foreign interference risks.
- **Milestone 2:** the TechFIT Ministerial Roundtable was held in February 2025 to establish meaningful dialogue between government and industry, and to drive forward TechFIT's forward work plan.
- **Milestone 3:** the first meeting of the TIAG held in May 2025 as a strategic and governance forum to oversee and drive tangible actions through the TechFIT program.

Community Support Hub

The creation of the Hub will assist communities to identify what activities constitute foreign interference, improve the public's confidence in the Australian Government, improve quality of reporting of allegations to the National Security Hotline, and improve social cohesion and inclusion outcomes.

Milestones for 2024–25 captured key steps to establish the Community Support Hub and set up the necessary governance and networks to enable ongoing work with community members. While the website was not launched in 2024–25, key capability and awareness outcomes from the 2024–25 milestones that have been achieved include:

- consultation across government
- English language content for the Support Hub
- community testing of the Support Hub's resources
- in-language translations of resources for the Support Hub
- development of web form.

The Community Support Hub will include tailored in-language resources to provide knowledge, tools and advice for members of the community impacted or concerned by foreign interference.

TARGET 25

80% of surveyed industry participants identified that TechFIT improved organisational awareness of foreign interference risks.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, 16 industry representatives engaged through TechFIT were surveyed of which there were 8 valid responses to the survey (50.00%).</p> <p>7 of the respondents provided a positive response of either significantly improved awareness, moderately improved awareness or slightly improved awareness to the survey question.</p> <p>The remaining respondent, indicated no change in awareness for the survey question.</p>	<p>The target was met, as 87.5% of surveyed industry participants identified that TechFIT improved their organisational awareness of foreign interference risks.</p> <p>This exceeded the target of 80% by 7.5 percentage points.</p>

Supporting performance information

Strengthened engagement with Australia's technology industry to build awareness and resilience against foreign interference risks is crucial to Australia's economic and national security. TechFIT undertakes engagement through a range of methods from targeted bilateral engagement to large briefings with industry representatives. The department oversees TechFIT, facilitating strategic engagement between government and industry to build awareness of and resilience against foreign interference risks in Australia's technology industry. The department manages engagement logistics, monitors outcomes, and leads the development of targeted guidance to strengthen industry resilience against foreign interference risks.

Key engagements have included:

- The TechFIT Ministerial Roundtable, noted in Target 24.
- The TechFIT Industry Advisory Group meeting, noted in Target 24.
- The TechFIT Quantum workshop co-held with the Department of Industry, Science and Resources at the Quantum Australia conference, where the department's contribution included facilitating open dialogue between government and industry and identifying priorities for the quantum sector. Outcomes included establishing planning to share due diligence tools, deliver targeted threat briefings, and reconvene stakeholders every 6 months to address emerging risks.
- The TechFIT joint session with the University Foreign Interference Taskforce (UFIT), which enabled the department to advance structured collaboration across sectors. A key achievement was the department led proposal on shared themes and priority projects which has laid the groundwork for ongoing targeted engagement.

Performance against this target indicates the engagements are fit-for-purpose. For the survey question, respondents were asked to provide a rating of either 'significantly improved awareness', 'moderately improved awareness', 'slightly improved awareness', 'not sure / too early to tell' or 'no change in awareness', with the performance result only counting either 'significantly improved awareness', 'moderately improved awareness' and 'slightly improved' as positive responses. While 13 responses were received, for the purposes of reporting, the 5 responses of 'not sure/too early to tell' were considered invalid as they did not provide a data point which allowed assessment against the target measure.

Engagements between the department and the Australian technology industry have been established to foster conversation and collaboration to manage shared growing and emerging foreign interference risks in the priority sub-sectors of artificial intelligence, biotechnology, and quantum technology. By encouraging open dialogue and information exchange with relevant experts and stakeholders, TechFIT has established a crucial baseline for target measurement, setting the stage for ongoing progress and improvement. Future efforts will focus on strengthening existing stakeholder relationships, building new connections, and exploring additional engagement opportunities—all aimed at enhancing organisational awareness of foreign interference risks and maintaining a performance target rate above 80%.

As part of the department-led survey, conducted between 30 June and 24 July 2025, data was collected to measure the department's effectiveness in improving organisational awareness of foreign interference risks. The survey was distributed to 16 organisations that had engaged meaningfully with TechFIT⁴⁹ on the threat of foreign interference in Australia's technology industry. Delivered via Microsoft Forms, the survey link was emailed directly to participants.

49. 'Engaged meaningfully with TechFIT' is defined as each surveyed organisation having attended and actively participated in at least 1 of the 3 significant meetings held by TechFIT in 2025. This was a subjective assessment by the department.

OUTCOME 2

Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.

Table 7: Performance measures for Outcome 2

Activity	Performance measures
Migration strategy and reform	Implementation of migration reforms under the Migration Strategy: Getting migration working for the nation contributes to productivity, addressing skills shortages and supports more sustainable planning— Met
Migration and citizenship delivery	Delivery of the Migration and Citizenship Programs contributes to economic prosperity and aligns to national interests— Not met
Humanitarian Program	Delivery of Australia's Humanitarian Program reflects government priorities and Australia's international protection obligations— Met
Settlement services	The management and delivery of settlement and translating and interpreting services support refugees and vulnerable migrants in contributing to and participating in the Australian community— Substantially met
Multicultural affairs engagement and grant delivery	Community engagement and multicultural grants programs support government in responding to community needs— Substantially met
Social cohesion and democratic resilience coordination	Coordination, research and engagement contributes to a cohesive Australia and supports democratic resilience— Met
Visa and migration system integrity	Regulation of Registered Migration Agents and implementation of migrant worker exploitation reforms supports the integrity of the visa and migration system— Not met
Visa cancellation and refusals	Character cancellation finalisations and Bridging Visa E application processing contributes to community safety and support those to stay lawfully in Australia— Not met
Immigration compliance operations	Immigration compliance advice, referrals and coordination contributes to community safety— Not met
Third-country resettlement	Ongoing engagement with third countries supports the settlement of transitory persons outside of Australia— Met
Onshore detention	Effectively maintain a safe, secure and sustainable immigration detention network— Not met

OUTCOME 2

Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.

Priority: Migration and citizenship reform and delivery

Key activity: Migration strategy and reform

Measure: Implementation of migration reforms under the *Migration Strategy: Getting migration working for the nation* contributes to productivity, addressing skills shortages and supports more sustainable planning.

MET
97.78%

TARGET 26

80% of department-led initiatives funded and prioritised by government under the *Migration Strategy: Getting migration working for the nation* scheduled for completion by 30 June 2025 were implemented in full.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 18 department-led initiatives funded and prioritised by government under the <i>Migration Strategy: Getting migration working for the nation</i>, scheduled for completion by 30 June 2025.</p> <p>Overall, 14 initiatives have been completed and 4 initiatives were not completed by 30 June 2025.</p>	<p>The target was met, as 77.78% of department-led initiatives were funded and prioritised by government under the <i>Migration Strategy: Getting migration working for the nation</i>.</p> <p>The target was met, as 77.78% was within the target variance of 2.50 percentage points.⁵⁰</p>

Supporting performance information

This target is an output measure of the department's progress in undertaking initiatives to reform Australia's migration system to serve the national interest and the community.

A successful migration system is geared primarily to securing Australia's long-term prosperity. The *Migration Strategy* is focused on developing a flexible, measurable and responsive whole-of-government migration system. This will help deliver better economic and social outcomes for Australia.

The *Migration Strategy* comprises a policy roadmap containing 8 key actions and over 25 new policy commitments and areas for future reform. The department has delivered on several initiatives and continues to focus on incomplete initiatives around essential skills temporary and permanent skilled migration and simplifying the migration system.

Some key initiatives which were implemented include:

- providing a pathway to permanent residency for Skills in Demand visa holders
- launching the New Talent and Innovation visa
- introducing accredited sponsorships for STEM start-ups
- strengthening and simplifying Temporary Graduate visas
- restricting onshore visa hopping.

The department also bolstered the Student Visa Integrity Unit to address the misuse of the system, progressed visa simplification for visitor and business visas and made it easier for Southeast Asian businesses to access Australia.

50. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.5 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

The table below summarises the annual performance results for the department-led initiatives that were delivered in 2024–25:

Table 8: Delivery of Migration Strategy initiatives

Key action area	Completed initiatives (as at 30 June 2025)	Incomplete initiatives (as at 30 June 2025)
Temporary skilled migration	7	1
Permanent skilled migration	2	N/A
International education	3	N/A
Regional visas and working holiday-makers	N/A	1
Deepening ties to the Indo-Pacific	1	N/A
Simplifying the Migration System	1	2
TOTAL	14	4

Key activity: Migration and citizenship delivery

Measure: Delivery of the Migration and Citizenship Programs contributes to economic prosperity and aligns to national interests	NOT MET 86.37%
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TARGET 27

Amended from 2024–25 PBS target⁵¹

The Migration Program is delivered consistent with planning levels set by government.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, 2024–25, the permanent Migration Program planning level was 185,000. Against this, the department delivered 185,001 places, including:</p> <ul style="list-style-type: none">52,500 places in the Family stream against a planning level of 52,500132,148 places in the Skill stream against a planning level of 132,200353 places in the Special Eligibility Program stream were against a planning level of 300.	<p>The target was met as 100% of places were delivered against the planning levels set by the government.</p>

Supporting performance information

This target measures the effectiveness of the department’s performance in delivering the 185,000 places set for the 2024–25 Migration Program planning level in line with government priorities.

Permanent migration is the foundation of Australia’s migration system and supports the government’s Multicultural Affairs agenda. The focus on skilled migration provides an economic dividend by selecting young, highly skilled migrants to help offset some of the impacts of our ageing population. The program supports employers to address skill shortages and reunites families.

51. The planned performance result in the 2024–25 PBS was ‘The Migration Program is delivered consistent with planning levels set and adjusted by Government’.

To ensure the department met the planning levels, it undertook monthly reporting across the 3 streams (Skilled, Family and Special Eligibility) to track delivery against pro rata targets, and in June, arranged for regular co-ordination amongst areas responsible for managing the delivery of the program. The program is structured around 3 main streams:

- Skill Stream—focused on addressing workforce shortages and supporting regional development by selecting highly skilled migrants.
- Family Stream—enables Australian citizens and permanent residents to reunite with immediate family members, with majority of places allocated to partners, followed by parents and children.
- Special Eligibility Stream—provides limited places for specific cases, including former residents returning to Australia or visas granted through ministerial intervention.

Table 9: Migration program places delivered by stream

Component	Outcome	Planning level
Employer sponsored	44,000	44,000
Skilled independent	16,900	16,900
State/Territory nominated	33,000	33,000
Regional	32,948	33,000
Business innovation and investment	1,000	1,000
Global talent	4,000	4,000
Distinguished talent	300	300
Partner	40,500	40,500
Parent	8,500	8,500
Other family	500	500
Child	3,000	3,000
Special eligibility	353	300
Total	185,001	185,000

TARGET 28

Amended from 2024–25 PBS target⁵²

Median visa processing times across four of the six key demand driven programs improve or are maintained.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, the median visa processing times for demand driven visa categories were:</p> <ul style="list-style-type: none">• 206 days for Second Stage Skilled (Permanent), which decreased from 304 days in 2023–24• 271 days for Partner (Permanent), which decreased from 279 days in 2023–24• 66 days for Skilled (Temporary), which increased from 26 days in 2023–24• 34 days for Student, which increased from 22 days in 2023–24• less than one day for Visitor, maintained from 2023–24• less than one day for Working Holiday Maker, maintained from 2023–24.	<p>The target was met, as the median visa processing times were improved or maintained for 4 of the 6 key demand driven programs when compared to the median visa processing times for these programs in 2023–24.</p>

Supporting performance information

Maintaining or improving visa processing times for migration and temporary entry supports tourism, international education, family reunion and helps employers address temporary and permanent skill shortages.

The scope of the target is on demand driven programs as processing times for programs that are not demand driven are influenced by factors beyond the department's control, such as application rates, migration planning levels and government decisions on caps and ceilings.

The department continues to support visa applicants and sponsors to submit complete decision-ready applications online through targeted outreach and communications. Outreach Officers provide information through engagement, including webinars, and visa applicants can find information on how to submit a decision-ready application on the 'Check twice, submit once' page on the department's website.

The length of time taken to assess on-hand applications is influenced by factors such as completeness of applications, increased lodgement volumes and—in some programs—ministerial direction.

The Student Visa program saw a range of legislative changes introduced this program year. These changes included requirements aimed at improving the overall quality of the international education market for Australia. These requirements saw increasing rigour and process applied to the consideration of certain student applications during the year resulting in an overall increase in the median process times.

There was an increase in Temporary (Skilled) visa processing times in 2024–25 following the closure of the Temporary Skills Shortage (TSS) (subclass 482) visa to new applicants on 7 December 2024 and the introduction of the Skills in Demand (SID) (subclass 482) visa. Processing times for the subclass 482 visa are impacted by the finalisation of the aged legacy TSS applications. They are also impacted by the strong demand for the SID program, which is experiencing a significant number of incomplete applications requiring further information.

52. The planned performance result in the 2024–25 PBS was 'Median visa processing times for demand driven programs improve, and the average finalisations per FTE increases'.

Table 10: Demand driven visa categories—median processing times

Component	2023–24 Median (days)	2024–25 Median (days)
Crew and Transit	Less than 1	Less than 1
Resident Return/ADV	Less than 1	Less than 1
Second stage skilled (permanent)	304	206
Partner (permanent)	279	271
Skilled (temporary)	26	66
Special Category	Less than 1	Less than 1
Student	22	34
Temporary Resident (Other Employment)	13	16
Visitor	Less than 1	Less than 1
Working Holiday Maker	Less than 1	Less than 1

TARGET 29

Amended from 2024–25 PBS target⁵³

Median visa processing times across four of the six key demand driven programs improve or are maintained.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, the monthly average number of visa application finalisations was 176.07 applications per FTE per month, a decrease from 177.93 applications per FTE in 2023–24.</p> <p>This included:</p> <ul style="list-style-type: none">• 42.19 applications per FTE for Permanent visa caseloads, decreased from 45.61 applications per FTE in 2023–24• 261.31 applications per FTE for Temporary visa caseloads, decreased from 267.15 applications per FTE in 2023–24.	<p>The target was met, as the monthly average of visas (across both permanent and temporary visa caseloads) finalised per FTE per month directly involved in processing was 176.07.</p> <p>This was 1.86 applications below the monthly average of 177.93 applications finalised per FTE per month in 2023–24.</p> <p>This target was met, as it was 1.05 percentage points off the previous year benchmark and within the target variance of 2.50 percentage points.⁵⁴</p>

Supporting performance information

Improving the efficiency of migration and temporary entry programs supports tourism, international education, family reunion and helps employers address temporary and permanent skill shortages.

A permanent visa will allow a person to remain in Australia indefinitely, and includes some skilled work and family visas. Temporary visas are designed for specific purposes such as studying, working holidays or other specialist activities.

Overall, the department has finalised 9.45 million visa applications, which represents a 2.89% increase over the previous program year—Table 11 refers.

Noting that resources are moved between programs, this target measures the result across both programs (ie. combined). For the purposes of ongoing improvement, the department also tracks progress across each program individually.

The calculation per FTE is based on applications that are manually finalised by a processing officer. For the period of 2024–25 computer assisted decisions have increased to 60.7% of the visa finalisations, a 1.91% increase on the same period in 2023–24. This increase calculation includes all applications finalised (granted, refused and withdrawn). Only low risk visa grants can be finalised through computer assisted processing, leaving more complex and labour-intensive cases to be diverted to a delegated officer for manual processing.

In the Temporary visas program, there was an average of 261.31 visa applications finalised per FTE per month in 2024–25, a reduction of 5.85 (2.19%) from the 267.15 in 2023–24. Within the Temporary visa program, average finalisations per FTE reduced in Student, Skilled (Temporary) and Working Holiday visa programs, but increased in Visitor and Transit visa programs. The government introduced legislative and policy changes and a Ministerial Direction (111) to the Student visa program in 2024–25, designed to improve integrity and sustainability within Australia's international student sector. These have increased the complexity of student visa assessments, and resulted in increased onshore visa refusals and in increased work effort. Risk management was highly utilised in order to flow resources between lower and higher risk elements of the caseload to deliver outcomes with modest impact on overall efficiency.

In the Permanent visa program, there was an average of 42.19 applications finalised per FTE per month in 2024–25—a reduction of 3.42 (7.50%) from 45.61 in 2023–24. Within the Permanent visa program, average finalisations per FTE reduced in the Partner (Permanent), Skilled (Migration) visa programs, but increased in the Partner (Provisional/Temporary), Child and Resident Return visa programs.

Efficiency in the Partner (Permanent) visa programs reduced from 2023–24 due to a higher proportion of the cases being processed not having all required information provided in the first instance. This meant that the 2024–25 caseload required more frequent detailed assessment and higher work effort, as most cases required us to seek further detail from the visa applicant.

53. The planned performance result in the 2024–25 PBS was 'Median visa processing times for demand driven programs improve, and the average finalisations per FTE increases'.

54. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

Table 11: Total visa finalisations by category⁵⁵

Visa Program	Visa Category	Financial Year	
		2024–25	2023–24
Migration Program	Family	106,336	141,009
	Other Permanent	1,119	95
	Skilled	159,507	172,027
	Special Eligibility	385	208
Migration Program Total		267,347	313,339
Resident Return and ADV	Resident Return/ADV	187,988	212,913
Resident Return and ADV Total		187,988	212,913
Temporary Visa Program	Crew and Transit	460,210	429,213
	Other Temporary	17,763	8,734
	Special Category	1,873,536	1,786,486
	Student	473,634	485,124
	Temporary Resident (Other Employment)	278,864	346,112
	Temporary Resident (Skilled Employment)	139,660	106,059
	Visitor	5,422,394	5,256,438
	Working Holiday Maker	25,510	237,153
Temporary Visa Program Total		8,991,571	8,655,319
Grand Total		9,446,906	9,181,571

55. This table provides the total number of visas finalised by the department in 2023–24 and 2024–25 and includes those finalised by visa processing officers and computer assisted grants.

TARGET 30

Error rates for visa and citizenship decisions subject to quality management activities, do not exceed the pre-determined error rate benchmarks.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, error rates for visa and citizenship decisions across 13 programs (consisting of 3 citizenship and 10 visa programs) subject to quality management activities, ⁵⁶ did not exceed the pre-determined error rate benchmarks.	The target was met, as 100% of programs did not exceed the pre-determined error rate benchmarks. This met the target of 'all' programs.

Supporting performance information

Efficient delivery of visa and citizenship programs is balanced with ensuring decisions are made in line with legislative and policy requirements. The department has systems and processes to identify, assess, control and mitigate risks in visa and citizenship program delivery, which provides an evidence base for developing and implementing corrective actions. This provides confidence that visas are granted to people who will contribute to Australia's prosperity.

Assurance activities are undertaken by managers or experienced staff within program delivery teams. The focus is on internal process controls and management controls, aligned with strategic priorities and risks specific to each caseload.

Quality management assurance reporting is undertaken on a quarterly basis across visa and citizenship programs and facilitates senior executive strategic oversight of performance against pre-determined error rate benchmarks, cross-program insight into errors and remedial actions to improve quality. Analysis of quarterly data supports identification of common issues and recurring trends in errors at the program caseload level and may also indicate related or new challenges for other programs.

During 2024–25, in response to errors relating to the management and remediation of duplicate client records in departmental databases, visa and citizenship programs implemented training programs and guidance focussed on the correct process for merging duplicate client records. Error rates relating to this issue have reduced over 2024–25 in some key programs and will continue to be monitored.

Other quality management activities focussed on supporting decision makers to record clear and comprehensive case notes. Programs have implemented targeted training on case note quality, updated guidance, and provided direct feedback to staff. Regular forums and Communities of Practice are used to share lessons learned and reinforce best practices.

56. Quality management activities include quality control (QC) and/or quality assurance (QA). QC is the pre-decision examination of specific deliverables to ensure they are compliant with the relevant standards and specifications, with corrective action initiated where necessary. QA is the post-decision examination and analysis (measurement, monitoring and comparison) of standards, policies, processes and outcomes to provide confidence that quality goals are likely to be (or have been) met. Reporting on quality management activities for citizenship decisions will be based on QA only.

Table 12: Error rates for citizenship and visa decisions

Citizenship program	Decisions subject to quality management activities ⁵⁷	Percentage of errors identified (error rate)	Pre-determined error rate benchmark	Error rate versus benchmark (percentage points)
Conferral	1,956	2.11%	≤5%	-2.89
Descent	308	1.22%	≤5%	-3.78
Evidence of Australian citizenship	587	1.17%	≤5%	-3.83
Visa program	Decisions subject to quality management activities	Percentage of errors identified (error rate)	Pre-determined error rate benchmark	Error rate versus benchmark (percentage points)
Temporary Visas	57,950	0.44%	≤5%	-4.56
Family Visas	6,368	0.56%	≤5%	-4.44
Skilled Visas—Employer Sponsored	10,707	0.44%	≤1%	-0.56
Skilled Visas—General skilled migration	1,281	1.70%	≤2%	-0.30
Skilled Visas—Pacific, Working Holiday Maker and Short Stay Work	5,843	0.26%	≤5%	-4.74
Offshore humanitarian visas	622	0.64%	≤5%	-4.36
Onshore (Protection Obligations Assessments)	2,110	4.44%	≤5%	-0.56
Onshore (Pre-decision and Decision Assurance)	2,691	0.41%	≤5%	-4.59
Bridging Visa E	1,244	1.57%	≤5%	-3.43
General visa cancellations	322	1.34%	≤2%	-0.66

57. Figures are based on a sample of cases selected from each program. For the purposes of reporting against this target, citizenship program results only reflect QA activities. The department's quality management framework includes both QA and QC activities to reach a sample rate of 2%.

TARGET 31

Amended from 2024–25 PBS target⁵⁸

90% of citizenship by conferral applications are finalised within agreed target timeframes⁵⁹ from lodgement to decision.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, 179,816 citizenship by conferral applications had been finalised. Of these, 41,137 were finalised within 6 months from lodgement to decision.	The target was not met, as 22.88% of citizenship by conferral applications were finalised within the agreed target timeframe of 6 months from lodgement to decision. This missed the target of 90% by 67.12 percentage points.

Supporting performance information

Efficient delivery of the Citizenship Program is balanced with ensuring decisions are made in line with legislative and policy requirements. The department has systems and processes to identify assess, control and mitigate risks in the citizenship program delivery which inform and support corrective actions and quality control through an evidence-based approach. This provides confidence that citizenship is conferred to people who have a genuine connection to Australia and who will contribute to Australia's prosperity.

The 90% target is consistent with government expectations and contributes to a broader objective to support applicants to complete their citizenship journey within 12 months (6 months from application to decision and 6 months from approval to ceremony).

The annual result reflects the combination of strong application volumes and the need to maintain full time equivalent staffing across the citizenship delivery teams to process the volume of applications within target timeframes.

As at 30 June 2025, for 2024–25 there had been 214,404 conferral applications lodged, 7.19% lower than for the same time in 2023–24 (231,012 applications). The conferral on-hand caseload has increased by 35,070 from the same date last year (117,789 as at 30 June 2024) to 152,859 as at 30 June 2025. At the time of publication, the Citizenship Program is processing 90% of applications from lodgement to decision within 11 months.

The program in 2024–25 has focused on resolution of aged caseloads. For the 12 months to 30 June 2025 there has been in a reduction of 1,383 conferral applications on-hand for 2 or more years.

Local government councils conduct the majority of citizenship ceremonies on behalf of the department to welcome new citizens to their community. In 2024–25, 86% of those who acquired Australian citizenship by conferral at a ceremony did so through ceremonies hosted by local government councils. The timeframe between approval and ceremony is not included in Target 31, though the department engages regularly with councils on the number of approved applicants waiting for ceremony, including where a council's forward ceremony schedule is not anticipated to keep pace with demand, to ensure that approved applicants have an opportunity to attend a citizenship ceremony within a reasonable timeframe.

Processing priorities were refined during the final quarter of the reporting period to enhance arrangements for processing and reporting older cases, work continued on national consistency in processing.⁶⁰

58. The planned performance result in the 2024–25 PBS was 'At least 90 per cent of citizenship by conferral applications are finalised within agreed target timeframes from lodgement to decision'.

59. immi.homeaffairs.gov.au/citizenship/citizenship-processing-times/citizenship-processing-times

60. Processing timeframes for conferral, descent and evidence caseloads are available on the department's website and updated monthly.

Priority: Refugee, humanitarian and settlement services	
Key activity: Humanitarian Program	
Measure: Delivery of Australia's Humanitarian Program reflects government priorities and Australia's international protection obligations.	MET 100%

TARGET 32
Amended from 2024–25 PBS target⁶¹
The Humanitarian Program is delivered within the planning ceiling and the onshore/offshore composition set by the Government.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 20,000 Humanitarian Program places (grants) have been delivered.</p> <p>Off the 20,000 place planning ceiling:</p> <ul style="list-style-type: none"> 15,999 offshore places, representing 0.001% below the planning ceiling 4,001 onshore places, representing 0.001% above the planning ceiling. 	The target was met, as 100% of Humanitarian Program places (grants) were delivered against the planning ceiling.

Supporting performance information

The department is committed to generous and flexible Humanitarian and Settlement Programs that meet Australia's international protection obligations, and position Australia as a global leader in international resettlement efforts.

The Humanitarian Program offers:

- resettlement for refugees and others overseas who are in humanitarian need
- protection for people who arrive lawfully in Australia and engage Australia's protection obligations.

This target is a measure to demonstrate the effectiveness of the department's delivery of the Humanitarian Program, consistent with the planning ceiling and the onshore/offshore composition set by government.⁶²

The target result directly aligns to the number of humanitarian places set by government. A client data issue contributed to the exact split not being achieved.

It was identified the Humanitarian Program Outcome reporting products do not use a consistent definition of a 'place' and have parameters that do not take into account 'exclusions' and 'net outs'. Consistent with the approach taken under the Migration Program, there are some circumstances where a person granted a permanent Offshore Humanitarian visa (subclasses 200, 201, 202, 203 or 204) or a permanent Onshore Protection visa (subclass 866) will not count towards the final Humanitarian Program Outcome.

These are known as 'exclusions' and 'net outs'. A 'place' under the Humanitarian Program Outcome refers to a person who is granted a Humanitarian Program visa during that program year—which enables them to access the benefits of the Humanitarian Program. This only impacts reporting related to the onshore component of the Program, as the offshore reporting already takes account of net outs.⁶³

61. The planned performance result in the 2024–25 PBS was 'the humanitarian program is delivered within the planning target and is consistent with priorities set by the Government'.

62. The Humanitarian Program is delivered within an error margin of +/- 0.1% of the planning ceiling and composition.

63. As a result, for the onshore component of the Program, new reporting products that align with the reporting parameters need to be built and have not been developed in time for 30 June 2025 reporting. Accordingly, interim reporting parameters have been applied for the 2024–25 Humanitarian Program Outcome, whereby the onshore component reporting excludes the subsequent (duplicate) grant of Protection visas to persons who were previously granted a Protection visa in 2024–25. That is, only the first protection visa grant will be counted as a 'place' toward the Program.

TARGET 33

Deliver at least 30,000 Protection (subclass 866) visa finalisations during the 2024–25 program year.

Performance rating	Performance against target	Justification for result
Met	<p>30 June 2025, there were 30,465 Protection (subclass 866) visa finalisations. Of these:</p> <ul style="list-style-type: none"> 4,010 (13.16%) visas were granted 25,018 (82.12%) visas were refused⁶⁴ 1,437 (4.72%) visas were withdrawn. 	<p>The target was met, as a total of 30,465 Protection (subclass 866) visas were finalised during the 2024–25 program year.</p> <p>This exceeded the target benchmark by 465 visas.</p>

TARGET 34

At least 50% of refused Protection visa applications finalised under the real time processing model during the 2024–25 program year are finalised in 90 days or less from the date of application.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 24,985 Protection (subclass 866) visa applications refused. Of these refused applications:</p> <ul style="list-style-type: none"> 13,208 were finalised under the real time processing model⁶⁵. Of these: <ul style="list-style-type: none"> 7,012 were finalised in 90 days or less from the date of application. 	<p>The target was met, as 53.09% of refused Protection visa applications finalised under the real time processing model were finalised in 90 days or less from the date of application.</p> <p>This exceeded the target of 50% by 3.09 percentage points.</p>

Supporting performance information

These targets reflect the Australian Government's commitment to ensuring the Protection visa system serves its intended purpose—to provide protection to those who are in genuine need and are found to meet Australia's protection obligations. These targets represent a significant increase in finalisations compared to 2023–24, while also delivering improvements in finalisation timeframes.

These targets measure the department's effectiveness in processing Protection visa applications, including under the real-time processing model. Real time processing is where the department allocates and assesses specific applications as they are lodged, thereby reducing the time people can be in Australia on a Bridging visa with work rights and dis-incentivising misuse of the Protection visa system.

In 2024–25, key activities undertaken to ensure visas were finalised on time included:

- prioritising applications from real time processing caseloads
- using assessment and decision supports, including an enhanced triage process
- decision-makers using targeted country-of-origin information products and decision record support material
- applying global case management principles to progress applications as far as possible and finalise at the earliest opportunity.

The list of nationalities and cohorts that form the real time processing cohort is dynamic and updated to reflect changes in government priorities and real-world events. Applicants who meet either a real time processing nationality or cohort are prioritised for finalisation.

64. Of the 25,018 visas that were refused a small number (21) were section 501 (s501) refusals (contributing to the total s501 refusals also reported on in Target 52.

65. The finalisation number for this target does not include remittals from review bodies and therefore will differ from the finalisation number in Target 33.

Finalisation numbers are for all applicants included on an application and includes grants, refusals and withdrawals. This equates to an average of 7,500 finalisations per quarter. The Protection (subclass 866) visa applications on-hand caseload decreased in 2024–25 in comparison to 2023–24:

- 30,465 Protection (subclass 866) visas were finalised in 2024–25, representing an increase from 20,667 in 2023–24
- 28,635 Protection (subclass 866) visas were on-hand as at 30 June 2025, representing a decrease from 33,523 as at 30 June 2024.

Of the 30,465 Protection (subclass 866) visa finalisations:

- 13% were granted (4,010 visas)
- 82% were refused (25,018 visas)
- 5% were withdrawn (1,437 visas).

Under section 49 of the *Migration Act 1958* (Migration Act), an applicant for a visa may, by written notice given to the Minister, withdraw the application at any time during the processing of their application. When an application is withdrawn, the department updates records and writes to the applicant to confirm withdrawal. In 2024–25, the department investigated the way finalisations were counted and as a result for a client who is granted twice, this is counted as 2 grants. In some instances, a person may have multiple Protection visa finalisations (either grants, refusals or withdrawals). This occurs in a negligible number of cases and mainly occurs in the case of babies who are born after a parent has lodged a visa application. Where both parents are applicants for a Protection visa, these babies have multiple visa applications as dependants (per Regulation 2.08 of the *Migration Regulations 1994* (Migration Regulations)) and each application must be finalised. This treatment is consistent with the legislation.

Key activity: Settlement services

Measure: The management and delivery of settlement and translating and interpreting services support refugees and vulnerable migrants in contributing to and participating in the Australian community.

Substantially Met
96.98%

TARGET 35

85% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, 7,302 of 9,838 humanitarian entrants who had exited the Humanitarian Settlement Program (HSP) were assessed by their provider ⁶⁶ as having the skills and knowledge to use services in Australia. ⁶⁷	The target was not met, as 74.22% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia. This missed the target of 85% by 10.78 percentage points.

Supporting performance information

The Humanitarian Settlement Program (HSP) provides newly arrived humanitarian entrants and refugees practical assistance to settle in Australia and develop skills and knowledge across 10 orientation outcomes. This target provides a measure of the HSP's success in supporting clients to become self-reliant and active members of the Australian community.

66. The performance results are based on self-reporting by third party providers. The department does not internally verify the legitimacy and accuracy of reported results.

67. The performance result includes clients who have achieved the required outcome independently or with some level of assistance.

Each HSP client is supported through individualised case management tailored to their needs, strengths and goals. When clients are ready to exit the HSP, typically 12-18 months after their arrival in Australia, the client's HSP case manager conducts an exit interview to assess the client's competency across the 10 orientation outcomes and confirm they have the skills and knowledge to use services either with assistance or independently when exiting the HSP. The 10 orientation outcomes are: 'settlement services', 'housing', 'health', 'managing money', 'feeling at home in Australia', 'transport', 'family functioning', 'Australian law', 'education' and 'employment'.

The exit interview involves a range of questions, but reporting for this target is only based on 10 questions which ask case managers to assess 'what orientation outcome level has the Client achieved' for the particular orientation topic.

Prior to 2024–25, the methodology used to calculate client outcomes against the equivalent target was calculated based on the aggregated achievement rates against each orientation outcome, rather per participant performance. This aggregated approach took into account the complexities presented by the participant cohort and indicated, 2024–25, that the average achievement rate across all outcomes was 91%.

The aggregate approach reflected the fact that:

- not all clients will necessarily require or receive all HSP services
- support under the HSP is provided using an individualised case management approach that is tailored to the needs, strengths and goals of each client. While there are 10 orientation topics, not all are relevant to all clients. (e.g. an elderly client might not want to seek employment)
- not all clients necessarily achieve 'application' against all orientation topics due to their differing circumstances (e.g. trauma/vulnerabilities) and aspirations (clients decide what orientation topics they would like to do). Additionally, some clients will decide to exit the program.

For 2024–25 the performance result was clarified to report on a per client basis and represents clients who have achieved the required outcomes at exit, including clients who are able to apply skills and knowledge, or have achieved the required outcome but may require some level of assistance to access services.

This reporting excludes clients who for any orientation outcomes are assessed as 'knowledge achieved', 'knowledge in process', or 'N/A—will not achieve competency due to exceptional circumstances (e.g. age, significant caring responsibility, mental/disability/physical health, etc)'.

The categories of clients that are included as part of the reporting are considered in recognition of the fact that some particularly vulnerable cohorts may require additional assistance at various stages to maintain their ability to access services in Australia upon exiting the program. Vulnerable cohorts could include clients who have experienced high levels of poverty, severe trauma, and suffer the health impacts arising from persecution, discrimination, displacement, nutritional deprivation and inadequate medical care. Homesickness, culture shock, a sense of social dislocation and language and literacy barriers can also affect the ease with which clients settle in Australia. Many clients will have spent long periods of time in refugee camps or other precarious living conditions before coming to Australia. Clients may have no experience of renting a home or other aspects of life in Australia which are considered fundamental to successful settlement. The additional assistance they might require may include assistance to complete rental applications, connect household utilities and find employment.

The performance results are based on self-reporting by third party providers. While the department does not internally verify the legitimacy and accuracy of reported results, the department works closely with HSP service providers to monitor service delivery quality and address performance issues. In addition, during 2024–25, the department implemented a declaration process for all HSP case managers, requiring them to attest that data is accurate when reporting on outcomes in Qualtrics.

TARGET 36

80% of Settlement Engagement and Transition Support (SETS) clients assessed rated three or above (five-point rating scale) as a measure of the achievement of a client's individual goals required to support their independence, participation and wellbeing.

Performance rating	Performance against target	Justification for result
Met	<p>In 2024–25⁶⁸ there were 52,865 SETS clients, of which 30,878 (58.41%) clients were assessed by SETS providers.⁶⁹</p> <p>Of the assessed clients, 28,476 out of 30,878 clients rated 3 or above (on a 5-point rating scale) in relation to the client's individual goals across 6 domains: changed knowledge and access to information, changed skills, changed behaviours, empowerment, choice and control to make own decisions, engagement with relevant support services, and changed impact of immediate crisis.</p>	<p>The target is met, as 92.22% of the SETS clients assessed by SETS providers rated 3 or above (5-point rating scale) in relation to their achievement of individual goals required to support their independence, participation and wellbeing.</p> <p>This exceeded the target of 80% by 12.22 percentage points.</p>

Supporting performance information

The department manages the delivery of the SETS as part of a suite of settlement services to support refugees and vulnerable migrants in contributing to and participating in the Australian community. This target aims to measure the effectiveness of the delivery of the SETS program in equipping and empowering humanitarian entrants, other vulnerable migrants, and their communities, with the knowledge and tools to address their settlement needs in order to improve social and economic participation, and community connectedness.

The SETS program is a flexible, low to medium intensity program, with services tailored to the needs of clients. To ensure that SETS reaches those most in need, providers are expected to target and prioritise support for humanitarian entrants and other eligible vulnerable migrants, but have the flexibility to support clients outside of the priority groups based on client need, budget limitations and relevant program outcomes.

SETS clients are assessed using Standard Client Outcomes Reporting (SCORE) data from the Data Exchange (DEX) system. SCORE is designed to measure the result of a client's interaction with a funded service, in a way that is consistent and comparable.

SCORE is generally recorded towards the beginning and end of an activity to best assess change pre and post service delivery. If the service provided is longer term, then interim assessments may also be recorded. Clients must receive at least 2 SCORE assessments to be counted towards this target. Some clients may only interact with the service once, or SCORE assessments may not be practicable due to client circumstances. Target reporting counts clients with Goal SCORE ratings of 3 and above. A Goal SCORE of 3 demonstrates 'some progress' towards a client's individual goals while a 5 indicates a goal is fully achieved.

Organisations are encouraged to collect SCORE in the way that best suits their own service delivery context. This may be through a practitioner assessment, a client self-assessment, support person assessment, or a joint assessment. The assessments are self-reported through DEX data, managed by the Department of Social Services (DSS), and accessed by the department through the QLIK reporting interface. While the department does not directly access DEX source data to internally verify the accuracy of the assessments made, during 2024–25 the department sought to manage the risk of biased self-reporting by providers through the introduction of a DEX attestation process. Independent to the department, DSS undertake quality assurance of DEX data bi-annually to confirm that data is complete and consistent with other records, but does not confirm the accuracy of Goal SCORE assessments. DEX assessments are also shared with the department to inform stakeholder engagement.

68. The performance results are based on self-reporting by third-party providers through DEX data, managed by the Department of Social Services. The department accesses SETS data through the QLIK reporting interface and does not directly access DEX source data to internally verify the accuracy of the self-reporting.

69. SETS providers are required to report outcomes for 50 to 60% of their clients. For 2024–25, ratings were provided for 58.41% of SETS clients.

TARGET 37

In all instances where Assisted Passage contract Key Performance Indicators (KPIs) were reported as not achieved by the service provider (through quarterly reporting), the department completes an assessment and applies an abatement or requests a remediation action plan to the service provider within 10 business days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 3 occasions where a KPI was reported as not achieved (not met) by the service provider during quarterly reporting.⁷⁰</p> <p>For all 3 occasions, the department applied an abatement or requested a remediation action plan to the service provider within 10 business days.</p>	<p>The target was met, as 100% of instances where Assisted Passage contract KPIs were reported as not achieved (not met) by the service provider during quarterly reporting and were subject to the department completing an assessment and applying an abatement or requesting a remediation action plan to the service provider within the required timeframe.</p> <p>This met the 100% target.</p>

Supporting performance information

Management of contracts with service providers for the Assisted Passage program supports the delivery of Australia's Offshore Humanitarian Program and provides health screening, travel and medical related services to refugee visa applicants and visa holders.

The department seeks to ensure service provider compliance with the contract and that the intended outcomes of services are being achieved by monitoring service provider performance against agreed KPIs based on the quarterly Contract Status Report (CSR) provided by service provider to the department. Within 10 business days of receiving the CSR, the department is required to review the report and apply an abatement or request a remediation action plan where KPI's were not met.

During 2024–25, the Assisted Passage program continued the gradual transition of service delivery from the outgoing service provider to a new service provider, as was initially commenced during the 2023–24 reporting period. Reporting against this target captures KPI performance and departmental management of these for the new service provider only.

The transition was complex based on locational and logistic requirements of the processes involved, therefore requiring a phased, locality-based approach to the rollout of services by the new service provider. As a result, the new service provider did not deliver the full suite of contracted services to all required regions for the entire reporting period.⁷¹ In the meantime, to ensure business continuity and manage operational risks related to the extended transition period, the department extended the outgoing service provider's contract until 30 September 2025.

Related to the extended transition period, there were also delays with the department's provision of the Acceptance Certificate to the new provider, with this occurring on 24 October 2024, during quarter 2. An Acceptance Certificate is a requirement under the Assisted Passage Contract. The significance of an Acceptance Certificate in contract management is that it acknowledges the Contractor has successfully transitioned-in to a country and is delivering the Assisted Passage services. As a result, quarters 1 and 2 are not reflected in the performance results, noting the department was unable to apply abatements during this time.

In addition to KPI performance monitoring, the department also observed a range of improvement activities implemented by the provider based on the 2024–25 CSRs, including:

- efforts to strengthen relationships with key host governments across multiple regions in order to reduce processing times for travel documentation
- building stronger relationships with Humanitarian Settlement Program (HSP) providers to improve client transit experiences domestically
- operational adjustments to expand resourcing and airside access and major airports to increase service capacity.

70. Performance information does not represent the full reporting period as during quarters 1 and 2, the department was unable to apply an abatement or request a remediation action plan to the service provider due to delays in the processes to transition in the new service provider.

71. KPI 3 (Engagement of Medical and Non-Medical Escorts) was not reported on in quarters 1 and 2 and has been excluded from the performance result.

TARGET 38

85% of enrolled students who responded to the annual AMEP client survey identified that they had improved across a minimum of three English language skills categories.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 41,771 enrolled students in the Adult Migrant English Program (AMEP), with 13,495 responding to the survey (32.31%).⁷²</p> <p>Of these, 13,076 answered the survey questions related to this target. Of the responses:</p> <ul style="list-style-type: none">• 11,584 (88.59%) indicated they had improved their speaking• 11,773 (90.04%) indicated they had improved their listening• 11,777 (90.07%) indicated they had improved their reading• 11,145 (85.23%) indicated they had improved their writing.	<p>This target was met, as 89.57% of annual AMEP client survey responses indicated that they had improved across 3 or more English language skills categories.</p> <p>This exceeded the target of 85% by 4.57 percentage points.</p>

Supporting performance information

The delivery of the AMEP assists in supporting refugees and vulnerable migrants in contributing to and participating in the Australian community by helping improve their English language skills and settle in Australia.

The AMEP was established in 1948, as legislated under the *Immigration (Education) Act 1971*, to provide free English language classes to migrants and humanitarian entrants with less than vocational English levels. Following the legislative changes to the Act, more migrants are able to access English tuition for longer and until they reach a higher level of proficiency. The AMEP is currently delivered in around 300 locations across Australia and is available to migrants and humanitarian entrants aged 18 years and over. However, those aged 15 to 17 years old can participate in AMEP in circumstances where they have completed schooling or school language services are insufficient.

The student satisfaction survey was undertaken by the AMEP Quality Assurance Provider on behalf of the department. This was conducted from 6 to 30 May 2025 and captured actively enrolled students during the survey dates. The survey responses demonstrated that the program met the student clients' specific needs for English improvement and assisted them to settle in Australia. The results are based on the student clients' self-assessments of their improvement across the 4 language skills categories: speaking, reading, listening and writing. To support the student clients in accurately completing their self-assessment, the department provided guidance to the AMEP service providers on pre-survey teaching and familiarisation, tailored to the different levels of proficiency.

This AMEP curriculum was delivered through a range of flexible learning options to support student clients including:

- full time, part time, evening and weekend classes
- one-on-one language assistance by a trained volunteer as part of the volunteer tutor scheme
- distance learning and virtual classes.

The department aims to optimise client outcomes through improving the Performance Management Framework, underpinned by the introduction of AMEP Quality Guidelines and Standards, to ensure AMEP services are of high quality.

72. Considering the characteristics and vulnerable backgrounds of the cohort, the department relies on the service providers to distribute the survey to all enrolled students. Service providers are able to use their pre-existing relationship with enrolled students to increase the likelihood of enrolled students completing the survey and, where appropriate, provide additional support to the client to enable them to complete the survey, including assistance with question comprehension. The department relies on service providers to manage survey distribution and assist enrolled students with survey completion without influencing the responses and assessments of enrolled students.

TARGET 39

85% of enrolled students who responded to the annual AMEP client survey identified that they learn English for their needs including work, study and community participation.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 41,771 current enrolled students⁷³ in the AMEP, with 13,495 responding to the survey (32.31%).⁷⁴</p> <p>Of the responses to each question:</p> <ul style="list-style-type: none">• 11,503 (90.82%) indicated the AMEP helps them learn English to feel part of the Australian community• 8,213 (86.61%) indicated the AMEP helps them learn English needed for work• 9,992 (87.56%) indicated the AMEP helps them learn English needed for further study.	<p>The target was met, as the average of the 3 valid survey responses, 88.53% of current enrolled students who responded to the relevant survey questions indicated they agree that the AMEP allowed them to learn English to meet their needs of community participation, work and study.</p> <p>This exceeded the target of 85% by 3.33 percentage points.</p>

Supporting performance information

Like Target 38, Target 39 focuses on the delivery of the AMEP to support refugees and vulnerable migrants in contributing to and participating in the Australian community by helping improve their English language skills and settle in Australia.

Responses to the student satisfaction survey demonstrated that the program met the student clients' specific needs for English improvement and assisted them to settle in Australia. The results are based on the student clients identifying that they learn English for their needs including work, study and community participation.

To support the student clients in accurately completing their self-assessment, the department provided guidance to the AMEP service providers on pre-survey teaching and familiarisation, tailored to the different levels of proficiency.

For the survey questions relating to this target, the individual response rates were as follows:

- 12,666 answered the question related to community participation, which is a response rate of 93.86%
- 9,483 answered the question related to work, which is a response rate of 70.27%
- 11,411 answered the question related to study, which is a response rate of 84.56%.

The response rate, supported by the underlying raw survey demographic data, demonstrates that it is representative of the AMEP cohort.

The AMEP's curriculum prioritises settlement and covers topics such as education, banking, the medical system and health and safety. The AMEP also includes Pathway Guidance for clients including settlement, vocational and educational advice and referral, employment focused English language tuition, and related work-based opportunities to assist student client needs.

73. The student satisfaction survey occurred from 6 May 2025 to 30 May 2025 and captured actively enrolled students during the survey dates.

74. Considering the characteristics and vulnerable backgrounds of the cohort, the department relies on the service providers to distribute the survey to all enrolled students. Service providers are able to use their pre-existing relationship with enrolled students to increase the likelihood of enrolled students completing the survey and, where appropriate, provide additional support to the client to enable them to complete the survey, including assistance with question comprehension. The department relies on service providers to manage survey distribution and assist enrolled students with survey completion without influencing the responses and assessments of enrolled students.

TARGET 40

TIS National (Translating and Interpreting Services) are provided in a timely and reliable manner.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025:</p> <ul style="list-style-type: none">A total of 1,420,046 Interpreting Service requests were assigned, of these, 1,303,164 (91.77%) were assigned a National Accreditation Authority for Translators and Interpreters (NAATI) accredited practitioner, exceeding the 90% target by 1.77%.A total of 1,552,642 Interpreting Services requests were received, of which 1,394,189 (89.79%) were provided, exceeding the 80% target by 9.79%.A total of 1,298,068 immediate were answered.⁷⁵ Of these, 788,278 (60.73%) were answered within 60 seconds, not meeting the 90% target by 29.27%.A total of 268,392 booking requests were assigned, of which 262,448 (97.79%) were assigned within one day, exceeding the 90% target by 7.79%.	<p>The target was substantially met, as 3 of the 4 components measuring the timeliness and reliability of TIS National (Translating and Interpreting Services) achieved their required benchmark.</p> <p>The target was substantially met as it was 7.32 percentage points below the benchmark.</p>

Supporting performance information

The TIS National supports the participation of refugees and vulnerable migrants in the Australian community by facilitating their equitable access to the information and services of government agencies, businesses and non-government organisations.

TIS National is a language service provided by the department for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients. As part of this, the department is responsible for delivery of the contact centre service, which facilitates interpreter service bookings, and the maintenance of the panel of accredited language interpreters available to deliver these services, including by phone, video and on-site.

In 2024–25, TIS National delivered the highest number of services in a financial year since 2015. Key strategies implemented by the department to maintain service levels included:

- enhancing and improving technical capabilities and identifying opportunities for efficiencies within business processes
- engaging with industry stakeholders to anticipate language demand and address interpreter shortages
- engaging major clients to improve communication and to mitigate external factors influencing wait times in the contact centre.

Notably, the broad increase in service demand featured a 10.4% increase in demand for immediate telephone services offered, in addition to seasonal fluctuations, such as dramatic increases in demand from financial and tax related government entities at the end of the financial year.

Furthermore, external language sector sustainability challenges had an impact on the ability of the services to meet interpreting request requirements and overall demand levels. During 2024–25, TIS National continued efforts to increase the number of language practitioners on the panel through the course of the year to address this, resulting in the appointment of 143 interpreters to the TIS panel. This had a positive impact on the target performance overall as more interpreters were available to provide services.

75. 'Immediate' refers to calls that were not pre-booked and made via TIS National's 24 hours phone interpreting service.

Priority: Multicultural affairs	
Key activity: Multicultural affairs engagement and grant delivery	
Measure: Community engagement and multicultural grants programs support government in responding to community needs.	SUBSTANTIALLY MET 93.69%

TARGET 41
100% of grant programs are delivered within budget and in a timely manner.

Performance rating	Performance against target	Justification for result
Unable to be Determined	Performance information for this target is not available.	The target was unable to be determined as existing reporting mechanisms to monitor and manage grants did not capture the data points required to assess performance against the target.

Supporting performance information

The department develops and delivers a range of grant programs that support the multicultural communities of Australia. The multicultural grants program addresses social cohesion; community languages; community events and programs; renovations and infrastructure, all of which support government responsiveness to community needs. These programs recognise and support multicultural communities, including how they contribute to Australia. The target measures the department's management of these grants in accordance with Commonwealth Grant Rules to deliver the expected services or products. The administered funding and number of grants which the department is required to deliver has increased significantly over the past few years, from \$13.5 million across 4 grants in 2022–23 to \$36.7 million across 17 grant programs in 2024–25 and is expected to continue to increase in future financial years. Of the \$36.7 million, the department delivered \$36.1 million (98.00%) funds.

In line with Department of Finance requirements, the department has a partnership arrangement with the Department of Social Services (DSS) Grants Hub (the Hub) to administer multicultural grants on the behalf of the department. This target captures grants delegated by the Multicultural Affairs Branch within the department, for which the department has administered funding for appropriation in the financial year. This can be by way of an ongoing (multi-year) appropriation, an announcement of funds as part of the budget process, or funds transferred from another appropriation.

Reporting against this target required the department to produce aggregated records which uniformly captured information on the delivery of key elements of the grant process (from design to execution) within a timely manner.⁷⁶ Further work by the department and with the Hub is required in 2025–26 to establish the data sets required to succinctly evidence the delivery of grants in a timely manner.

While the department was unable to establish additional reporting mechanisms to capture this information and generate the performance data specifically required for reporting against this target within 2024–25, the department continued to actively manage and monitor the delivery of grants throughout the reporting period.

The department continues to work closely with external stakeholders including DSS Grants Hub and service providers to minimise the likelihood of funds that will require movement from the appropriated financial year.

76. For the purposes of reporting against this target, grants are considered to have been delivered in a timely manner where responsible actions and processes are managed within regulatory (e.g. end of financial year), and all other agreed timeframes, for example, those documented in a Grant Round Management Plan (GRMP) signed by the department and Community Grants Hub, and/or in project change requests.

TARGET 42

80% of surveyed community stakeholders indicated that engagement with the Community Liaison Officer (CLO) Network has helped them feel supported and included in the Australian community.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025, of the sample group of 309 community stakeholders, 57 responded to the survey (18.45%).</p> <p>40 of the 57 respondents⁷⁷ (70.18%) indicated that their engagement with the Network helped them feel supported and 44 (77.19%) indicated that it helped them feel included in the Australian community.</p>	<p>The target was substantially met, as an average of 73.69% respondents indicated that engagement with the CLO Network helped them feel supported and included in the Australian community.</p> <p>The target was substantially met as it was 6.31 percentage points below the target of 80%.</p>

Supporting performance information

The CLO Network consists of 50 departmental CLOs in 5 regional Community Engagement Teams, located in New South Wales/Australian Capital Territory, Victoria/Tasmania, Queensland/Northern Territory, Western Australia and South Australia. CLOs build and maintain relationships with a wide range of cultural, ethnic and faith-based communities in Australia through regular engagement.

Between 1 July 2024 and 31 May 2025, the network engaged with 1,265 community stakeholders.

Community engagements are undertaken by CLOs in person, and by video conference, phone and email. Engagements may be one-on-one, with a small group from a single organisation or with multiple stakeholders or organisations at the same time. For the purposes of this survey, government stakeholders, duplicates, events and email engagements are not included.

The CLO Network contributed to positive outcomes that support multicultural communities by:

- proactively seeking to know and understand community stakeholders
- identifying barriers to participation and opportunities to strengthen social inclusion
- connecting community stakeholders with important information, services and each other
- enabling community voices to inform government policies, programs and actions
- supporting social cohesion outcomes
- responding to community feedback and concerns.

The department measured the CLO Network's performance against this target by conducting a survey over a 3-week period in June 2025, using a randomised sample of community stakeholders, distributed across all 5 regions.

The performance result is based on responses to the following 2 questions:

- How much have Community Liaison Officers helped you/your community to feel supported in the Australian community?
- How much have Community Liaison Officers helped you/your community to feel included in the Australian community?

Responses to the questions are in the form of a rating from one (lowest) to ten (highest). All survey responses with a score of 6 or above for these 2 questions were then counted as 'met'.

Throughout 2024–25, the conflict in the Middle East was a primary focus for the network, which frequently engaged with and provided support to affected communities. CLOs also provided support to communities impacted by the Bondi attack, Wakeley Church incident, the unrest in India and Pakistan, and a number of anti-semitic and Islamophobic incidents. CLOs proactively engaged with particular communities to elicit sentiment regarding the government response and their sense of belonging in Australia. Community sentiment has been used to inform decisions of government including during incident response.

77. The survey results were based on 57 responses, from 309 community stakeholders who received the survey, out of a total of 1,265 community stakeholders engaged during the period. Considering the number of survey responses received, the survey results may not be considered as representative of broader stakeholder views.

While this engagement was essential to addressing immediate community concerns, it has impacted the CLO Network's capacity to maintain consistent engagement across the full range of communities. The department is working to ensure the CLO Network has the support and capability required to deliver government objectives and respond to community needs going forward.

In addition, anecdotal feedback from community stakeholders through the program year described CLOs as 'approachable, supportive and responsive' and CLO engagement as a 'game changer', praising their impact on community cohesion. Stakeholders also indicated that when representatives of the Australian Government attended their community events, they 'feel looked after' and said recognition of their community strongly enhances their sense of belonging in Australia.

Priority: Social cohesion

Key activity: Social cohesion and democratic resilience coordination

Measure: Coordination, research and engagement contributes to a cohesive Australia and supports democratic resilience.

MET
100%

TARGET 43

Deliver an overview and analysis of national social cohesion initiatives, in consultation with states and territories.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, an overview and analysis of national social cohesion initiatives, in consultation with states and territories, was delivered.	The target was met, as an overview and analysis of national social cohesion initiatives was delivered to the Minister for Home Affairs by 30 June 2025.

Supporting performance information

This target measures how the department promotes social cohesion through an innovative and resilience-based approach. This target was measured according to delivery of the overview and analysis of the stocktake to the Minister for Home Affairs by 30 June 2025.

It was important that a stocktake was conducted, as it identified the wide range of existing social cohesion initiatives underway across the Commonwealth, states and territories, and highlighted that while there was a large array of existing initiatives that support Australia's social cohesion, national coordination and leadership is required to bring coherence to the issue. The stocktake highlighted opportunities for greater investment and also acted as a connection point between the department and key stakeholders across government, with stakeholder relationships built and existing relationships improved following connection over the stocktake.

Between September 2024 and January 2025, the department conducted analysis and overview of national social cohesion initiatives in order to identify existing social cohesion activities across the Commonwealth and jurisdictions designed to maintain, strengthen or build social cohesion, while identifying gaps and opportunities. The method of analysis was to sort data provided by the Australian Government, state and territory governments on initiatives that fit within the provided Scanlon Foundation definition of social cohesion,⁷⁸ including an initiatives purpose, funding, and duration. The department then conducted further analysis to attach initiatives to up to 3 social cohesion drivers (in line with the Scanlon Foundation's definition of social cohesion).

Analysis and overview of national social cohesion initiatives identified more than 400 discrete initiatives exceeding \$4 billion over a 5-year period. The breadth and range of initiatives targeted a range of activities and community groups, including children, youth, women, families, First Nations peoples, multicultural communities, recent migrant, LGBTIQ+ and people with disability. Early analysis indicated that initiatives designed to address a sense of belonging ranked most highly, while those addressing economic inequality and economic inclusion were fewer. The analysis on the stocktake highlighted the need for a more consistent approach to defining what constitutes a social cohesion initiative, what social cohesion drivers these initiatives respond to, and where the gaps and opportunities for future investments exist. The stocktake while providing a rich data source was not uniform, which made the identifying gaps and opportunities problematic. The stocktake has achieved a better understanding of the diversity of needs nationally which will support future conversations with states and territories.

78. scanloninstitute.org.au/research/mapping-social-cohesion/what-is-social-cohesion

TARGET 44

70% of surveyed participants that attended public engagement on the Strengthening Australian democracy: a practical agenda of democratic resilience report indicated that they had an improved understanding of Australian democratic values and the factors that can influence democratic resilience.

Performance rating	Performance against target	Justification for result
Unable to be determined	<p>As at 30 June 2025, 36 members of the public invited to attend the public engagement on the <i>Strengthening Australian democracy: a practical agenda of democratic resilience</i> report were surveyed, with 3 valid responses⁷⁹ received (8.33%).</p> <p>2 of the 3 valid responses provided a positive response, either strongly agreeing or somewhat agreeing to the survey question.</p> <p>The remaining valid survey responses indicated that they somewhat disagreed with the survey question.</p>	<p>The target was unable to be determined.</p> <p>While 66.67% of the respondents indicated that they had an improved understanding of Australian democratic values and the factors that can influence democratic resilience, the survey results for this target are not considered statistically reliable.⁸⁰</p>

Supporting performance information

This target aims to contribute to the forward work plan of the department by measuring the impact of the Strengthening Democracy Taskforce Report on those who attended the events to inform the importance of this work within the department's new Office of Community Cohesion's remit.

Public engagement for the *Strengthening Australian Democracy: A Practical Agenda of Democratic Resilience* report (the Report) was conducted between 15 July 2024 and 3 July 2025 with participation from academia, government, and the cultural sector. These stakeholders and members of the public were invited to the public event to launch the Report along with invited members of the public.

Following the public event, a survey was distributed to those members of the public who attended the event. The performance result is based on responses to question 3: As a result of attending this event, I have an improved understanding of Australian democratic values and the factors that can influence democratic resilience.

The survey was sent via email. It aimed to assess the public's understanding of Australian democratic values and the factors that influence democratic resilience. However, delays in distributing the survey caused by restricted engagement during the pre-election period, affected the response rate and the timeliness of reporting.

Some justification for the results might be the result of the maturation of the program that is still in its infancy when compared to other priority areas of the department and government.

This result did however correlate with the research findings in the Report that suggested the present era of Australia's democracy as, one of stagnation, even decline. The Report also found that democracies globally are facing an alarming set of challenges including growing polarisation, citizen discontent and declining participation, challenges that can be addressed by the Australian Government's investment in democratic resilience. These sentiments were echoed by the Joint Standing Committee on Electoral Matters reiterated the importance of this work in its recommendations to the Australian Government to work to find opportunities to engage a wider community of diverse young people in leadership programs that build understanding of democracy and active citizenship. These findings reinforce the need for the Australian Government to continue to invest in efforts and initiatives that build democratic resilience.

In recognising the need to continue the foundational work of the strengthening Democracy Taskforce and the ongoing need for this function, the Department of Home Affairs established the Office of Community Cohesion to strengthen social cohesion and democratic resilience in Australia.

79. Seven responses were received however 4 of these did not respond to the question used to calculate the performance result and have therefore been classified as invalid for the purposes of reporting against Target 44.

80. Only 8.33% of the surveyed population responded to the relevant survey question to form the assessment of performance. This fell below the planned response rate of 70%, and performance results may not be reflective of the broader target population and are not considered statistically reliable. As a result the department has reported performance against this target as 'unable to be determined'.

TARGET 45

Establish an office within the department responsible for cross-cutting policy on community cohesion.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the department completed all planned milestones associated with the establishment of the Office of Community Cohesion (the Office). ⁸¹	The target was met, as 100% of planned activities to establish an office within the department responsible for cross-cutting policy on community cohesion were completed.

Supporting performance information

The Office is key to building a socially cohesive and democratically resilient Australia. This target measures how the department promotes social cohesion through policy leadership and establishment of a dedicated organisational function.

The Office as a structure within the department was established in 2024–25. The Office now has the authority to operate with a clear remit and will now focus on expanding its resourcing.

The Office provides leadership, advice and guidance for government and the broader Australian community on social cohesion arrangements and does this leading and coordinating initiatives and activities which respond to national social cohesion challenges.

The Office works with commonwealth agencies, states and territories, industry, civil society and communities to identify practical approaches to improve social cohesion, strengthen the cohesiveness of Australia's diverse, democratic society and promote better collaboration.

Priority: Immigration compliance and integrity**Key activity: Visa and migration system integrity**

Measure: Regulation of Registered Migration Agents and implementation of migrant worker exploitation reforms supports the integrity of the visa and migration system.

NOT MET
83.02%

TARGET 46

50% of all investigations (commenced after 1 July 2024) will be finalised within 180 days.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, 39 investigations were commenced since 1 July 2024.</p> <p>17 (43.59%) investigations remain on-hand and have not yet had their applicable 180-day processing timeframe lapse.</p> <p>Of the remaining 22 investigations (56.41%) in scope for this target:</p> <ul style="list-style-type: none"> • 8 investigations were finalised within 180 days • 2 investigations were finalised, where finalisation exceeded the 180-day timeframe • 12 investigations were not finalised, within the 180-day timeframe. 	<p>The target is not met, as 36.36% of investigations were completed within the 180-day timeframe.</p> <p>This missed the target of 50% by 13.64 percentage points.</p>

81. The Office for Community Cohesion was renamed as the Office for Social Cohesion on 17 July 2025.

TARGET 47

Reduce the legacy caseload of investigations into Registered Migration Agents by 50%.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, the legacy caseload for investigations into Registered Migration Agents was reduced to 112 investigations.</p> <p>This represents a reduction of 81 investigations from the initial 193 that were on hand as at 1 July 2024.</p>	<p>The target is not met, as the legacy caseload of investigations has been reduced by 41.97%.</p> <p>This missed the target of a 50% reduction by 8.03 percentage points.</p>

TARGET 48

75% of all early resolution matters will be finalised in 90 days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, 60 early resolution matters had commenced since 1 July 2024. At the time of reporting, 13 matters remain on hand and have not yet had their applicable 90 days processing timeframe lapse.</p> <p>Of the remaining 47:</p> <ul style="list-style-type: none"> • 36 (76.60%) were finalised within 90 days • 6 (12.77%) were finalised, however their finalisation exceeded the 90 day timeframe • 5 (10.64%) were not finalised, within the 90 day timeframe. 	<p>The target was met, as 76.60% of early resolution matters were finalised within 90 days.</p> <p>This exceeded the target of 75% by 1.60 percentage points.</p>

TARGET 49

95% of all initial and repeat applications to become a Registered Migration Agent are assessed within eight weeks of lodgement.

Performance rating	Performance against target	Justification for result
Not met	<p>In 2024–25 there were a total of 5,439 initial and repeat applications to become a Registered Migration Agent</p> <p>As at 30 June 2025, 751 (13.81%) of these applications remain on-hand and are within the applicable processing timeframe.</p> <p>Of the remaining 4,688 (86.19%) applications:</p> <ul style="list-style-type: none"> • 2,636 were assessed within 8 weeks of lodgment • 1,854 have been assessed outside of the 8 weeks timeframe • 198 have exceeded the 8 weeks processing timeframe and are yet to be assessed. 	<p>The target is not met, as 56.23% of all initial and repeat applications to become a Registered Migration Agent were assessed within 8 weeks of lodgement.</p> <p>This missed the target of 95% by 38.77 percentage points.</p>

Supporting performance information

The Office of the Migration Agents Registration Authority (OMARA) regulates the registered migration agent (RMA) profession in Australia. OMARA protects consumers of immigration assistance provided by RMAs by only registering those people who meet specific qualification and character requirements, investigating complaints about RMAs, and taking disciplinary action where necessary.

Targets 46, 47 and 48 are effectiveness measures of the department's role as a regulator, demonstrating performance against one of its key functions under section 316 of the Migration Act, to investigate complaints in relation to the provision of immigration assistance by an RMA.

Target 46 was introduced in 2024–25 to measure the management of new complaints received during the reporting period and updates a previous measure which did not differentiate between the finalisation of new complaints and legacy complaints.

Complaints are submitted to OMARA via an online complaints portal. Subsequent to this, all allegations against the conduct of RMAs are assessed against a risk matrix,⁸² resulting in some matters proceeding to formal investigation. For the purposes of reporting, an investigation is considered to have been commenced upon allocation of the investigation to an OMARA Investigations Officer. Investigations may result in a disciplinary decision if the alleged conduct is proven to be in breach of the Code of Conduct for RMAs and/or if the agent is found to not be a person of integrity, or otherwise not a fit and proper person to give immigration assistance. An investigation may involve more than one allegation, referral or complaint.

Of the 10 investigations finalised under Target 46:

- 1 led to a barring decision
- 3 had a finding of 'No Breach' following investigation
- 2 were found to have insufficient evidence following all investigative actions being exhausted
- 4 had an outcome of Close and Hold—these four cases form part of a larger investigation into 10 RMAs.

A number of factors contributed the performance outcome of Targets 46 and 47, including:

- a further 171 complaints identified as in scope for Target 47, resulting in the total caseload increasing by 162.86% from 105 complaints to 276 complaints
- resources, including on-boarding new staff and loss of experienced staff impacted the ability of officers to meet KPIs for serious complaints.

The department issued 20 sanction decisions in 2024–25 which will protect future consumers from non-compliant RMAs and 19 of the 20 sanction decisions were from the Target 47 legacy caseload. This number represents a 100% increase in sanction decisions for 2024–25 from 2023–24.

Of the 112 investigations remaining within the Target 47 caseload, 18 investigations are active and 94 are awaiting allocation.

Table 13: Investigations outcomes 2024–25

	2024–25	2023–24
Sanction decisions	20	10
RMA's cancelled	8	3
RMA's suspended	6	3
RMA's cautioned	3	1
Former RMA's barred	3	3

Early resolution matters referred to in target 48 relate to allegations of misconduct that is unlikely to result in disciplinary action, but the allegations still require assessment and investigative activities. These matters usually involve conduct that may be the result of an honest mistake, isolated, opportunistic or reckless behaviour as opposed to pre-mediated, intentional, and/or systemic behaviour and where there is limited adverse impact on the client and/or visa programs.

82. Complaints that are finalised at triage as having no merit/no jurisdiction are not assessed against a risk matrix.

Of the 42 early resolution matters finalised as at 30 June 2025:

- 18 were finalised as addressed with agent
- 7 were finalised as insufficient evidence, following investigative actions
- 4 were finalised with a finding of no breach, following investigation
- 5 were finalised as no further action⁸³
- 6 were finalised with a Suspected Breach Notice
- 2 finalised no merit, following investigative actions.

To register as a migration agent a person must meet specific registration requirements including knowledge and character requirements. OMARA assesses applications for registration as a migration agent on an annual basis. OMARA will approve registration applications if applicants meet the specified requirements, as set out in the Migration Act, the *Migration Agent Regulations 1998* and other associated legislative instruments. The applications may be refused if the applicants do not meet the specific registration requirements. Applicants may withdraw their applications prior to a decision.

Of the 2,636 (56.23%) applications that were received and assessed during 2024–2025 within 8 weeks of lodgement:

- 2,631 applications were approved
- zero applications were refused
- 5 applications were withdrawn.

Of those assessed outside the target processing timeframe of within 8 weeks of lodgement:

- 1,841 were approved
- zero were refused
- 13 were withdrawn.

Factors contributing to the performance result included the set timeframe of 8 weeks did not account for procedural fairness processes or publication of initial applications as required under the Migration Act.

Procedural fairness in relation to a registration application occurs before a decision is made. This includes providing the applicant with an opportunity to provide further information under section 288B, or section 308 of the Migration Act. If the Authority is considering refusing a registration application under section 309 of the Migration Act, it must inform the applicant of that fact and the reasons for it and invite the applicant to make a further submission in support of his or her application. Requests for information under section 288B have a prescribed period of 28 days under Regulation 4A for response and submissions under section 309 are generally afforded 28 days in which to provide a response in accordance with administrative law principles.

Publication of an initial registration application also occurs before a decision is made as per section 288A of the Migration Act and Regulation 4 of the Migration Agents Regulations, which requires that all new registration applications are to be published for a continuous period of at least 30 days. The Authority cannot consider the application unless this requirement is met.

OMARA conducted a targeted exercise throughout the year that helped to reduce the number of on hand applications by 465 applications, which assisted in the increase in output of 22% over 2024–25. In addition, minor changes to processing requirements were implemented in 2024–25 to enhance efficiencies. These changes included updates to the online application form to more clearly identify mandatory documents, targeted communications to all RMAs to remind them to provide decision ready applications, and staff training to ensure consistency in decision making.

Applicants may withdraw their applications prior to a decision. More information regarding OMARA is available at Appendix G.

83. No further action cases include circumstances where the agent is deceased, where complaints are resolved with complainants and no findings are made about breaches of the Code, where RNAs cease to be registered and the allegations do not meet the threshold for potential barring investigation.

TARGET 50

80% of the endorsed package of reforms to address migrant workers exploitation are implemented in full by 30 June 2025.

Performance rating	Performance against target	Justification for result
Not Met	As at 30 June 2025, 5 of the 9 department-led initiatives in the endorsed package of reforms to address migrant worker exploitation were implemented.	<p>The target was not met, as 55.56% of department-led initiatives in the endorsed package of reforms to address migrant worker exploitation were implemented in full by 30 June 2025.</p> <p>This missed the target of 80% by 24.44 percentage points.</p>

Supporting performance information

The *Rapid Review into the Exploitation of Australia's Visa System* (the Nixon Review)⁸⁴ was established to complement work that is already being progressed by the Australian Government through the Migration Strategy implementation, to address migrant worker exploitation and identify proposals for both systemic reform and discrete measures to prevent, deter and sanction individuals who seek to abuse Australia's visa system to exploit vulnerable migrants.

The Nixon Review and the Migration Strategy identified key contributors for countering migrant worker exploitation including: Department of Home Affairs, Department of Education, Attorney-General's Department, Department of Employment and Workplace Relations, Australian Skills Quality Authority, and Tertiary Education Quality and Standards Agency.

In 2024–25 the department has completed the following initiatives:

- *Strengthening Employer Compliance Act 2024*—legislated reforms to strengthen employer compliance, including new criminal offences, increased penalties and new cancellation powers
- measures to improve workplace justice outcomes, including enhanced mobility provisions for certain sponsored workers and a pilot for legislated reporting protections
- stand down list for Australian Citizens or Permanent Resident employers found to have breached the Migration Act to be made public on the department's website
- pilot between the Department of Home Affairs and the Australian Tax Office to monitor payments through the Australian Tax system
- communications campaign to deter unmeritorious Protection Visa applications.

84. www.homeaffairs.gov.au/reports-and-publications/reviews-and-inquiries/departamental-reviews/rapid-review-exploitation-visa-system

In addition, throughout 2024–25, the department introduced the following measures to strengthen the legislative framework available under the Migration Act and Home Affairs' enforcement capabilities to address non-compliance with employer obligations, and address migration related barriers:

- 3 new criminal offences and associated civil penalty provisions to deter employers and others in the employment chain from misusing a person's migration status to exploit them in the workplace
- a power to prohibit employers engaged in serious, deliberate or repeated non-compliance from being able to employ additional temporary migrant workers for a period of time
- increased penalties for employer breaches under the Migration Act
- new compliance tools to empower the ABF to take a proportionate response to issues of non-compliance
- enhanced mobility provisions for temporary migrants under certain 'employer sponsored' programs
- the Strengthening Reporting Protections pilot, which enhances protection from visa cancellation in prescribed circumstances. The pilot addresses the fear that reporting exploitation or leaving an exploitative employer will result in visa cancellation.

These measures aim to prevent migrant worker exploitation, remove barriers that stop migrant workers from reporting and addressing workplace exploitation, and support employer compliance, while at the same time preserving the integrity of the Australian migration system and promoting a robust, fair and safe working environment for migrants.

The department was unable to deliver the following initiatives in full in 2024–25. Information and education activities to improve awareness, understanding and trust in the reforms included:

- public register of approved sponsors to enable monitoring and oversight
- establish proactive compliance capability within the OMARA
- advice to government on changes to RMA Code of Conduct.

It is anticipated that of these initiatives those not requiring legislative or regulatory change will be delivered in 2025–26.

Key activity: Visa cancellation and refusals

Measure: Character cancellation finalisations and Bridging Visa E application processing contributes to community safety and support those to stay lawfully in Australia.

NOT MET
75.00%

TARGET 51

Amended from 2024–25 Corporate Plan⁸⁵

The median Bridging Visa E (BVE) application processing time is five business days or less for online applications and nine business days or less for paper applications.

Performance rating	Performance against target	Justification for result
Not Met	As at 30 June 2025: ⁸⁶ <ul style="list-style-type: none">the median processing time for Bridging Visa E online applications was 8 business daysthe median processing time for Bridging Visa E paper applications was 8 business days.	The target is not met as, <ul style="list-style-type: none">the target for Bridging Visa E online applications was not met, with the median processing time exceeding the benchmark by 3 business daysthe target for Bridging Visa E paper applications was met, with the median processing time being less than the benchmark by one day.

Supporting performance information

The Status Resolution Program administers a range of programs to promote voluntary compliance with visa conditions, progress status resolution outcomes and protect the Australian community. Key focuses include achieving status resolution outcomes for non-citizens who do not hold a valid visa, ensuring that detention of non-citizens remains lawful and delivering these outcomes in the least amount of time possible. Granting Bridging E visas (subclass 050 and 051) (BVE) is one of the mechanisms used to achieve these outcomes⁸⁷.

A BVE lets non-citizens stay lawfully in Australia while making arrangements to leave, finalise their immigration matter or wait for an immigration decision.

BVE processing times cover the time from valid lodgement of the application until a decision is made (granted, withdrawn and refused). This includes time to request applicants to provide additional information to support the decision and the time it takes applicants to provide this information. In some BVE applications, the applicant will be interviewed.

Processing times reflect BVE applicants generally having protracted and complex immigration histories, which need to be considered holistically to ensure the integrity of the migration program is maintained. This requires careful engagement with applicants to understand their intentions, assessment of complex validity and eligibility criteria, consideration of the most appropriate grounds for grant based on the applicant's circumstances and consideration of which conditions must or should be imposed to best promote compliance with the BVE. Of 42,954 of Bridging Visa E online applications:

- 14,115 (32.86%) were processed within the target of 5 business days or less
- 1,941 of 3,397 (57.14%) of Bridging Visa E paper applications were processed within the target of 9 business days or less.

85. The target was originally published in the 2024–25 Corporate Plan as 'The median Bridging Visa E (BVE) application processing time is five business days or less for all online applications and nine business days or less for paper applications.' The department initially intended to exclude BVE applications that required third-party assessment as they were out of the program area's control and resolution could be protracted. However, the data required to identify and exclude these cases was not recorded in a reportable format. As the small the number of these cases is unlikely to have a material impact on the overall calculation of median processing times, all cases were included in the calculation for 2024–25.

86. This includes cases processed under regulation 2.25 of the Migration Regulations 1994 which do not require an application to be submitted. These cases account for approximately 110 (0.24%) of the total number of applications. These cannot be excluded due to system and process limitations however would not have a significant impact on the result.

87. During the 2024–25 reporting period, there were no BVE subclass 051 applications finalised.

The new National Allocation Model (NAM) contributed to reduced variance across states for BVE processing practices through the department’s Work Management system providing a seamless transfer of overflow cases from larger states to Status Resolution Officers (SROs) in other states without the need for manual selection. The introduction of the NAM coincided with other operational impacts that saw large numbers of experienced SROs moved to other teams in response to the NZYQ High Court decision. The reduction in experienced SROs and the subsequent onboarding and training of new staff diverted many remaining experienced SROs from BVE decision making. Additionally, the introduction of the model coincided with an increased focus on face-to-face interviews with person’s on a departure pathway.

The Status Resolution Program increased the number of face-to-face engagements through 2024–25, as part of a strategy to encourage non-citizens to depart where they have exhausted all avenues to remain in Australia. Engagement with BVE applicants, by phone or in-person, requires appointments to be scheduled with a reasonable notice period which is generally 7 days notice. This increased face-to-face engagement impacted processing timeframes in the reporting period.

The department has introduced efficiency improvements and systemisation to reduce the time it takes to finalise BVE applications, including decision-support tools and dedicated national team to process BVE applications. In addition, the Status Resolution program will continue to refine protocols for when face-to-face interviews should be held.

<div>TARGET 52</div> <div>The department delivers at least 28,400 character and cancellation considerations.</div>		
Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were 32,245 character and cancellation considerations delivered. ⁸⁸	<p>The target was met, as the department finalised 3,845 more considerations than required by the target (28,400).</p> <p>This is exceeded the target by 13.54 percentage points.</p>
Supporting performance information		

The character and visa cancellation programs directly contribute to the protection of the Australian community and maintains the integrity of, and public confidence in, the broader migration program through the effective application of visa cancellation and refusal treatments.

Character considerations

Character considerations under section 501 of the Migration Act⁸⁹ include visa cancellations, refusals and revocation⁹⁰ decisions (both adverse and non-adverse decisions).

A person’s visa must be mandatorily cancelled if they are serving a full-time term of imprisonment for an offence committed in Australia and they have, at any time, been sentenced to a period of imprisonment totalling 12 months or more, or have had a charge proven for, or have been found guilty of, a sexually based crime involving a child.

Other character cancellations and refusals are discretionary and can be made on a number of grounds. These include but are not limited to non-citizens who have a substantial criminal record, or who have been assessed as a security risk, or where there is a risk while they are in Australia that they would harass, molest, intimidate or stalk another person or vilify a segment of the Australian community or incite discord in the Australian community.

88. The total does not include voluntary general cancellations, as these are administrative in nature and therefore do not reflect performance against the character and cancellation program objectives.

89. [legend.border.gov.au/migration/2021-2024/2025-09-09-2025/policy/Pages/document00001/level%20100004/level%20100235.aspx?searchstring=%22s501%22#search-highlight-anchor](https://www.border.gov.au/migration/2021-2024/2025-09-09-2025/policy/Pages/document00001/level%20100004/level%20100235.aspx?searchstring=%22s501%22#search-highlight-anchor)

90. Consideration whether or not to revoke a mandatory visa cancellation.

General cancellations

The majority of considerations related to this target were general cancellations. Among other reasons, a visa may be cancelled using one of the general cancellations powers if a non-citizen provides incorrect information in order to enter Australia, or fails to abide by their visa conditions, or presents a significant risk to the community or has engaged in in criminal conduct.

The 32,245 character and cancellation considerations include:

- 29,382 adverse general cancellation considerations (predominantly sections 109, 116 and 128 of the Migration Act)
- 2,863 adverse and non-adverse section 501 of the Migration Act character considerations.

The higher than expected number of considerations is the result of a number of initiatives within the department including:

- an ongoing focus on student visa holders resulting in a higher number of cancellations of students who have provided fraudulent, false or misleading information in their application, or who did not genuinely come to Australia for the purpose of their visa, or who have not complied with the conditions of their visa; this has contributed to strengthening integrity in the international education sector
- continued efforts to prioritise cases set-aside by the Administrative Appeals Tribunal or Administrative Review for referral to the Minister for their consideration in the national interest
- ongoing efforts to identify and refuse visa applicants who do not meet the character test before they travel to Australia.

Key activity: Immigration compliance operations	
Measure: Immigration compliance advice, referrals and coordination contributes to community safety.	NOT MET 87.58%

TARGET 53
Amended from 2024–25 Corporate Plan⁹¹
100% of cases referred to the Community Protection Board (the Board) are reviewed by the Board within 90 days.

Performance rating	Performance against target	Justification for result
Not Met	As at 30 June 2025, there were 171 cases referred to the Community Protection Board for consideration. ⁹² At the time of reporting, ⁹³ 18 cases remain on hand and have not yet had their applicable 90 business day timeframe lapse.	The target was not met. Overall, 62.75% of cases were reviewed within 90 business days. This missed the 100% benchmark by 37.25 percentage points.

91. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as ‘100% of cases referred to the Community Protection Board (the Board) are scheduled for the Board’s consideration within 90 days’. The target has been updated to reflect that reporting against this target captures cases which have been considered and reviewed by the board, not just scheduled. This change was made during the reporting period to ensure performance against this target more directly represents the effectiveness of the department’s enablement of the Community Protection Board in their management of non-citizens who may pose a risk to the community.

92. During the reporting period a cohort of individuals were assessed as being no longer considered part of the NZYQ cohort for a number of reasons and therefore are not included in the reported results.

93. Data for 2024–25 was extracted on 15 July 2025 at 16:01. Reporting extracted on a subsequent date will produce variances due to the dynamic nature of referrals.

	<p>Of the remaining 153 cases:</p> <ul style="list-style-type: none"> • 96 cases had been reviewed by the Board within 90-business days of referral • 52 cases were reviewed by the Board, though the 90-business day timeframe had exceeded • 5 of the cases have not yet been reviewed by the Board and the allowed 90 business day timeframe has lapsed. 	
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TARGET 54

100% of individual recommendations are provided to a Bridging (Removal Pending) Visa delegate within 14 days of the Community Protection Board's deliberation, where a change in conditions has been suggested.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, all 242 individual recommendations were provided to a Bridging (Removal Pending) Visa delegate, within 14 calendar days of the Community Protection Board's deliberation, where a change in conditions was suggested.	The target was met, as 100% of individual recommendations were provided to the delegate within 14 calendar days.

Supporting performance information

The department contributes to the government's broader community safety frameworks by effectively managing those who do not comply with Australia's immigration laws.

In November 2023, the High Court judgement known as NZYQ found that unlawful non-citizens cannot continue to be kept in immigration detention for the purpose of their removal from Australia once there is no real prospect of their removal becoming practicable in the reasonably foreseeable future.

Individuals who are 'NZYQ-affected' are released from immigration detention on a Bridging Visa (Pending Removal) (BVR). Following NZYQ, the department established the Community Protection Board (the Board) to provide informed, impartial and evidence-based recommendations about the management of these individuals required to be released from detention, including individuals who are NZYQ affected, and any associated threats to community safety.

The Board is chaired by an ABF Assistant Commissioner and is comprises of eminent Australians from the fields of law enforcement, corrections, academia, mental health, clinical psychology and the community and multicultural sector — as well as senior representatives of the department. Recommendations from the Board assist the Minister or delegate to decide whether it is reasonably necessary to impose each or any of the discretionary visa conditions for the protection of any part of the Australian community.

Critical to their role, the Board balances individual considerations of a potential BVR recipient with potential risks they pose to the community. In making recommendations, the Board must have regard to all information about an individual the department makes lawfully available. The Board's consideration of cases is most effective once the BVR holder has been living in the community for several months, as this enables the Board to assess how the individual is settling into the community. The setting of the 90 business day for Target 53 processing time takes into account the time frames related to information collection by the department and observation of the individual in the community.

In 2024–25, all referred cases were considered and reviewed by the Board in accordance with the Board's Terms of Reference, however, achievement of the 90 business day timeframe was impacted by significant disruptions caused by unanticipated events outside of the department's control and for which there was no available mitigation including the deferral of the scheduled board meetings for July, October and November 2024 and the unanticipated increase in the referral caseload for consideration by the Board following the November 2024 decision of the High Court in *YBFZ v Minister for Immigration, Citizenship and Multicultural Affairs*.

Scheduled board meetings for July, October and November 2024 were deferred in anticipation of the Migration Amendment (Removal and Other Measures) Bill 2024 (ROM Bill) being passed, which would put beyond doubt the Board’s lawful acquisition and use of criminal information about an individual. The purpose of this bill was to provide legal certainty around various state and territory laws concerning the use and disclosure of criminal history information and therefore allow the Minister or an officer of the department to collect from a Commonwealth, state, or territory agency, information about a person’s criminal record, including information about spent convictions, however described. The ROM Bill further permits the use or disclosure of that information for the purposes of informing, directly or indirectly, the making of a decision under the Migration Act or the Migration Regulations.

Due to the unanticipated increase in the BVR caseload for consideration by the board following the November 2024 decision of the High Court in *YBFZ v Minister for Immigration, Citizenship and Multicultural Affairs*, it was necessary to re-grant all persons in the YBFZ cohort new BVRs in accordance with the new legislation and for these to be considered and reviewed by the Board to ensure conditions imposed under the new test were necessary, and adapted where appropriate. The Board convened in December 2024 to receive necessary briefings on the changes to legislation and how it impacted on BVR decision making. The Board re-convened at the next scheduled meeting in February 2025—and then ongoing—to assess cases using the new test. YBFZ cases are not classified as an ‘initial BVR’ and therefore not captured by the target, however the urgent requirement to process these significantly delayed the consideration and review of initial BVR cases. The review of all the YBFZ cases has now been finalised and only initial BVR cases are being reviewed by the Community Protection Board.

Efficiently providing the Board’s recommendations to a Bridging Visa R (BVR) decision-making delegate also contributes to community safety, as risks to the Australian community identified by the Board are actioned in a timely manner.

Separate to the mandatory BVR conditions, there are 4 additional conditions that can be placed on an individual’s visa based on their assessed risk to the Australian community. These conditions relate to:

- electronic monitoring
- reporting financial transaction/s totalling \$10,000 or more
- reporting debt/s of \$10,000 or more or bankruptcy
- specified curfew.

To inform their recommendations and possible changes in conditions, the Board considers information including but not limited to criminal offending, the circumstances of each offence, sentencing remarks, behaviour in prison and/or detention, immigration history, medical history including mental health, security information and any information provided by the individual.

TARGET 55
95% of Reports of Crime referred by the department through Operation AEGIS are accepted for further investigation or action by a partner agency.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, 273 of 283 Reports of Crime referred by the department through Operation AEGIS ⁹⁴ were accepted.	The target was met, as 96.47% of Reports of Crime referred by the department through Operation AEGIS were accepted for action by the partner agency (Australian Federal Police—AFP). This exceeded the target of 95% by 1.47 percentage points.

94. Data was extracted on 30 June 2025 at 19:23. The reported result captures reports of crime (ROCs) which had a confirmed AFP acceptance outcome (either accepted or rejected) at the time of reporting. Reporting extracted on a subsequent date will produce variances due to the dynamic nature of ROC submissions and acceptance by AFP.

Supporting performance information

Operation AEGIS is a joint operation between the department and the AFP, established after the High Court's NZYQ decision in November 2023, which lead to the release of individuals from immigration detention into the community. Each released individual was placed on a Bridging (Removal Pending) (subclass 070) visa (BVR) with mandatory conditions applied, with 4 additional conditions that can be applied based on their assessed risk to the community. The operation focuses on enforcing these visa conditions and monitoring compliance for those released following the court ruling, thus forming a key part of the government's efforts to ensure community safety.

Where an individual has failed to comply with the conditions of their Bridging (Removal Pending) Visa (BVR), Operation AEGIS submits Reports of Crime (ROCs) to the AFP for further investigation into possible breaches of the Migration Act. ROCs are submitted by the department, to a centralised team in the AFP, who distribute ROCs to relevant regional AFP officers for investigation. While ROCs must be accepted by the AFP in order to open the case for further investigation, subsequent to this, based on information gathered during the investigation, the AFP may choose to update their handling of the ROC to 'rejected'. Rejection primarily occurs in cases where the AFP determines that there was a reasonable excuse available, therefore it is not in the public interest to progress the case further as a prosecution outcome is unlikely to be achieved.

This target reports on the percentage of ROCs that the AFP have confirmed as currently 'accepted' for further/ongoing investigation.

During the reporting period, the department and AFP agreed to introduce a formal process to allow supplementary information and documentation on an ROC to be systematically requested. The reported totals for ROCs referred by the department and ROCs accepted includes any 'supplementary ROCs' generated by the department where subsequent breaches allegedly occur on relation to an existing, ongoing matter.

To-date, ROCs have led to a range of enforcement activities, including 109 arrests, 13 cautions and 9 court attendance notices by the AFP. Ultimately, maintaining a ROC acceptance rate of at least 95% represents the effectiveness of Operation AEGIS to efficiently inform the AFP's investigative and enforcement activities and ensure individuals who breach their BVR conditions are made accountable through the justice system.

Key activity: Third-country resettlement

Measure: Ongoing engagement with third countries supports the settlement of transitory persons outside of Australia.

MET
98.72%

TARGET 56

Amended from 2024–25 PBS target⁹⁵

Reduce the transitory person caseload by 17%.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, from the starting population on 1 July 2024 of 983 transitory persons ⁹⁶ , 153 (15.72%) transitory persons achieved a permanent migration outcome and voluntarily departed Australia ⁹⁷ .	The target was met, as the transitory person population reduced through departures by 15.72%, and was within the target variance of 2.50 percentage points. ⁹⁸

95. The planned performance result in the 2024–25 PBS was 'Reduce the transitory person caseload by at least 17 per cent'.

96. During 2024–25, 10 transitory persons acquired citizenship through the application of law within the Migration Act. These individuals have not been considered in the calculation of the performance result, but are included in the starting population at 1 July 2024.

97. This target is reporting on the percentage reduction of the transitory person caseload against the starting population as at 1 July 2024. This target does not reflect any fluctuations in the caseload that occur during the reporting period. This varies from the public method for calculation which was originally published in the Department of Home Affairs 2024–25 Corporate Plan.

98. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

Supporting performance information

This target is an effectiveness measure of the department's implementation of the government's border protection policy that transitory persons do not have a settlement pathway in Australia and their migration status should be resolved through third country migration outcomes.

The transitory person caseload are eligible for third country resettlement and comprise unauthorised maritime arrivals (UMAs) on or after 19 July 2013 and before September 2023 who were taken to a regional processing country and subsequently brought to Australia for a temporary purpose and remain subject to regional processing arrangements, including any children born to those transitory persons whether born in a regional processing country or Australia.

Engagement in third country migration options remained steady over the 2024–25 financial year, with 150 individuals departing for resettlement and three individuals voluntarily departing for a third country. In addition, there are approximately 60 individuals having received a positive New Zealand resettlement outcome, but were yet to depart as at 30 June 2025.

Resolution of the caseload continues to be challenged by a desire by transitory persons to remain in Australia and views that policy will change allowing them to stay permanently.

Third country resettlement processes vary, depending on the third country. The department's control over the delivery of resettlement outcomes is limited. Resettlement approval sits exclusively with resettlement countries under their extant humanitarian program priorities and parameters. This means the department does not have any direct levers to achieve a resettlement outcome, and resettlement is voluntary meaning individuals approved for resettlement must choose to depart.

The department's efforts remain focused on encouraging transitory persons to engage in third country migration options. The Status Resolution Network and Status Resolution Support Services providers promote options, with supplementary support available to connect individuals and help them become 'settlement ready'. Additionally, supplementary settlement and mental health support focusing on upward mobility, including employment, education, health and mobility assistance, is available in New Zealand.

Key activity: Onshore detention

Measure: Effectively maintain a safe, secure and sustainable immigration detention network.

NOT MET
35.47%

TARGET 57

Amended from 2024–25 PBS target⁹⁹

The number of critical incidents per 1000 detainees in the immigration detention network remains comparable or decreases.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025 there was a rate of 59 critical incidents per 1,000 detainees.</p> <p>This represents an increase from 27.84 critical incidents per 1,000 detainees when compared to the same reporting period in 2023–24.</p>	<p>This target was not met, as critical incidents per 1,000 increased in 2024–25 by 31.16% incidents per 1,000 detainees, increasing by 111.93% in comparison to the same reporting period in 2023–24.</p>

99. The planned performance result in the 2024–25 PBS was 'The number of critical incidents per 1000 detainees in the immigration detention network is comparable or decreases'.

Supporting performance information

Over the reporting period a total of 4,475 individuals were detained within the Immigration Detention Network (IDN). The daily average¹⁰⁰ for the number of detainees held in detention was 983 detainees per day, with the number of detained with a criminal history being 88.55% as at 30 June 2025, thus adding a high degree of volatility and posing complex security and safety risks to the IDN. A correlation exists between incidents and the security profile of the detainee cohort and many factors play a role in the frequency of critical incidents, including effective administration and the performance of service providers.

The department has entered into 2, 5-year contracts for the Facility and Detainee Services Provider (FDSP) with Secure Journeys, and the Detention Health Service Provider (DHSP) with Healthcare Australia. Both new service providers have now transitioned-in across the IDN. Service providers are required under their contracts to align their practices with all relevant departmental policies. The department's Detention Incident Reporting Guideline defines all detention related incident categories and is required to be followed by service providers. The department and Secure Journeys continue to engage with and support detainees with behavioural issues, including through behaviour management plans, stakeholder meetings and closer supervision and engagement where necessary.

Sexual assault

Sexual assault critical incidents increased from 19 incidents in 2023–24 to 30 incidents during 2024–25, including 9 allegations of a sexual assault-nature, 8 instances of deliberate unwanted touching and kissing, one instance of indecent exposure and 12 instances of unwanted sexual remarks. This critical incident category also has an *undetermined* subset, whereby a detainee has made allegations that cannot be confirmed on face value but are treated with the upmost sensitivity by the department. With respect to police referrals, not all referrals made to police meet the criteria for investigation and not all alleged victims' consent to police referral. The department continues to engage with the current FDSP on safety and security matters (including in relation to sexual assaults).

Industrial action—no labour

Industrial action critical incidents increased from zero incidents in 2023–24 to 15 incidents in 2024–25, all of which were attributed to the transition of the FDSP contract and were related to industrial action undertaken by employees of the former FDSP during the contract transition period. To manage disruptions caused by industrial action, the department engaged immediately with the former FDSP to seek resolution to this matter and continues to engage with the current FDSP on staff matters, with no further industrial action incident recorded following the contract transition.

Escape

Escape critical incidents rose from 3 incidents in 2023–24 to 7 incidents in 2024–25. The 7 incidents were spread across Victoria, Queensland and New South Wales Immigration Detention Facilities. Of the 7 detainees who escaped, 2 were re-detained within a short period of time, while one was re-detained within days. As at 30 June 2025, 4 detainees have not yet been re-detained,¹⁰¹ the department takes active steps alongside its law enforcement partners to locate detainees that have escaped from immigration detention. Across both the department and law enforcement partners alert systems are in place should the detainee come to the attention of the department and/or law enforcement they can be apprehended and re-detained.

Abatements (financial penalties under the contract) were applied in relation to the incidents involving the former FDSP and the department continues to engage actively with the new FDSP to manage detainee escape risks moving forward.

Public health risk

Public health risks identified in the IDN increased from 4 in 2023–24 to 5 incidents in 2024–25. Incidents involved suspected infectious disease and required medical isolation of detainees. Once detainees were medically cleared, they were returned to general accommodation where their health continued to be monitored by the DHSP.

Riot

Riot critical incidents increased from zero in 2023–24 to one in 2024–25, with the incident occurring on 3 April 2025 within a Melbourne Immigration Detention Compound. During the incident, detainees obscured CCTV cameras, accessed the officers' station, and damaged Commonwealth property. In collaboration with Fire Victoria and the FDSP, all detainees were safely evacuated, the incident was resolved with no injuries sustained by detainees or staff, and good order to the facility restored to resume operations within a short period. The incident was reported immediately and referred by the department to Comcare and WorkSafe Victoria to ensure all federal and state/territory reporting obligations were complied with. On 24 June 2025, Comcare found the department appropriately met its regulatory obligations under work, health and safety legislation.

100. For the 2024–25 financial year, daily averages are based on data collected by centralised data teams on 247 days. This excluded all weekends and all ACT public holiday dates, except for 1 January 2025, and rare occasions where there were technical issues preventing data availability.

101. As at 23 September 2025, 2 of the 4 detainees had been re-detained.

TARGET 58

Maintain capacity to accommodate 1000 detainees in appropriate placements within immigration detention network facilities.¹⁰²

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the department was able to accommodate 1,000 detainees for 2024-25. ¹⁰³ This included 40 days (16.19%) where the detainee population exceeded 1,000, and all detainees were appropriately accommodated.	The target was met as the department maintained capacity to accommodate 1,000 detainees in appropriate placements within immigration detention network facilities. ¹⁰⁴

Supporting performance information

The department operates a network of immigration detention facilities funded to accommodate 1,000 detainees. The department is responsible for ensuring all are appropriately accommodated within the detention network to effectively maintain a safe, secure and sustainable Immigration Detention Network (IDN). Appropriate placements are determined by using the National Detention Placement Model (NDPM), which uses a risk-based approach to placements.

Over the reporting period there was an average of 983 detainees within the IDN.

The FDSP is responsible for the allocation of accommodation for detainees within each facility. They consult with the DHSP to sustain orderly operations in the facility. The FDSP's placement of detainees is undertaken in accordance with departmental policy and must take into consideration individual health, welfare, cultural, family and security related needs, the circumstances of each detainee and the broader immigration detention network.

Specific placement of a detainee within a facility is considered on an ongoing basis by the FDSP and DHSP prior to, during and post a detainee's arrival—with the detainee induction process being the most effective tool to identify any specific health and/or security concerns not previously identified. Facility-based stakeholders meet regularly to discuss detainee placement and individual management. Should stakeholders identify specific risks associated with proposed or current placements, the matter may be escalated to the relevant ABF facility Superintendent for consideration. Should the Superintendent determine placement in another region may more appropriately meet identified health and/or security needs, they may refer the matter to ABF National Placements for consideration. Superintendents may also propose detainee transfers where infrastructure or resourcing limitations impact IDF capacity and/or capability.

Detainee transfer referrals are carefully considered (in collaboration with relevant stakeholders) with all aspects of the detainee's placement taken into account, including their family and community supports. Depending on the identified health and/or security concerns, a range of options may be considered.

102. The target was originally published in the 2024–25 Corporate Plan as 'Maintain capacity to accommodate 1000 detainees in appropriate placements within immigration detention network facilities at all times.' While detention operations are continuous by nature, the data required to evidence the 'at all times' element of the target was not available.

103. For the 2024–25 financial year, reporting is based on data collected by centralised data teams on 247 days. This excluded all weekends and all ACT public holiday dates, except for 1 January 2025, and rare occasions where there were technical issues preventing data availability.

104. The pre-determined methodology for calculating the result only takes into consideration the ability to accommodate detainees and does not reflect the consideration of appropriate placement. The appropriate placements are explained further in the supporting performance information.

During 2024–25, to support the appropriate placement of detainees and to ensure the department maintained capacity across the IDN, 186 detainees transferred between immigration detention centres. The transfers occurred for the following reasons:

- <5 transgender detainees were transferred to a more suitable location in the IDN to accommodate their needs
- <5 detainees were transferred to be nearer to family
- 5 detainees were transferred to attend to in-person court matters
- 13 detainees were transferred as they were deemed vulnerable and unable to be accommodated at the nearest IDC
- 10 detainees were transferred to IDCs appropriate for their initial placement in the IDN
- 11 detainees were transferred for the safety and good order of the IDN
- 18 female detainees were transferred to suitable IDCs for ongoing placement
- 21 detainees were transferred as they were being accommodated in an alternative place of detention (APOD) that is not to be used for the long term placement of detainees
- 25 detainees were transferred as part of pre-positioning movements prior to their removal back to their countries of origin
- 76 detainees were transferred as part of rebalancing within the IDN.

The population held in detention is determined by circumstances that are largely outside of the department's control, with the majority of detainees consisting of visa cancellations under s501 of the Migration Act. The remainder of the detainee cohort across the reporting period includes visa overstayers and unauthorised arrivals into Australia (air arrivals, unauthorised maritime arrivals and illegal foreign fishers (IFFs))

During this reporting period, the IDN maintained sufficient capacity to accommodate 1,000 detainees. The following elements, however, continue to pose challenges in relation to detainee placement:

- Security profile of detainee cohort: As at 30 June 2025, 88.55% of the detainee cohort has a criminal history. An increased security profile places pressure on detention capacity—particularly when detainees cannot be colocated or security incidents reduce capacity at short notice—as well as detention capability—with upward pressure on resourcing requirements.
- Consistent influx of IFFs: While the department continues to effect removals as soon as practicable, this reporting period has seen a rise in IFF inflows.

TARGET 59
90% of high risk detention-related recommendations identified through internal and external scrutiny that were agreed by the department and due for completion prior to 30 June 2025 are completed.¹⁰⁵

Performance rating	Performance against target	Justification for result
Not met	During this reporting period, ¹⁰⁶ the department closed one (8.33%) of 12 recommendations which were due for closure on or before 30 June 2025. ¹⁰⁷ Of the remaining 11 (91.67%) high risk open recommendations, 9 (75%) have been actioned but closure was not finalised prior to 30 June 2025 and 2 (16.67%) were unable to be progressed due to the transition of the facilities and detainee services provider contract.	The target was not met, as one of the 12 high-risk detention related recommendations was closed. This missed the target of 90% by 81.67 percentage points.

105. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as ‘90% of high risk detention-related recommendations identified through internal and external scrutiny, that were due for completion prior to 30 June 2025 are completed.’

106. Target reporting does not capture high risk detention-related recommendations identified through internal and external scrutiny due after 30 June 2025. These will be reported on from 2025–26.

107. In some instances, recommendations in relation to s29(2) of the Australian Human Rights Commission Act 1986 may be relevant to the broader operation of the immigration detention network. These have been omitted from 2024-25 performance reporting, however on assessment these reports did not contain any recommendations that would have been considered ‘high risk’.

Supporting performance information

Immigration detention is subject to regular internal and external review with internal assurance and external oversight processes in place to ensure the health, safety and wellbeing of detainees and staff is maintained. Assurance activities, including specific recommendations arising from those activities, enable the department to effectively manage risk and ensure continuous improvement within the operational environment. Risk treatments recommended might include changes to processes, updates to policies and procedures, clarification of expectations with service providers, contract changes, or improvements to governance arrangements and detention infrastructure.

This target reflects departmental progress against detention-related recommendations from all external scrutiny bodies that were agreed to by the department and assessed as high risk.

Recommendations agreed to by the department, but not assessed as high risk are not monitored through this performance target—but are subject to implementation, and remain monitored through business as usual activities. Similarly, recommendations relating to individual detainee cases are not reported on through this target, unless the recommendation relates to a systemic issue that requires consideration. In addition, there may be circumstances where the operating environment including legislative frameworks have changed by the time a recommendation is finalised by an external scrutiny body and provided to the department. In these situations, including where a recommendation has already been addressed ahead of the provision of the recommendation, the department does not report on implementation as part of this performance target.

The 2 high-risk open recommendations that have not progressed for closure are currently on hold awaiting outcomes relating to contract transition and the detention first line enhanced assurance model. At present the 2 new service providers Secure Journeys and Health Care Australia are in transition with a “base period” in place, during which the new service providers will develop and embed operating models and procedural instructions with approval through the department. During the base periods, the performance management frameworks do not apply, meaning there are no regimes of abatement or incentive applying to the service providers’ performance.

The base period for the 2 services providers is as follows:

- Secure Journeys - period of 3 calendar months starting at the completion of transition of the last immigration detention facility (Melbourne IDC) on 5 May 2025 and ending on 31 August 2025
- Health Care Australia—base period is for 6 months which commenced on 11 December 2024 and ended 30 June 2025.

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.

Table 14: Performance measures for Outcome 3

Activity	Performance measures
Border services	Delivery of facilitation and regulatory activities supports the movement of legitimate trade— Not met
	Delivery of facilitation and technology enhancements supports improved movement of people across Australia’s physical border — Met
Customs compliance and enforcement	Examinations, enforcement and compliance activities prevents prohibited goods crossing Australia’s border and contributes to revenue protection — Met
	Effective traveller intervention and enforcement activities supports the interdiction of travellers who pose a risk to the Australian community— Met
Border modernisation and regulatory advice	Delivery of program and reform activities supports trade and travel modernisation — Met
	Delivery of trade services, including advice to industry contributes to the trade and traveller experience— Not met
Civil maritime security capability	Maintain and sustain surveillance and response capability to counter civil maritime threats — Met
Support for Joint Agency Taskforce Operation Sovereign Borders	Deterrence messaging, engagement and operational activity contributes to the OSB mission— Met
Regional processing	International capability and engagement activities and contract management supports offshore regional processing — Not met

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.

Priority: Border management

Key activity: Border services

Measure: Delivery of facilitation and regulatory activities supports the movement of legitimate trade.

NOT MET
92.02%

TARGET 60

Average clearance rates for air cargo and sea cargo are maintained, compared to a rolling average of clearance rates over the five past financial years.

Performance rating	Performance against target	Justification for result																		
Met	<p>As at 30 June 2025:¹⁰⁸</p> <ul style="list-style-type: none">There was a total of 148,007,436 air cargo consignments. Of these: <p>Table 15: Air cargo consignments</p> <table><tr><th>Cleared within:</th><th>2024–25</th><th>Past 5-year average</th></tr><tr><td>24 hours</td><td>97.41%</td><td>95.53%</td></tr><tr><td>48 hours</td><td>98.95%</td><td>97.81%</td></tr></table> <ul style="list-style-type: none">There was a total of 7,026,005 sea cargo consignments. Of these: <p>Table 16: Sea cargo consignments</p> <table><tr><th>Cleared within:</th><th>2024–25</th><th>Past 5-year average</th></tr><tr><td>3 days</td><td>90.52%</td><td>89.85%</td></tr><tr><td>5 days</td><td>93.59%</td><td>92.94%</td></tr></table>	Cleared within:	2024–25	Past 5-year average	24 hours	97.41%	95.53%	48 hours	98.95%	97.81%	Cleared within:	2024–25	Past 5-year average	3 days	90.52%	89.85%	5 days	93.59%	92.94%	<p>The target was met as:</p> <ul style="list-style-type: none">the percentage of air cargo consignments cleared within 24 and 48 hours increased by 1.88 percentage points and 1.14 percentage points respectivelythe percentage of sea cargo consignments cleared within 3 and 5 days increased by 0.67 percentage points and 0.65 percentage points respectively. <p>This met the target as all clearance rate benchmarks (100%) were improved.</p>
Cleared within:	2024–25	Past 5-year average																		
24 hours	97.41%	95.53%																		
48 hours	98.95%	97.81%																		
Cleared within:	2024–25	Past 5-year average																		
3 days	90.52%	89.85%																		
5 days	93.59%	92.94%																		

Supporting performance information

Maintaining effective customs clearance processes enables the secure, legal, and efficient movement of legitimate goods by ensuring compliance, reducing delays and identifying illegal trade. This target represents the department's effectiveness in processing and clearing legitimate imports efficiently.

All cargo destined to enter Australia is subject to a risk assessment prior to clearance for entry in order to determine their legitimacy. Risk assessments can only be undertaken when full, correct and final information relating to the cargo is provided by the importer and cargo can only be cleared following the payment of any applicable taxes and duties. Provision of complete and accurate information and payment of taxes and duties by the importer ensures that cargo is risk assessed and cleared pre-arrival, unless an intervention by the ABF or other agencies is required to confirm the legitimacy of goods. Where clearance occurs post arrival, the ABF aims to ensure that legitimate goods are cleared quickly and with minimal delay.

108. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

External factors such as global economic conditions, geopolitical events and seasonal demands can cause short and long-term fluctuations in cargo volumes. A benchmark from the past 5 year rolling average levels out these year-to-year variations. Analysing performance (improvement or decline) against the benchmark provides evidence for the department to assess that measures and resources in place are suitable and sustainable or need improvement. In addition, the nature of consignments continues to shift. For 2024–25, the majority of imported goods coming into Australia via air cargo are valued at less than \$1000 and are reported as part of self-assessed clearance (SACs), which also supports faster clearance times.

The total volume of air cargo and sea cargo continues to grow, a summary of the short and long-term growth versus previous reporting periods is in Table 17:

Table 17: Air and sea cargo consignment volumes

Cargo	Consignment volumes				
	2024–25	2023–24	Growth since 2023–24	2019–20	Growth since 2019–20
Air	148,007,436	119,274,995	24.09%	56,003,613	164.28%
Sea	7,026,005	5,700,604	23.25%	4,444,973	58.07%

The total volumes of cargo discharged at Australian air and sea ports in 2024–25 continues to increase compared to 2023–24, with the majority of air cargo (>88%) and the majority of sea cargo (>92%) arriving into New South Wales, Queensland and Victoria. This places increased pressure on Cargo and Container Terminal Operators within those regions and the department to screen and examine cargo.

The increase in cargo volumes, while not expected to impact cargo clearance rates, is placing increasing pressure on the systems that facilitate automated clearance and risk assessments. To support the continued sustainment of the Integrated Cargo System (ICS), the ICS Resilience Capital Investment Program (CIP) provides a funding mechanism to focus on delivering prioritised business driven enhancements to ICS on a case-by-case basis.

<div>TARGET 61</div> <div>Amended from 2024–25 PBS target¹⁰⁹</div> <div>100% of Australian Trusted Traders (ATTs) who fail a compliance activity have remediation action initiated within 30 days.</div>		
Performance rating	Performance against target	Justification for result
Substantially met	<p>A total of 870 ATTs were subject to a compliance activity during 2024–25, of which 183 (21.03%) failed the compliance activity.</p> <p>Of the ATTs who failed the compliance activity:</p> <ul style="list-style-type: none"> 171 (93.44%) had a remediation action initiated within 30 days 12 (6.56%) had a remediation action initiated outside the 30-day benchmark. 	<p>The target was substantially met, as 93.44% of Australian Trusted Traders who failed a compliance activity had remediation action initiated within 30 days.</p> <p>The target was substantially met as it was 6.56 percentage points below the target of 100%.</p>

109. The planned performance result in the 2024–25 PBS was ‘100 per cent of Australian Trusted Traders (ATTs) subject to assurance processes either pass, or are subject to a compliance activity’, this applies to Target 61 and 62.

TARGET 62

Amended from 2024–25 PBS target

100% of ATTs who do not successfully complete a remediation action either successfully implement a formal Improvement Plan or termination of the ATT Legal Agreement is commenced.

Performance rating	Performance against target	Justification for result
Not met	<p>As of 30 June 2025, 47 of 183 ATTs did not successfully complete remediation action (refer to Target 61). Of these:</p> <ul style="list-style-type: none"> 24 ATTs (51.06%) successfully resolved their compliance issues without needing a formal improvement plan. <p>Of the 23 that required an improvement plan:</p> <ul style="list-style-type: none"> 1 (4.35%) ATT voluntarily initiated termination of the ATT Legal Agreement 9 (39.13%) ATTs successfully implemented formal Improvement Plans 9 (39.13%) ATTs did not successfully implement formal Improvement Plans and had termination of the ATT Legal Agreement commenced 1 (4.35%) ATT did not successfully implement formal Improvement Plans however did not have termination of the ATT Legal Agreement commenced 2 (8.70%) assessments of ATT implementation of their formal Improvement Plan remained ongoing 1 (4.35%) ATT was not issued a formal Improvement Plan. 	<p>The target is not met, as 82.61% of ATTs who did not successfully complete a remediation action either successfully implemented a formal Improvement Plan or termination of the ATT Legal Agreement was commenced.</p> <p>This missed the target of 100% by 17.39 percentage points.</p>

Supporting performance information

The ATT program recognises businesses with secure supply chains and compliant trade practices by streamlining customs processes, facilitating faster cargo movement, and prioritising treatment at the border for legitimate trade, resulting in quicker access to markets. Access to the economic and international market benefits for businesses accredited as part of the ATT program requires these companies to adhere to higher standards of scrutiny. Accreditation into the ATT program demonstrates that an entity has a secure and compliant international supply chain and meets World Customs Organization (WCO) standards for supply chain security.

The ATT program is supported by an ongoing, robust compliance assessment regime. To ensure accredited ATT program members maintain the appropriate standards, the ABF compliance and remediation activities certify that ATTs maintain ongoing adherence with the Customs Act, *Customs (Australian Trusted Trader Program) Rule 2025*, and the ATT Legal Agreement.

The number of ATTs fluctuate throughout the year due to some legal agreements being terminated and new businesses being on boarded into the program. Considering these fluctuations throughout the year, there were 865 accredited ATTs as at 30 June 2025. During 2024–25, there were 870 ATTs subject to compliance activities.

The compliance activities comprised 867 annual declarations¹¹⁰ and 285 corrective actions,¹¹¹ with some ATTs subject to both compliance activity types during the reporting period. Through this process, 117 ATTs were identified as being non-compliant by not completing annual declaration obligations, with additional non-compliances also identified at the border transactional level (e.g. delivery of cargo without authority or export permit breach).

110. An 'annual declaration' is a formal statement submitted by an ATT to the ABF each year, confirming that the business continues to meet the qualification criteria of the *Customs (Australian Trusted Trader Program) Rule 2025*, and any additional conditions specified by the delegate of the ATT Program.

111. A 'corrective action' is an activity undertaken by ABF in response to non-compliance with ABF and ATT requirements under the *Customs (Australian Trusted Trader Program) Rule 2025*.

Non-compliant ATTs are subject to remediation action to ensure they maintain a satisfactory level of international supply security and trade compliance and prevent similar issues from occurring again. Remediation actions seek a response and/or evidence from an ATT of the steps they have taken and controls they have implemented to address a non-compliance event. The department's ability to manage these in a timely manner is reflected in the performance results for Target 61.

Where remediation actions are not successfully completed by the ATT, the non-compliance is assessed to determine its suitability for a formal Improvement Plan.¹¹² In the meantime, if the non-compliance is or has been proactively resolved, a formal Improvement Plan will not be established. The department provides opportunities for ATTs to proactively resolve non-compliances in a range of ways, including phone call follow ups with the ATT, or leveraging scheduled operational activity, such as revalidation visits. The timeframe for returning an ATT to a status of compliance through such proactive measures is difficult to quantify as these are implemented agilely.

Where non-compliances cannot be proactively resolved, the department issues a formal Improvement Plan. Formal Improvement Plans stipulate subjective requirements that an ATT must achieve within a prescribed timeframe in order to return to a status of 'compliant'. It is expected that an ATT sustains the improvements they implement to achieve long term compliance outcomes.

Where an ATT is assessed to have not successfully implemented their formal Improvement Plan, a Notice of Intention to Consider Termination of Trusted Trader Agreement (Notice) is issued. As at 30 June 2025, the department was unable to issue a Notice on one occasion, due to the granting of an extension while awaiting the provision of financial information to support the compliance assessment.

Measure: Delivery of facilitation and technology enhancements supports improved movement of people across Australia's physical border.	MET 100%
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TARGET 63
Amended from 2024–25 PBS target¹¹³
Average clearance time for all air travellers is maintained or improved, compared to a rolling average clearance time over two past financial years.

Performance rating	Performance against target	Justification for result																	
Met	<div>As at 30 June 2025,¹¹⁴</div> <div>Table 18: Average clearance time for air travellers</div> <table><tr><th rowspan="2"></th><th colspan="2">Average clearance time (seconds)</th></tr><tr><th>2024–25</th><th>Past 2-year average</th></tr><tr><td>Air travellers</td><td></td><td></td></tr><tr><td>In-bound</td><td>72.71</td><td>72.85</td></tr><tr><td>Out-bound</td><td>39.10</td><td>41.86</td></tr><tr><td>Overall</td><td>55.90</td><td>57.35</td></tr></table>		Average clearance time (seconds)		2024–25	Past 2-year average	Air travellers			In-bound	72.71	72.85	Out-bound	39.10	41.86	Overall	55.90	57.35	<div>The target was met, as the average clearance time for all air travellers decreased from the rolling average over the past 2 financial years.</div> <div>This met the target as all clearance times (100%) improved.</div>
	Average clearance time (seconds)																		
	2024–25	Past 2-year average																	
Air travellers																			
In-bound	72.71	72.85																	
Out-bound	39.10	41.86																	
Overall	55.90	57.35																	

112. The performance results for Target 62 do not count the actions and time taken by the department to return ATTs back to a state of compliance which do not reach the threshold for establishing a formal improvement plan.

113. The planned performance result in the 2024–25 PBS was 'Average clearance time for travellers, and clearance rate for air cargo and sea cargo is maintained or improved'.

114. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

TARGET 64

Percentage of eligible air travellers processed through the border using SmartGate technology remains consistent with the previous financial year.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025,¹¹⁵ there were 45,390,834 total air travellers, with 36,006,730 eligible for proceeding through the border using SmartGate technology (79.33%).</p> <p>Of those eligible, 27,654,177 (76.80%) were processed through the border using SmartGate technology.</p>	<p>This target was met, as the percentage of eligible air travellers processed through the border using SmartGate technology increased to 76.80% compared to 74.90% in 2023–24.</p> <p>This exceeded the previous year benchmark by 1.90 percentage points.</p>

Supporting performance information

As global travel continues to rebound, maintaining or improving traveller facilitation at Australia's international airports is important for strategic, economic, reputational and operational outcomes. These targets measure the department's effectiveness in processing and clearing legitimate travellers and proactive improvement of the border systems and technology that facilitates this.

Clearance through Australia's border involves many steps for travellers, such as presenting complete set of entry or departure documents, declaration of goods brought into Australia and, if required, participation in biosecurity checks of people and luggage. To facilitate this, the department is responsible for the travellers' clearance through the automated SmartGates or at a primary line by an ABF officer. Target 63 captures the time it takes for a traveller to pass through the SmartGate or be processed through the system at a primary line. It does not include the time spent at the airport or in queues prior to immigration clearance, baggage collection or customs clearance.¹¹⁶

External factors such as global economic conditions, geopolitical shifts, travel restrictions and health concerns, natural disasters and seasonal impacts can cause fluctuations in the inbound and outbound traveller numbers across Australia's border. Following the disruption to tourism and travel during the COVID-19 period, traveller numbers have increased continually since 2022–23 and reached pre-pandemic levels in the first half of 2024. Previously, a 5-year moving average was used to smooth-out extreme variations in data for air traveller clearance times during the COVID-19 period.

Increases in passenger volumes have placed pressure on clearance times, with 2024–25 inbound traveller numbers increasing by 8.34% and outbound by 9.10%, compared to 2023–24. Infrastructure works of various size across international airports have also impacted processing times, though these short term disruptions are aimed at leading to efficiencies in future years. This pressure has been offset by technology enhancement initiatives to support traveller facilitation, including the Increased SmartGate Usage (ISGU) project which has a significant focus on improving incoming travellers' experience.

In 2023–24 new Generation 3 (Gen 3) SmartGates were rolled out at all airports providing a more stable and robust system. Additional system performances to arrivals were introduced in November 2024 and June 2025 and these, along with the recent reduction of age to 7+ for all travellers and the trialling of new ePassports through the ISGU Project, have collectively seen an improved overall SmartGate usage by the eligible traveller population.

During 2024–25, in addition to the processing of the air travellers, there were a total of 994,457 maritime travellers (excluding the crew) processed at designated Australian maritime ports from various vessel types including international cruise ships (direct arrivals and Round Trip Cruises), merchant/commercial vessels, and small crafts.

115. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

116. Any clearance that takes more than 3 minutes (5 minutes for groups at the primary lines), or where an alert or referral is triggered, are excluded from the calculation of the average times.

Table 19: Maritime passenger volumes

	RTC passengers	Direct arrivals and direct departures	Small craft passengers
Arrivals	308,627	172,635	5,049
Departures	326,632	176,629	4,885
Total	635,259	349,264	9,934

Key activity: Customs compliance and enforcement

Measure: Examinations, enforcement and compliance activities prevents prohibited goods crossing Australia’s border and contributes to revenue protection.

MET
99.51%

TARGET 65

Amended from 2024–25 PBS target¹¹⁷

Percentage of air and sea cargo examined by ABF officers that leads to an enforcement result remains consistent with previous financial year.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025,¹¹⁸ a total of 101,921 air and sea cargo consignments were physically examined by ABF officers of which 21,327 (20.93%) led to enforcement results. This included:</p> <ul style="list-style-type: none">85,252 air cargo consignments, of which 18,975 (22.26%) led to enforcement results, representing a decrease compared to the previous financial year result of 23.65%¹¹⁹16,669 sea cargo consignments, of which 2,352 (14.11%) led to enforcement results, representing a decrease compared to the previous financial year result of 15.02%.	<p>This target was met, as 20.93% of examinations of air and sea cargo consignments led to an enforcement result.</p> <p>This target was met as it was 1.47 percentage points off the previous year benchmark and within the target variance of 2.50 percentage points.¹²⁰</p>

117. The planned performance result in the 2024–25 PBS was ‘Average clearance time for travellers, and clearance rate for air cargo and sea cargo is maintained or improved’.

118. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

119. Data was extracted on 2 July 2025 at 15:18. This varies from data previously extracted for inclusion in the 2023–24 *Annual Report* under the equivalent target (Target 37) due to results received and finalised in the system after the reporting period. The potential for variance was noted in that report.

120. Measures and targets have been assessed as ‘met’ where reported performance varied by less than 2.50 percentage points from the benchmark. Please see ‘Performance ratings’ on page 21 of this report.

TARGET 66

Maintain the number of sea cargo inspections and examinations and air cargo examinations nationally.

Performance rating	Performance against target	Justification for result																								
Met	<p>As at 30 June 2025,¹²¹</p> <p>a. Air cargo examinations included:</p> <p>Table 20: Air cargo examined</p> <table><tr><th>Air Cargo</th><th>Examined 2024–25</th><th>Examined 2023–24</th><th>Variance</th></tr><tr><td>Total</td><td>85,252 consignments</td><td>75,765 consignments</td><td>+9,487 consignments</td></tr></table> <p>b. Sea cargo examinations included:</p> <p>Table 21: Sea cargo inspected</p> <table><tr><th>Sea Cargo</th><th>Inspected 2024–25</th><th>Inspected 2023–24</th><th>Variance</th></tr><tr><td>Total</td><td>27,068 consignments (42,678 TEU)</td><td>25,721 consignments (39,988 TEU)</td><td>+1,347 consignments (+2,690 TEU)</td></tr></table> <p>TEU: Twenty-foot Equivalent Unit</p> <p>Table 22: Sea cargo examined</p> <table><tr><th>Sea Cargo</th><th>Examined 2024–25</th><th>Examined 2023–24</th><th>Variance</th></tr><tr><td>Total</td><td>16,669 consignments</td><td>12,891 consignments</td><td>+3,778 consignments</td></tr></table>	Air Cargo	Examined 2024–25	Examined 2023–24	Variance	Total	85,252 consignments	75,765 consignments	+9,487 consignments	Sea Cargo	Inspected 2024–25	Inspected 2023–24	Variance	Total	27,068 consignments (42,678 TEU)	25,721 consignments (39,988 TEU)	+1,347 consignments (+2,690 TEU)	Sea Cargo	Examined 2024–25	Examined 2023–24	Variance	Total	16,669 consignments	12,891 consignments	+3,778 consignments	<p>The target was met, as</p> <ul style="list-style-type: none">the number of air cargo consignments examined increased compared to 2023–24the number of sea cargo consignments examined and inspected increased compared to 2023–24. <p>This met the target as both (100%) improved on the previous year benchmark.</p>
Air Cargo	Examined 2024–25	Examined 2023–24	Variance																							
Total	85,252 consignments	75,765 consignments	+9,487 consignments																							
Sea Cargo	Inspected 2024–25	Inspected 2023–24	Variance																							
Total	27,068 consignments (42,678 TEU)	25,721 consignments (39,988 TEU)	+1,347 consignments (+2,690 TEU)																							
Sea Cargo	Examined 2024–25	Examined 2023–24	Variance																							
Total	16,669 consignments	12,891 consignments	+3,778 consignments																							

Supporting performance information

Supporting performance information

Inspection and examination of cargo is an important element of the department's multi-layered approach to preventing prohibited goods crossing Australia's border and also contribute to revenue protection. To achieve this the department uses a risk-based approach encompassing intelligence, and technology assisted detection methods to select cargo for inspection/examination. The target measures the effectiveness of the department in maintaining the number of sea cargo inspections and sea and air cargo examinations as well as the effectiveness of the department in identifying and detecting goods that contain border risks. Reducing community harm and promoting safety is a priority for the department and is a joint effort between Commonwealth enforcement agencies and state entities.

With increased cargo volume, the department has increased targeted inspections and examinations and was able to maintain enforcement results, with only a minor decrease, compared to last financial year. As a result of these inspections and examinations, the department continues to target and detect illicit goods at a high rate in both sea and air cargo, with over 1 in 5 examinations resulting in an enforcement result.

121. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

Cargo examination and detection as well as detection rates can be impacted by many factors including:

- disruptions to container terminal operators
- disruptions to Container Examination Facilities (including commercial logistics contractors providing support and enabling services)
- variations in commercial shipping arrangements
- trade flows into Australia
- increased industry reporting compliance, Border Watch and offshore referrals from international partner border agencies
- changes in criminal methodologies, such as the use of advanced technologies in exploitation of legitimate systems.

In 2024–25, the department maintained strong enforcement results across both the air and sea cargo streams. In the maritime cargo sector, inspections rose by 5.24%, while examinations increased significantly by 29.31%. In the air cargo sector, examinations also rose by 12.52%. These increases reflect the department's continued efforts to detect and disrupt the movement of illicit goods into Australia.

A Twenty-Foot Equivalent Unit (TEU) is an international standard unit of volume, based on a 20-foot shipping container. It is used to measure cargo volume in the transport industry. Providing TEU numbers for examinations and inspections allows for like-to-like comparison between reporting periods.

Given the growing volume of goods and recipients, some inspections have been recorded at an aggregate level—meaning multiple findings in a single consignment are recorded as one—to manage the operational workload effectively.

A key element of the department's approach is the use of Non-Intrusive Inspection (NII) technology, which forms part of a multi-layered intervention strategy. NII systems use advanced imaging, including high-energy X-rays and gamma-ray scanners, to examine sea containers and air cargo without physically opening them. This technology allows officers to efficiently detect hidden contraband while ensuring that legitimate trade continues to move smoothly and with minimal disruption. The department remains committed to investing in and modernising its NII capability. In 2024–25, this included upgrades and replacement of critical scanning equipment to ensure the agency remains equipped to respond to evolving threats at the border.

To strengthen border controls, the Australian Government announced a \$188.5 million investment in January 2024 over 4 years to combat illicit tobacco and vaping products. An additional \$7 million was provided in March 2025 to further support screening and detection efforts at the border. Throughout 2024–25, in both air and sea cargo, there has been a significant increase in the weight/volume of these high-priority items being detected.

TARGET 67

Amended from 2024–25 PBS target¹²²

The annual revenue leakage result is less than 5% of total import value.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025 the total Customs duty reported was \$11.968 billion. The population for Customs duty subject to the Compliance Monitoring Program (CMP) was \$2.014 billion (16.83%).</p> <p>The outcome of the CMP indicates the point estimate of revenue leakage is an understatement of \$39.2 million.¹²³</p>	<p>The target was met, as revenue leakage estimate was 1.95%.</p> <p>This was within the benchmark of less than 5%.</p>

Supporting performance information

A key priority for the ABF is enhancing its trade compliance activities to foster economic prosperity, maintain the security of the supply chain, disrupt unlawful trade-related activities and reduce the economic impact of revenue leakage and evasion. Areas of focus within these activities involve engaging and educating industry to encourage voluntary compliance, coupled with increased compliance monitoring and appropriate follow up action where necessary.

The CMP assists in assuring overall industry compliance with customs related law, and provides a statistically valid estimate of revenue leakage during the import declaration process for Customs Value of Goods (CVAL), Customs Duty (Duty) and the Goods and Services Tax (GST). This is achieved through the assessment of a random stratified sample of 6,000 import lines minimum each financial year.

Developed in 2009, the design of the CMP operates by sampling import declaration lines from Full Import Declarations (FIDs) and conducting real-time audits of the selected lines. CMP assessments are determined by profile matches operating within the Integrated Cargo System (ICS). CMP profiles are reviewed annually to ensure they are representative of the import population. The net estimates of revenue leakage are determined by an analysis of misstatements (both over and under) on import declaration lines in the CMP sample. Positive figures and percentages represent an overall overpayment, whereas negative figures and percentages represent an overall underpayment (leakage). It is reasonable to recognise revenue based on the amounts declared on import declarations. In the event of an overpayment, the amount paid still meets the recognition criteria as revenue until such point as an importer lodges a revised declaration and seeks a refund.

The table below presents the net estimates of revenue leakage for CVAL, Duty and GST, and their percentage compared to total CVAL, total Duty and total GST.

Table 23: Revenue leakage for CVAL, Duty and GST

Category	Population (\$ million)	Estimated revenue leakage	
		(\$ million)	Against category population (%)
CVAL	\$457,956	-\$69.3	-0.29
Duty	\$2,014	-\$39.2	-13.76
GST	\$41,224	-\$121.4	-0.82

122. The planned performance result in the 2024–25 PBS was 'The ABF employs effective processes to reduce revenue evasion'.

123. The net estimates of revenue leakage are determined from an analysis of misstatements (both over and under) on import declaration lines. Positive figures and percentages represent an overall overpayment, whereas negative figures and percentages represent an overall underpayment (leakage). The point estimate of revenue leakage is based on a 95% confidence interval range between an understatement (leakage) of \$277.13 million and overpayments of \$198.98 million.

The CMP provides a statistically valid estimate of potential misstatement within a 95% confidence interval. The planned sample size for 2024–25 was for approximately 6,000 import declaration lines, as per the CEBRA sample design. The size of the actual sample for 2024–25 was 6,434 import declaration lines, drawn from the total of 15,198,355 import lines.¹²⁴ Customs duty is the largest single item reported in the department's financial statements and represents 66% of total administered revenue and is the basis for reporting against this target, noting:

- GST is collected by the department on behalf of the Australian Taxation Office, who include GST-related revenue results in their own annual reporting products
- CVAL itself is not considered revenue, but is captured in the CMP considering it is the basis for calculating duties and taxes.

Due to the large volume of transactions, 100% customs duty compliance is neither practicable nor feasible to achieve. As an overt activity, the CMP serves as an effective preventive and detective measure in relation to the department's compliance framework, which discourages industry from non-compliant actions. In addition to providing insight into revenue leakage, data obtained through CMP is used to educate and inform industry regarding identified and emerging compliance matters. This education is primarily shared through the *Goods Compliance Update*¹²⁵ publication.

- It is important to note that the CMP represents a subset of import lines and excludes the following categories:
- imports of Excise Equivalent Goods (EEGs) as there are alternative procedures to evaluate these imports
 - all import lines with a line value CVAL less than or equal to \$1,000 as there are alternative procedures to evaluate these imports
 - imports that are not required to be cleared on a FID
 - Nature 20 warehouse declarations (i.e. goods warehoused and not released into domestic consumption).

The CMP is one of multiple compliance and risk-management measures undertaken by the department to oversee compliance and mitigate revenue risk. These other activities span pre-arrival, at border and post-arrival and may be conducted in collaboration with other government agencies to ensure a comprehensive oversight.

- In 2024–25, this included:
- 56,483 Pre Clearance Interventions (PCI), where risk-based assessments are conducted on targeted consignments at the border, through which 20,420 errors were detected
 - 152 Post Transaction Verifications (PTV), undertaken as retrospective audits of selected import cases which provides assurance on the accuracy of declaration, through which 137 errors were detected
 - 1,849 verifications of refund claims, ensuring that revenue is not lost through non-compliant refunds or incorrect calculations after clearance, through which 635 errors were detected.

Together, these activities operate alongside CMP to provide both preventive and corrective oversight, reinforcing the department's ability to detect non-compliance, mitigate revenue leakage, and uphold the integrity of Australia's trade and border systems.

Measure: Effective traveller intervention and enforcement activities supports the interdiction of travellers who pose a risk to the Australian community.	MET 100%
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TARGET 68
Percentage of air traveller interventions that led to an enforcement result improves or remains consistent with the rolling average over 3 past financial years.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were a total of 266,469 air traveller interventions, of which 81,349 had an outcome of enforcement results. ¹²⁶ This equated to a 30.53% strike rate when compared to the rolling average over the past 3 financial years of 14.81%.	The target was met, as the strike rate improved by 15.72% when compared to the average over the past 3 financial years.

124. The performance results are limited to measuring CMP which is only a small component of overall revenue leakage.

125. www.abf.gov.au/importing-exporting-and-manufacturing/trade-and-goods-compliance/goods-compliance-update

126. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

Supporting performance information

The department plays a critical role in supporting the facilitation of legitimate travel, ensuring the safety and security of the Australian community, and upholding the integrity of Australia's borders, achieved through a range of interventions targeting air travellers. When the department intervenes with a traveller and identifies a breach of regulations or laws, this is recorded as an enforcement outcome.

To measure and understand performance trends, enforcement and intervention outcomes are benchmarked against the average performance across the past 3 financial years. This approach helps to identify long-term trends while reducing the distortion caused by year-to-year fluctuations, particularly those influenced by the COVID-19 pandemic's aftermath. Following the COVID-19 pandemic, there has been an ongoing, significant resurgence in international travel. This increase in traveller volumes has corresponded with a rise in the number of traveller interdictions at the Australian border. Despite the growing pressure on resources caused by this heightened traveller activity, the department has surpassed previous years' intervention and enforcement performance. This demonstrates the effectiveness and resilience of the department operational capabilities in a high-demand environment.

The performance result captures both 'customs' and 'immigration at the border' (immigration) enforcement results. Customs enforcement results include where at least one prohibited item or compliance issue is detected/identified and referral activities, such as detection of Border Controlled Drugs (BCDs) referred to the Australian Federal Police or discovery of organic material referred to the Department of Agriculture, Fisheries and Forestry. In 2024–25, interventions which led to an enforcement result increased for both inbound and outbound travellers. This reflects the continued refinement of targeting strategies, which are regularly reviewed and adjusted to respond to emerging border threats and risks.

Table 24: Customs enforcement results

Customs Enforcement results	2024–25 (%)	2021–22 to 2023–24 (%)	Variance (percentage points)
Inbound	12.47	12.28	00.19
Outbound	14.92	11.09	03.83

Immigration enforcement results include detected immigration or visa issues at the border and referral activities, such as detection of false travel documents by frontline ABF officers referred to departmental immigration staff. Similarly, enforcement results related to both inbound and outbound immigration referrals have shown marked improvement compared to the rolling average of the previous 3 financial years. These gains are largely attributable to targeted efforts to enhance border screening and intervention processes.

Table 25: Immigration enforcement results

Immigration Enforcement results	2024–25 (%)	2021–22 to 2023–24 (%)	Variance (percentage points)
Inbound	24.83	08.48	16.35
Outbound	55.46	39.04	18.73

Notably, the completion of the Central Movement Alert List (CMAL) review played a key role in this success. The review led to the removal of low-value alerts, thereby reducing unnecessary interventions and ensuring that resources are focused on high-risk travellers. This refinement has continued to yield benefits throughout 2024–25 by improving the precision and effectiveness of border enforcement activities.

Key activity: Border modernisation and regulatory advice**Measure:** Delivery of program and reform activities supports trade and travel modernisation.**MET**
99.00%**TARGET 69**

100% of key department-led milestones for design phases of the standalone facilities at Western Sydney Airport scheduled are completed.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the 2 key department-led milestones scheduled for completion by 30 June 2025 for design phases of the standalone facilities at Western Sydney International (WSI) airport were completed.	The target was met, as 100% of key department-led milestones were completed as scheduled.

Supporting performance information

Western Sydney International (WSI) airport is scheduled to open in 2026, with the department being one of a number of organisations working to co-design, coordinate and deliver enhanced border and trade services at WSI and to protect our border from current and future threats.

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts is the lead Commonwealth agency for the delivery of WSI, along with Western Sydney Airport Corporation (WSA Co), a Government Business Enterprise that has been established to deliver the new airport. Commonwealth border agencies (including the ABF) have a statutory function to perform at international airports in order to facilitate legitimate travel and trade and protect the Australian border.

The department is working in partnership with WSA Co on the WSI design to ensure specific border and security operational standards and requirements are addressed. In partnership with other border agencies, the department is seeking to improve and modernise its operations at the border, improve and strengthen border security and build on current automation to simplify traveller and cargo processing.

WSA Co and their design and construction partners have set a series of interim project completion milestones as part of the overall design and construction schedule for each of the standalone buildings at the WSI precinct. During 2024–25, the department provided operational requirements for the canine facility and command centre as part of the iterative detailed design process undertaken between border agencies and WSA Co. The department's provision and review of requirements, in line with the design milestone timings set by WSA Co within 2024–25, was critical to support WSA Co's delivery partners to meet the overall design and construction schedule so each building can be delivered in a timely manner.

WSA Co will work with border agencies to finalise the outstanding design requirements ahead of construction and fit-out activities. As at 30 June 2025, the detailed design is being finalised for both facilities in preparation for construction, with the initial site preparation having commenced for the canine facility.

TARGET 70

80% of department-led milestones to deliver reforms under the Simplified Trade System scheduled are completed in full.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 50 department-led milestones to deliver reforms under the Simplified Trade System (STS) were scheduled for completion. Of these,</p> <ul style="list-style-type: none">• 39 (78%) required department-led milestones were met• 11 (22%) required department-led milestones were not met.	<p>The target was met, as 78% of department-led milestones were delivered as scheduled in 2024–25, this was within the target variance of 2.50 percentage points.¹²⁷</p>

Supporting performance information

The STS agenda represents a long-term effort to modernise Australia's trade systems, with the department leading several initiatives to improve processes, adopt innovative technology, and strengthen partnerships with industry. These efforts aim to deliver transformational trade and government-to-business interaction outcomes that will result in a more efficient, effective and sustainable cross-border trade environment.

This target, through specific milestones, provides a measure of the department's progress towards modernising the border through simpler regulation, digitisation and streamlined operating models to enhance trade facilitation and border protection outcomes. The milestones were split across a number of projects delivering both policy and technical outcomes supporting the STS agenda. The completion of these milestones represents progress in delivering against the STS agenda for the benefit of industry—through the progress in regulatory reform and streamlining, modernising cargo management, and technology changes which support a more modern way of doing business.

Of the milestones originally scheduled for completion by 30 June 2025:

- 2 technical development milestones and first release of the Digital Trade Accelerator Program Cargo Status Application Programming Interface, are expected to be completed in early 2025–26 to allow for the implementation of additional cybersecurity protocols.
- 3 milestones for Streamlining the Cargo Intervention Model (SCIM) initiative were not achieved due to the highly complex nature of the procurement process required to finalise contracts with trial participants. SCIM is an important initiative to deliver scalable and streamlined intervention models at air and sea ports supported by trials in partnership with industry participants, therefore these contracts are projected to be finalised during first 3 months of 2025–26.
- Related to regulatory reform, 2 milestones were dependent on the progress of legislative amendments and experienced delays related to the caretaker period. While these and another 3 regulation reform milestones are projected to be finalised in the first 3 months of 2025–26, the remaining border controls policy instructions are expected to now be completed in 2026–27.

127. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

Measure: Delivery of trade services, including advice to industry contributes to the trade and traveller experience

NOT MET
89.44%

TARGET 71

95% of eligible Tourist Refund Scheme (TRS) claims are finalised in a timely manner.

Performance rating	Performance against target	Justification for result															
Met	<p>As at 30 June 2025, the department received a total of 1,025,817 eligible TRS claims.¹²⁸ Of these:</p> <p>Table 26: TRS claims finalised</p> <table> <tr> <th>Status</th><th>Claims¹²⁹</th><th>Percentage of total</th></tr> <tr> <td>Total eligible claims paid inside 60 days</td><td>1,019,141</td><td>99.35%</td></tr> <tr> <td>Total eligible claims paid outside 60 days</td><td>1,017</td><td>0.10%</td></tr> <tr> <td>Approved, not yet paid (including incorrect payment details provided)</td><td>5,552</td><td>0.54%</td></tr> <tr> <td>Still listed as 'Referred'</td><td>107</td><td>0.01%</td></tr> </table>	Status	Claims ¹²⁹	Percentage of total	Total eligible claims paid inside 60 days	1,019,141	99.35%	Total eligible claims paid outside 60 days	1,017	0.10%	Approved, not yet paid (including incorrect payment details provided)	5,552	0.54%	Still listed as 'Referred'	107	0.01%	<p>The target was met, as 99.35% of eligible TRS claims were finalised in a timely manner.</p> <p>This exceeded the target of 95% by 4.35 percentage points.</p>
Status	Claims ¹²⁹	Percentage of total															
Total eligible claims paid inside 60 days	1,019,141	99.35%															
Total eligible claims paid outside 60 days	1,017	0.10%															
Approved, not yet paid (including incorrect payment details provided)	5,552	0.54%															
Still listed as 'Referred'	107	0.01%															

Supporting performance information

The department administers the TRS under a memorandum of understanding with the Australian Tax Office. The TRS encourages travellers to spend more in Australia and enables travellers to receive refunds of the GST and Wine Equalisation Tax (WET) for eligible claims. Travellers may make TRS claims for goods that they have purchased in Australia within the previous 60 days, subject to specific conditions.

Reporting against this target captures the time taken for refunds to be processed once a claim has been submitted and therefore does not reflect the full end-to-end experience of travellers making eligible claims. Aspects not taken into account include delays at TRS counters due to long queue times and/or other situational factors at international ports. Timeframes for processing claims can vary across peak and non-peak periods due to various factors, including the number of invoices, the quantity of goods and the volume of passengers. Furthermore, the target does not reflect processing times for assessing ineligible claims, including processing multiple invoices for identical goods, and travellers not meeting eligibility requirements.

In 2024–25, \$304.54 million in refunds approved for eligible claims. This represents an increase of 17.29% by claims received and 11.87% by value of approved funds compared with the same period in 2023–24.

This increase is due largely to increasing traveller volumes.

128. Eligible TRS claims require a valid tax invoice for goods supplied within Australia and must be lodged within 60 days after the purchase.

129. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

TARGET 72

90% of drawback claims are finalised in a timely manner.

Performance rating	Performance against target	Justification for result
Met	<p>As of 30 June 2025, a total of 1,386 drawback claims were finalised.¹³⁰ Of these:</p> <ul style="list-style-type: none">1,230 claims (88.74%) were finalised (paid or rejected) within the 30-day timeframe, including:<ul style="list-style-type: none">983 of the total 1,139 red-line claims (86.30%)¹³¹all 247 green-line claims.¹³²	<p>The target was met, as 88.74% of drawback claims were finalised in a timely manner and was within the target variance of 2.50 percentage points.¹³³</p>

Supporting performance information

The Australian Government's duty drawback scheme supports exporters by refunding customs duties paid on imported goods that are either unused or incorporated into products and subsequently exported from Australia. The scheme's primary goal is to reduce the cost burden on exporters, thereby improving global competitiveness.

By allowing businesses to reclaim duties on eligible goods, the scheme streamlines export processes and promotes greater involvement in international trade. It applies across a wide range of industries and serves as a vital part of Australia's broader trade facilitation strategy.

The duty drawback scheme facilitates legitimate trade in support of industry while safeguarding Australia's economic prosperity by supporting the compliance of revenue systems. The department manages the scheme according to self-assessment principles and applies a risk based approach to processing duty drawback claims. The onus is on the exporter to ensure their duty drawback claim complies with the Customs Act and Customs Regulations.

The drawback claim process starts when goods are imported and customs duties are paid. Claims are lodged manually or electronically through Integrated Cargo System (ICS). Manual claims are uploaded in ICS by the ABF. Once lodged, ICS starts a 30-day service standard timeline. All claims are risk assessed and quality checked by ABF officers, with high value claims reviewed by senior officers. Incomplete claims are followed up by department and may appear to take longer than service standard as ICS cannot pause processing. Successful claims are paid within 3 to 5 business days. Claimants must keep all records for 5 years, as claims may be audited for compliance.

While the number of claims finalised fell from 1,584 in 2023–24 to 1,386 in 2024–25, demands on the drawback services continued to increase compared to previous financial years, in addition to seasonal cycles, such as increased claims volumes towards the end of the financial year. For some of the claims which could not be finalised in a timely manner, this was due to exporters submitting claims incomplete or inaccurate claims, whereby periods where the department was seeking further information from the exporter were captured in the processing times reported by the target.

130. This figure excludes 14 claims that were cancelled by the applicant or the ABF officer. Reasons claims were cancelled include claim duplication, claim being less than \$100, the claimant not being the legal owner, revoked Export Declaration Number (EDN), invalid EDN, EDN out of time, insufficient documents, no response provided by the claimant when additional information request, Free on Board (FOB) price of less than 25%, or import duty already refunded. The figure includes claims received in June 2025 which, as at 30 June 2025, for which the allowed 30 day processing time would not have lapsed.

131. Red-line claims refer to claims meeting a profile/alert match requiring officer intervention, these are manual assessments.

132. Green-line claims refer to claims where no impediment or profile match is encountered and the claim is paid automatically.

133. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

TARGET 73

85% of advice is provided to industry on tariff classification, valuation and rules of origin in a timely manner.

Performance rating	Performance against target	Justification for result																
Not Met	<p>As at 30 June 2025, a combined total of 1,517 requests from industry were finalised, related to tariff classification, valuation of imported goods, and rules of origin.</p> <p>Of this total, 828 requests (54.58%) had advice provided within the required timeframe.¹³⁴ This included:</p> <p>Table 27: Requests for advice from industry</p> <table><tr><th></th><th>Requests Finalised¹³⁵</th><th>Finalised within Required Time</th><th>Percentage</th></tr><tr><td>Tariff Classification</td><td>1,325</td><td>722</td><td>54.49%</td></tr><tr><td>Valuation</td><td>160</td><td>84</td><td>52.50%</td></tr><tr><td>Rules of origin</td><td>32</td><td>22</td><td>68.75%</td></tr></table>		Requests Finalised ¹³⁵	Finalised within Required Time	Percentage	Tariff Classification	1,325	722	54.49%	Valuation	160	84	52.50%	Rules of origin	32	22	68.75%	<p>The target was not met, as 54.58% of requests from industry for advice on tariff classification, valuation and rules of origin were finalised within required timeframes. This missed the target of 85% by 30.42 percentage points.</p>
	Requests Finalised ¹³⁵	Finalised within Required Time	Percentage															
Tariff Classification	1,325	722	54.49%															
Valuation	160	84	52.50%															
Rules of origin	32	22	68.75%															
Supporting performance information																		

The department issues advice to importers to enhance certainty and predictability of customs operations and help importers to obtain precise and binding information in advance to account for the full costs of importation. This formal written advice explains how the department will apply certain laws to the importation of goods and provides certainty and predictability on customs procedures. Advice is issued specifically at the request of importers to improve transparency and compliance with customs regulations and assist stakeholders in understanding tariff classifications, rules of origin and valuation of imported goods.

While importers (companies or individuals) do not need to hold an import licence to import goods into Australia, importers must:

- self-assess the correct tariff classification of goods they import and may face penalties for incorrect or misleading information
- use an appropriate valuation method to calculate the value of the customs duty (this requirement is consistent with the collection of Goods and Services Tax (GST) on consumption goods in Australia, irrespective of whether the goods are acquired domestically or imported)
- establish the origin of the goods (per the rules of origin) to claim a preferential rate of customs duty under a free trade agreement or other arrangement.

Demand for advice on customs rules has grown, with a 5.19% increase in tariff classification advice provided in 2024–25 compared to 2023–24, and a 9.9% increase relative to 2022–23. Tariff advice accounted for approximately 87% of all requests received by the National Trade Advice Centre (NTCA) and Valuation teams. The growth in demand for advice on customs rules indicates increased engagement by Australian importers with the department trade advisory service, including inquiries made prior to the importation of specific goods. To address the increasing demand on services, the department is actively seeking innovative solutions to modernise and streamline conventional processing methodology. This includes the potential to automate and digitise selected functions that are currently resource-intensive and reliant on manual intervention.

134. Responding in a timely manner requires trade advice to be provided within 30 days of receipt of all information, except for advice relating to the China–Australia Free Trade Agreement (ChAFTA), which must be provided within 60 days of receipt of all relevant information.

135. Excludes on hand applications, which have not yet been finalised. On hand application may or may not be outside the allowable timeframes.

Priority: Civil maritime security	
Key activity: Civil maritime security capability	
Measure: Maintain and sustain surveillance and response capability to counter civil maritime threats.	MET 97.89%

TARGET 74
100% of monthly planned aerial surveillance (fixed wing and rotary wing) aircraft are made available.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025, the total planned missions for aerial surveillance aircraft was 2,728.</p> <p>Of these, aerial surveillance aircraft were made available for 2,555 missions (93.66%). This included:</p> <ul style="list-style-type: none"> against 2,527 planned missions, fixed wing aircraft were made available for 2,399 missions (94.94%). This missed the 100% benchmark by 5.06% against 201 planned missions, rotary wing aircraft were made available for 156 missions¹³⁶ (77.61%). This missed the 100% benchmark by 22.39%. 	<p>The target was substantially met.</p> <p>Overall, the combined outcomes did not meet the 100% benchmark by 6.34 percentage points.</p>

Supporting performance information

Civil maritime security safeguards and promotes Australia's national interests by actively addressing non-military risks within Australia's maritime domain. It plays a crucial role in ensuring the country can continue to exercise its sovereign rights and fulfil its responsibilities across all maritime-related activities.

Australia's civil maritime security encompasses a wide range of considerations, for national interests on, beneath, connected to, or near our maritime zones. This includes both human-related maritime activities and the protection and management of the ocean and marine environment.

Civil maritime security threats include:

- illegal activity in protected areas
- illegal exploitation of natural resources
- maritime pollution
- prohibited imports and exports
- unauthorised maritime arrivals
- compromises to biosecurity
- piracy, robbery or violence at sea
- maritime terrorism.

136. Due to the expiry and transition out of the rotary wing contract during the reporting period, performance information only represents the period from 1 July to 4 November 2024.

The department protects Australia's national interests by generating awareness of activity in Australia's maritime domain and responding to mitigate, or eliminate, the risks posed by civil security threats.

Target 74 relates to the maritime surveillance capability, which is critical for the department to deliver its responsibilities. Aerial surveillance assets played a critical role in maintaining and sustaining the department's efforts to counter Australia's civil maritime threats through:

- enhanced situational awareness
- rapid detection and response
- deterrence effect
- support for multi-agency operations
- coverage of remote and inaccessible areas.

While the Australian Defence Force (ADF) supports the department through the provision of additional maritime assets as required, the ADF contribution is not included in the performance assessment of this target.

Over recent years, fixed-wing aerial surveillance services have faced multiple challenges, including aircraft serviceability, adverse weather impacts, contractor performance (including availability of contracted aircrew), and impacts of an equipment upgrade program. During 2024–25, aircraft availability improved markedly and increased by 24.4% from the previous financial year, driven by expanding pilot ranks, robust contract management, and more proactive support by the contractor.

The rotary wing contract ceased on 30 June 2024 and transitioned out on 4 November 2024.

TARGET 75

100% of performance deductions for fixed wing and rotary wing to be applied for each month of contract underperformance within two months of the month in which the underperformance occurred.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 4 instances where contract underperformance was reported within monthly reporting. In all 4 instances (100%) performance deductions were applied within 2 months of the month in which the underperformance occurred. This included:</p> <ul style="list-style-type: none"> • 2 instances for the fixed-wing contract • 2 instances for the rotary wing contract.¹³⁷ 	<p>The target was met, as 100 % of performance deductions were applied within 2 months of the month in which the underperformance occurred.</p>

Supporting performance information

Effective aviation contract management plays an important role in civil maritime security by supporting the maintenance of a reliable and capable aerial surveillance and response capability to enable maritime domain awareness, enhancing early detection and tracking of illicit maritime activities in Australian waters.

The department delivers its civil maritime capability through:

- robust capability planning and management that fully considers future effects, capability transition needs and divestment of capability where that is an appropriate option
- focused management of capability effects, including underpinning procurement, contracting and governance requirements
- improved performance management of existing capability service providers
- working with ADF and other agencies on longer-term planning, noting many operations such as Operation Sovereign Borders (OSB), are multi-agency in nature and funding.

Notably, in 2024–25, fixed-wing hours delivery has steadily improved due to increasing pilot numbers and ongoing robust contract management. Early mission planning and proactive management of the service provider contributed to the improved contract performance. The application of performance deductions is the key mechanism through which the department applies contract pressure and has been demonstrated to be effective to drive contracted suppliers to meet expected performance outcomes.

137. Due to the cessation and transition out of the rotary wing contract during the reporting period, performance information only represents the period from 1 July to 4 November 2024.

TARGET 76

85% operational availability of vessels in the ABF Blue Water Fleet, excluding those vessels undergoing scheduled maintenance activities including mandatory Depot Level Maintenance, Life-of-Type Extension and Scheduled Service Visits.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the target for operational availability days was 2,227. ¹³⁸ Of these, the Fleet was operationally available for 2,156 patrol days.	The target was met, as the ABF Blue Water Fleet was available for 96.81% of the target for operational availability days. This exceeded the target of 85% by 11.81 percentage points.

Supporting performance information

The department protects Australia's national interests by generating awareness of activity in Australia's maritime domain and responding to mitigate, or eliminate, the risks posed by civil security threats.

Civil maritime security threats, can include, for example:

- illegal activity in protected areas
- illegal exploitation of natural resources
- maritime pollution
- prohibited imports and exports
- unauthorised maritime arrivals
- compromises to biosecurity
- piracy, robbery or violence at sea
- maritime terrorism.

Civil maritime assets play a crucial role in protecting Australia's maritime border and includes some of the world's most resource-rich and strategically important waters. These assets are essential to Australia's maritime security providing surveillance and response, law enforcement, search and rescue capability, environmental response, and international engagement through multi-agency collaboration.

The long range, ocean-going patrol vessels of the ABF Blue Water Fleet provide an important capability to operate far from the Australian mainland across Australia's Exclusive Economic Zone and around Australia's offshore territories. Their endurance and capability make them critical in patrolling areas that are far beyond the reach of smaller inshore coastal and port assets. These smaller assets are not included in the performance assessment of this target.

Throughout 2024–25 the department assigned on-water assets to conduct intelligence-informed, risk-based operations to monitor, identify, deter and respond to civil maritime security threats in Australia's maritime domain.

Operational availability is essential to the department delivering its maritime surveillance and response capabilities. Vessels may be considered operationally available but have operational limitations.

Target 76 captures the number of operationally available days but provides a limited ability to differentiate between the numbers of days spent countering each civil maritime security threat such as illegal fishing, maritime terrorism, piracy, biosecurity breaches and unauthorised arrivals. A vessel could be undertaking several actions simultaneously, possibly following surveillance of a target. Threats may not be fully understood until the vessel is intercepted and the mission is resolved.

138. The benchmark for operational availability was 300 days per vessel, minus scheduled maintenance days. Scheduled maintenance days were based on the asset availability plan for the reporting period.

TARGET 77

100% of safety incidents, including near misses relating to ABF vessels, are referred to Civil Maritime Sustainment Branch, reviewed and when appropriate, actioned within two months.

Performance rating	Performance against target	Justification for result
Unable to be determined	Performance information for this target is not available.	The target was unable to be determined as a result of available data not being reliable.

Supporting performance information

Maritime environments are inherently dangerous operational settings and managing those risks is a critical part of maritime operations for the department. The ABF has a strong and ongoing commitment to maritime safety on board its vessels. This commitment is a core part of operational responsibilities and is reflected in safety frameworks, crew training and vessel management practices. To meet the requirements of this performance measure, all relevant safety incidents and data need to be referred for assessment.

The review and action of safety incidents is essential to maintaining and sustaining surveillance and response capability to deliver civil maritime security by ensuring the safety and wellbeing of departmental officers, employees and others on the vessels, reducing the risk of operational unavailability as a result of avoidable safety incidents.

Work health and safety incidents and near misses are captured through corporate systems where they undergo assessment and action to maintain safety in our workplaces, including on ABF vessels. In some cases, system and data limitations and inconsistent methodology in reporting restricted the ability to provide data that can be compared, assessed and analysed consistently. These constraints make it difficult to analyse trends and issues systematically and benchmark safety performance robustly, even though incidents are captured and addressed.

With the data available for 2024–25 reporting, a total of 216 safety incidents, including near misses relating to ABF vessels were identified and referred to the Civil Maritime Sustainment Branch. Of these, 16 incidents were identified as being out of scope and were removed, as they did not relate to ABF vessels or occurred in a location other than an ABF vessel. All (100%) of the remaining 200 safety incidents were reviewed; of these:

- 173 (86.50%) were reviewed and determined to require no further action within 2 months
- 27 (13.50%) were reviewed and actioned within 2 months.

The department continues to explore data access arrangements to improve incident analysis.

Priority: Operation Sovereign Borders

Key activity: Support for Joint Agency Taskforce Operation Sovereign Borders

Measure: Deterrence messaging, engagement and operational activity contributes to the OSB mission.

MET
100%

TARGET 78

Amended from 2024–25 PBS target¹³⁹

The ABF effectively supports the Joint Agency Taskforce Operation Sovereign Borders (JATF OSB) mission to deny an irregular maritime pathway to settlement in Australia.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, 13 maritime people smuggling ventures were successfully resolved under OSB. Of these, all persons from all 13 ventures were disrupted, turned back, returned, or transferred to a regional processing country.	The target is met, as 100% of identified attempts to achieve a pathway to settlement in Australia through an irregular maritime voyage were denied.

139. The planned performance result in the 2024–25 PBS was 'The Australian Border Force effectively supports the Joint Agency Taskforce Operation Sovereign Borders (JATF OSB) mission to maintain zero successful maritime people smuggling ventures'.

Supporting performance information

The denial of illegal maritime pathways to settlement in Australia and deterrence of potential irregular immigrants from attempting dangerous journeys to Australia by sea are essential activities to protect the integrity of the Australian border and prevent the loss of lives at sea.

During the reporting period, JATF OSB worked to deny any pathway to settlement for persons attempting to arrive in Australia irregularly by boat through disruption and deterrence, detection, interception and return, and transfer to regional processing.

This target captures the overall outcomes of JATF OSB, to which the department contributes:

- maritime patrol and surveillance effects to support activities related to detection, interception and return, and transfer to regional processing
- staffing and hosting of the headquarters function which leads and coordinates the policy, strategy and operational priorities of OSB.

Of the 13 ventures resolved in 2024–25:

- 165 persons were returned to their country of origin or departure
- 33 persons were transferred to a regional processing country.

Several measures and initiatives have been undertaken throughout the reporting period by the ABF to assist JATF OSB to deter, disrupt and intercept maritime people smuggling ventures. These included:

Deterrence and disruption

International engagements undertaken by JATF OSB Executive (ABF Officers)

In 2024–25, there were 74 international engagement activities conducted by the JATF OSB Senior Executive (Commander, Deputy Commander and Chief Superintendent - all ABF officers). Engagements are carefully chosen to reaffirm commitment to cooperation on countering criminal people smuggling and irregular migration in our region, and to share information with international partners who are working to counter the same threats.

JATF OSB Strategic Communications (ABF) offshore deterrence messaging

As part of a multi-layered deterrence approach, the ABF continues to implement a targeted, consistent, persistent and culturally aware communication campaign through a range of advertising and community engagement channels offshore to deter irregular maritime travel to Australia. For 2024–25, the ABF delivered strategic communication products and/or community engagement activities in 11 maritime people smuggling source and transit countries.

Detection, interception and response

The ABF, led by Maritime Border Command (MBC), uses intelligence to inform surveillance and response options, including aerial and radar surveillance to detect Suspected Irregular Entry Vessels (SIEVs) before these boats arrive in Australia. For 2024–25, MBC maintained an on-water response capability postured to respond to any SIEVs targeting Australia, providing a valuable deterrent effect vital to the success of the OSB mission to maintain zero successful maritime people smuggling ventures.

TARGET 79

80% of high risk recommendations identified in Post Activity Reports are actioned within 3 months.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, a total of 5 high risk recommendations ¹⁴⁰ were identified in Post Activity Reports. Of these, <ul style="list-style-type: none">• 4 (80.00%) were actioned within 3 months• 1 (20.00%) is yet to be actioned.	The target was met, as 80.00% of high-risk recommendations identified in Post Activity Reports were actioned within 3 months.

140. The definition of 'high risk' was corrected during the reporting period from the definition originally published in the *Department of Home Affairs 2024–25 Corporate Plan*. For the purposes of reporting, high risk recommendations are as agreed by Deputy Commander JATF OSB based on their likelihood of impeding the achievement of Target 78 outcomes. Deputy Commander JATF OSB makes this assessment based on their individual understanding of the current environmental, strategic and operational context.

Supporting performance information

Maritime people smuggling threats are complex and evolving. Following operations to resolve maritime people smuggling ventures, the JATF-OSB conducts After Action Reviews (AARs) and Post Activity Reports (PARs). In the context of people smuggling operations, they help ensure that JATF OSB remains adaptive, lawful and effective in protecting Australia's maritime borders from people smugglers while upholding human rights and international obligations.

AARs and PARs evaluate the effectiveness of the response, identify lessons learned and seek to improve the conduct and safety of future operations. These reviews are critical for enhancing strategic, operational and tactical accountabilities and decision making capabilities. To ensure the continued success of OSB, identified high risk recommendations must be implemented as a matter of urgency.

Recommendations are considered actioned once all identified requirements within them, that are the responsibility of ABF, have been completed and any remaining requirements that are not the responsibility of ABF, have been transferred to an appropriate work area for implementation. As a result, some recommendations counted as 'actioned' in target reporting remain open as they continue to be implemented over the longer term by agencies other than the ABF.¹⁴¹

The successful implementation of these high-risk recommendations will help reduce the risk of illegal maritime activities and pathways into Australia in support of JATF OSB.

As at 30 June 2025, one high risk recommendation had yet to be actioned due to ongoing work to implement the recommendation in collaboration with other work areas within ABF.

Key activity: Regional Processing

Measure: International capability and engagement activities and contract management supports offshore regional processing.

NOT MET
55.66%

TARGET 80

100% of Quality Failures identified through monthly performance management reporting for the Nauru Health Services Contract and the Nauru Facilities, Garrison, Transferee Arrivals and Reception Services Contract are subject to an abatement within 2 months, and Action Plans are implemented by the service provider within agreed timeframes.

Performance rating	Performance against target	Justification for result
Unable to be determined	Performance information for this target is not available.	The target was unable to be determined as the formalised methodology for the Action Plans were not established within the reporting period.

141. The definition of 'actioned' was amended during the reporting period from the definition originally published in the Department of Home Affairs 2024–25 Corporate Plan. For the purposes of reporting, recommendations are considered actioned once all identified requirements within them, that are the responsibility of ABF, have been completed and any remaining requirements, which are not the responsibility of ABF, have been transferred to an appropriate work area for implementation.

Supporting performance information

The Australian Government provides support to the Government of Nauru for regional processing activities by engaging service providers through contractual agreements. These contracts and the services provided are consistent with the terms under which the Australian Government assists the Government of Nauru, with the Government of Nauru retaining primary control over regional processing operations. Quality failure abatements and action plans are used to address issues with service delivery, ensuring that contracted service providers meet requirements. If contractual obligations are not met, appropriate measures such as abatements and action plans are implemented. Through these processes, the Australian Government maintains its commitments under the Memorandum of Understanding with the Government of Nauru related to regional processing.

International Health and Medical Services (IHMS) and Management and Training Corporation (MTC) deliver services to transferees located on Nauru under contract to the Commonwealth on behalf of the Government of Nauru. Both service providers are required to report against several performance measures across operational and administrative delivery requirements to ensure the department is receiving the contracted level of services within contracted timeframes.

Delivery of services occur primarily in constrained and challenging environmental circumstances in Nauru (in both the Reception Facility and in the community) supported by corporate offices in Australia.

Performance management assurance processes by the department identified where there have been quality failures in contract performance.

A total of 46 quality failures were identified through monthly management reporting for both service providers from 1 July 2024 to 30 June 2025 and 100% were subject to an abatement within two months.

Whilst action plans were in place to address each quality failure, many of the action plans did not have an agreed timeframe, and therefore the target was unable to be determined.

The 46 quality failures occurring across both services providers were primarily due to inaccuracies in data entry, extracting/transcribing of data incorrectly between systems and/or providing insufficient evidence to demonstrate compliance on deliverables.

There were also instances of data double-ups of sites that were offline and were no longer in scope of work (undergoing ASR work), incorrect priority levels attributed for works or works not completed on time.

These results should be seen in the context of new arrivals into regional processing over the reporting period. In addition, the Facilities Service Provider has been undertaking a significant amount of building remediation work to extend the life of the Regional Processing Centre infrastructure in a harsh climatic environment.

TARGET 81

Deliver 100% of planned capability uplift initiatives to support the Government of Nauru with regional processing operations in line with agreed delivery expectations.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 7 planned capability uplift initiatives to support the Government of Nauru with regional processing operations. Of these:</p> <ul style="list-style-type: none">• 3 (42.86%) fully met the required 2024–25 milestones• 4 (57.14%) did not fully meet their required 2024–25 milestones.	<p>The target was not met, as 42.86% of the 2024–25 planned capability uplift initiatives to support the Government of Nauru with regional processing operations were fully delivered.</p> <p>This missed the 100% benchmark by 57.14 percentage points.</p>

Supporting performance information

During 2024–25, the Government of Nauru continued to host unauthorised maritime arrivals, for the purposes of regional processing. The department has committed to ensuring the ongoing viability of regional processing by supporting the uplift of the Government of Nauru's sovereign regional processing capabilities to administer scalable, transparent and accountable operations. This target captures capability uplift initiatives which are based on core measures within the bilaterally negotiated Memorandum of Understanding and supporting arrangements, with performance against these used as the basis for target reporting.

It is important to note that the Memorandum of Understanding and supporting arrangements are non-binding and less than treaty status instruments, and the department has limited authority to enforce performance and compliance. Therefore, the department supports and monitors the capability uplift and, based on that uplift, reviewing its own involvement in operations. As such the reported results against this target are intended to capture the departments completion of actions to deliver capability uplift initiatives, not the performance or effectiveness of the Government of Nauru's delivery of sovereign regional processing.

The department notes that although the overall target was not met, this did not adversely impact operations and:

- there was an improvement on current processes
- the Government of Nauru established an enhanced regional processing capability.

To deliver initiatives to build capability, in partnership with the Government of Nauru, the department uses a range of approaches, including governance and oversight, operational coordination, contingency and scenario-based planning, future-proofing regional processing through recruitment, capacity building programs, implementing programs as a result of bilateral negotiations and agreements, and procuring services to ensure delivery of the material function in line with the Australian Government's Enduring Capability priority.

Capability uplift initiatives are ongoing and operational, with initiatives identified and reported on in 2024–25 including a review of legislation for refugee status determination, interpreter capability and deployment requirements, accommodation and infrastructure, new arrival determination processes and a co-designed subsidiary arrangement to manage expanding transferee populations.

While not all capability uplift initiatives were considered fully met within the financial year, there was sufficient evidence of capability uplift within the Government of Nauru that enabled the continued viability of regional processing operations. There were 4 initiatives that were not fully met. The inability to fully meet these initiatives was broadly due to the initial setting of Target 81 in 2024–25 which was too performance-centric and did not provide a meaningful evaluation of capability uplift. Additionally, the selected measures focused heavily on the activities undertaken by the Government of Nauru rather than the capability uplift activities, process and actions undertaken and controllable by the department. In 2025–26, the department will seek to address these, aligned with the Nauru Memorandum of Understanding agreement.

TARGET 82

Deliver 70% of planned activities to support countering irregular migration and strengthen Australia's regional processing enduring capability.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 13 planned activities for delivery together with partner countries to support countering irregular migration and strengthening Australia's regional processing enduring capability. Of these:</p> <ul style="list-style-type: none">• 5 (38.46%) of the planned activities met their required 2024–25 milestones in full• 8 (61.54%) planned activities did not meet their required milestones in full.	<p>This target was not met, as 38.46% of planned activities to support countering irregular migration and strengthen Australia's regional processing enduring capability met their milestones in full during the reporting period.</p> <p>This missed the target of 70% by 31.54 percentage points.</p>

Supporting performance information

The delivery of the planned activities identified in target 82 reflects the Australian Government's commitment to promoting safe and regular migration opportunities and combatting irregular migration and people smuggling. These measures contribute to border strengthening and return, resettlement and removal agreements with source and transit countries of irregular maritime arrivals. The agreements reduce the risk of a growing and intractable regional processing population on Nauru, including prolonged financial costs to the Australian Government, reduced social cohesion and tolerance among the local population, increased litigation costs due to extended stays, and limited capacity on the island to accept new arrivals.

The planned activities captured in target reporting form a roadmap for supporting countering irregular migration and strengthening Australia's regional processing enduring capability, with planned activities brought forward, approved and implemented agilely, subject to fitness for purpose, value for money, and stakeholder support. These efforts are necessary to mitigate the risks of a growing regional processing population, characterised by more arrivals with limited levers to remove, return or resettle them.

Taking into account the changing nature of maritime arrival cohorts that will require return and resettlement, planned activities are regularly reviewed with stakeholders according to their fitness of purpose, value for money, and stakeholder support. Where it is identified that a planned activity is not meeting one of these principles, decisions to defer milestones or cease planned activities are escalated to the accountable departmental delegate for approval.

For the 4 planned activities that had milestones deferred to after 2024–25, this was broadly due to both a shift in the priorities of partner governments and changes to arrival patterns and volumes as well as process delays outside of the department's control, such as contract signing delays or contractor limitations. All 4 measures met their initial milestones and this work will be leveraged to continue progress on these activities in 2025–26.

For the 4 planned activities which were discontinued, this was also broadly due to changes to arrival patterns and volumes and other factors that contributed to the overall reduction of certain cohorts represented in the regional processing population, meaning they were no longer fit for purpose. The preparatory work on these measures resulted in all 4 activities meeting their initial milestones and means that they can be re-enlivened as a contingency should arrivals patterns change.

During 2024–25, key planned activities progressed by the department included:

- The department welcomed 2 delegations of 12 officials from Indonesia's Directorate General of Immigration (DGI) to Canberra. The visits initiated the Australia–Indonesia Peer Learning program, an inaugural program aimed at sharing best practices and strengthening the longstanding partnership between our 2 agencies to enhance regional border security.
- The department in partnership with the International Organization for Migration and the Government of Indonesia launched a Land Border project to strengthen border management and promote safe, regular migration pathways at 2 critical international land borders.
- The re-establishment of a department office in Dhaka to serve as a central point of contact for the Bangladesh Government to facilitate increased engagement and cooperation on immigration and border related matters.

In addition to the 13 planned measures, a new activity was identified in January to March to support stronger regional cooperation to address the increased people smuggling activity in the Andaman Sea region. This new activity was not counted towards the performance result but met all identified milestones in the 2024–25 reporting period.

APPENDIX A (OF THE ANNUAL PERFORMANCE STATEMENT): 2024–25 DATA LIMITATIONS

Target	Limitation type	Limitation description
8	Incomplete performance information	The performance result was unable to be determined as the formalised methodology for the process reviews were not established within the reporting period.
16	Incomplete performance information	The performance result was unable to be determined as a formalised planning process to benchmark the delivery of cyber security exercises was not established within the reporting period.
17	Incomplete performance information	The performance result only reflects cyber security exercises conducted between 1 January and 30 June 2025.
17	Survey reliability issues	The survey methodology varied between exercises throughout the year and therefore could not be consistently aggregated into an overall result. The department was unable to confirm the actual number of participants which may have impacted the performance result.
18	Survey reliability issues	The survey questions used to determine the performance result varied impacting the reliability of the reporting. The department was unable to confirm the actual number of participants which may have impacted the performance result.
22	Incomplete performance information	The performance result is unable to be determined due to the program ceasing in October 2024.
23	Survey reliability issues	The survey questions used to determine the performance result varied impacting the reliability of the reporting. A number of departmental staff completed the survey.
35	Verifiability issues with data source	The performance results are based on self-reporting by third party providers, that are not verified by the department.
36	Verifiability issues with data source	The performance results are based on self-reporting by third party providers, that are not verified by the department.

Target	Limitation type	Limitation description
37	Incomplete performance information	The performance result only reflects contract management activities conducted between 1 January and 30 June 2025.
38	Verifiability issues with data source	The performance results are based on client satisfaction surveys administered by service providers who also manage survey distribution and assist participants with completion, where individual responses are not verified by the department.
39	Verifiability issues with data source	The performance results are based on client satisfaction surveys administered by service providers who also manage survey distribution and assist participants with completion, where individual responses are not verified by the department.
41	Incomplete performance information	The performance result is unable to be determined as a result of available data not being reliable.
42	Survey response rate	As a result of the survey response rate, performance results may not be reflective of the broader population.
44	Survey response rate	As a result of the survey response rate, performance results may not be reflective of the broader population and the department has reported performance as 'unable to be determined'.
58	Selective use of data	The performance result is based on pre-determined methodology which only takes into consideration the ability to accommodate detainees and does not reflect the consideration of appropriate placements.
59	Selective use of data	In some instances, recommendations in relation to section 29(2) of the <i>Australian Human Rights Commission Act 1986</i> may be relevant to the broader operation of the immigration detention network. These have been omitted from 2024–25 performance reporting, however on assessment these reports did not contain any recommendations that would have been considered 'high risk'.
60	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
63	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
64	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
65	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
66	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.

Target	Limitation type	Limitation description
68	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
71	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
74	Incomplete performance information	The performance information only represents the period from 1 July to 4 November 2024 due to the expiry and transition out of the rotary wing contract during the reporting period.
75	Incomplete performance information	The performance information only represents the period from 1 July to 4 November 2024 due to the expiry and transition out of the rotary wing contract during the reporting period.
77	Incomplete performance information	The performance result is unable to be determined as a result of available data not being reliable.
80	Incomplete performance information	The target was unable to be determined as the formalised methodology for the Action Plans were not established within the reporting period.

PART 3:

REPORT ON FINANCIAL PERFORMANCE

REPORT ON FINANCIAL PERFORMANCE

The complete departmental results for 2024–25 are available in the financial statements that form Part 3 of this Annual Report.

Departmental operating result

The 2024–25 operating result is a deficit of \$16.4 million, including \$7.8 million resulting from the impact of changes in government bond rates on employee leave provisions. This deficit represents less than 1% of the department's expenditure budget for 2024–25. The 2024–25 financial statements report a \$300.1 million operating deficit compared with the \$288.4 million operating deficit in 2023–24. The Australian Government has not funded depreciation and amortisation expenses since 2010–11, and net cash reporting arrangements were introduced in 2019–20 to reflect lease accounting arrangements under AASB 16 Leases. In 2024–25, the department incurred \$496.5 million in depreciation and amortisation expenses (including for right-of-use leased assets) and \$212.8 million in principal repayments for leased assets.

Administered program performance

The department's 2024–25 administered expenses were \$2.2 billion, compared to \$2.0 billion in 2023–24. The increase is primarily due to higher onshore compliance and detention costs and increased Unauthorised Maritime Arrival offshore management costs.

Net assets

Overall, the department's 2024–25 net asset position of \$0.9 billion (assets minus liabilities) is consistent with the net asset position in 2023–24 of \$0.9 billion.

PART 4:

FINANCIAL STATEMENTS

INDEPENDENT AUDITOR'S REPORT	126
STATEMENT BY THE SECRETARY AND CHIEF FINANCE OFFICER	130
FINANCIAL STATEMENTS	131
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS	142
FINANCIAL RESOURCE STATEMENT	197

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 2025:

- (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 2025 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 2025 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 their 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.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

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.

Key audit matter	How the audit addressed the matter
<p>Accuracy of customs duty</p> <p><i>Refer to Note 2.1A 'Taxation revenue'</i></p> <p>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 developed risk based profiles to conduct targeted compliance activities.</p> <p>I focused on this area given:</p> <ul style="list-style-type: none">• the significant value of customs duty revenue and the geographically dispersed revenue collection points;• the importance that targeted compliance activities play in the accuracy of customs duty declarations; and• the complexity of the information technology (IT) environment and processes, and inputs used to manage and calculate customs duty; <p>For the year ended 30 June 2025, \$11.968 billion of customs duty revenue was recognised.</p>	<p>To audit the accuracy of customs duty, I performed the following procedures:</p> <ul style="list-style-type: none">• evaluated key customs duty revenue IT systems and tested relevant application and manual controls including controls used to identify risk, system calculations and reconciliations;• evaluated the appropriateness of tariff rates to relevant legislation and exchange rates being applied and by testing a sample of transactions to supporting documentation.• performed a substantive recalculation of customs duty revenue and evaluating a sample of transactions against tariff rates, supporting calculations, exchange rates and supporting documentation.
<p>Accuracy of visa application charges</p> <p><i>Refer to Note 2.1A 'Taxation revenue'</i></p> <p>The Entity recognises revenue for visa applications. I focused on this area given:</p> <ul style="list-style-type: none">• the significant value of visa application charges; and• the complexity of the IT environment used to collect and process visa application charges. <p>For the year ended 30 June 2025, \$4.154 billion visa application charges revenue was recognised.</p>	<p>To audit the accuracy of visa application charges and receivables, I performed the following procedures:</p> <ul style="list-style-type: none">• reperformance of reconciliation processes between revenue and financial reporting systems;• evaluated IT application controls relevant to the accuracy of visa revenue;• assessed the accuracy of visa pricing applied within business systems to published schedules; and• tested visa applications and receipts. This testing included substantive recalculation of total visa application charge revenue.

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

A handwritten signature in dark ink, appearing to read 'Rona Mellor', written in a cursive style.

Rona Mellor PSM
Deputy Auditor-General
Delegate of the Auditor-General


Canberra
17 September 2025

STATEMENT BY THE SECRETARY AND CHIEF FINANCE OFFICER

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


In our opinion, the attached financial statements for the year ended 30 June 2025 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.....

Stephanie Foster PSM
Secretary

15 September 2025

Signed.....

Andrew Harvey
Chief Finance Officer

15 September 2025

Department of Home Affairs
Statement of comprehensive income
For the period ended 30 June 2025

		2025	2024	Original Budget
	Notes	\$'000	\$'000	\$'000
Net cost of services				
Expenses				
Employee benefits	6.1A	1,993,514	1,809,674	2,071,359
Suppliers	1.1A	1,587,293	1,398,559	1,450,372
Depreciation and amortisation*	3.2	496,524	533,797	595,462
Impairment loss on trade and other receivables		19,530	7,299	-
Write-down and impairment of non-financial assets	1.1B	21,778	26,890	-
Finance costs	1.1C	41,947	40,807	37,183
Other expenses	1.1D	6,691	2,398	5,549
Total expenses		4,167,277	3,819,424	4,159,925
Own-source income and gains				
Own-source revenue				
Revenue from contracts with customers	1.2A	288,287	268,097	228,905
Rental income	1.2B	5,444	7,332	3,978
Other revenue	1.2D	6,920	2,083	24,867
Total own-source revenue		300,651	277,512	257,750
Gains	1.2E	5,381	3,756	-
Total gains		5,381	3,756	-
Total own-source income		306,032	281,268	257,750
Net cost of services		(3,861,245)	(3,538,156)	(3,902,175)
Revenue from Government		3,561,146	3,249,767	3,528,703
Deficit attributable to the Australian Government		(300,099)	(288,389)	(373,472)
Other comprehensive income				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		781	73,494	-
Total other comprehensive income		781	73,494	-
Total comprehensive loss		(299,318)	(214,895)	(373,472)

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 depreciation and amortisation.

Department of Home Affairs
Statement of financial position
As at 30 June 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget \$'000
Assets				
Financial assets				
Cash and cash equivalents	3.1A	8,126	9,212	6,364
Trade and other receivables	3.1B	670,926	620,832	425,744
Other financial assets		1,223	1,299	1,038
Total financial assets		680,275	631,343	433,146
Non-financial assets ^a				
Land	3.2	20,328	20,356	24,593
Buildings	3.2	1,770,930	1,885,315	1,705,092
Leasehold improvements	3.2	378,437	420,647	380,436
Vessels	3.2	261,284	280,511	217,536
Plant and equipment	3.2	570,555	518,953	402,448
Computer software	3.2	312,843	343,738	389,276
Inventories held for distribution		14,920	17,347	19,498
Prepayments		127,472	63,841	59,727
Total non-financial assets		3,456,769	3,550,708	3,198,606
Total assets		4,137,044	4,182,051	3,631,752
Liabilities				
Payables				
Suppliers	3.3A	323,424	260,571	221,136
Other payables	3.3B	92,216	75,855	68,443
Total payables		415,640	336,426	289,579
Interest bearing liabilities				
Leases	3.4	2,210,479	2,329,392	2,215,610
Total interest bearing liabilities		2,210,479	2,329,392	2,215,610
Provisions				
Employee provisions	6.1B	561,035	506,098	478,232
Restoration obligations	3.5	70,660	69,314	54,105
Total provisions		631,695	575,412	532,337
Total liabilities		3,257,814	3,241,230	3,037,526
Net assets		879,230	940,821	594,226
Equity				
Contributed equity		4,464,277	4,226,550	4,532,949
Asset revaluation reserve		599,345	598,564	449,668
Accumulated deficit		(4,184,392)	(3,884,293)	(4,388,391)
Total equity		879,230	940,821	594,226

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 2025

		2025	2024	Original Budget
	Notes	\$'000	\$'000	\$'000
Contributed equity				
Opening balance as at 1 July				
Balance carried forward from previous period		4,226,550	4,026,935	4,261,862
Transactions with owners				
Distributions to owners				
Return of appropriations ^a		(36,336)	(34,696)	-
Contributions by owners				
Equity injection – appropriations ^b		116,874	95,894	113,898
Departmental capital budget ^b		157,189	153,397	157,189
Restructuring	8.2	-	(14,980)	-
Total transactions with owners		237,727	199,615	271,087
Closing balance as at 30 June		4,464,277	4,226,550	4,532,949
Asset revaluation reserve				
Opening balance				
Balance carried forward from previous period		598,564	449,668	449,668
Adjustment for prior year misstatement		-	75,402	-
Adjusted opening balance		598,564	525,070	449,668
Comprehensive income				
Other comprehensive income				
Changes in asset revaluation surplus				
Non-financial assets		-	87,188	-
Provision for restoration		781	(13,694)	-
Total comprehensive income		781	73,494	-
Closing balance as at 30 June		599,345	598,564	449,668

a. Reflects prior year appropriations withheld under s51 of the PGPA Act and a decision of Cabinet.

b. The comparative includes amounts transferred through Machinery of Government Changes under s75 of the PGPA Act. Refer to Note 5.1A Appropriations.

Accounting Policy

Restructuring

Net assets received from or relinquished to another Government entity under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Department of Home Affairs
Statement of changes in equity
For the period ended 30 June 2025

		2025	2024	Original Budget
	Notes	\$'000	\$'000	\$'000
<u>Accumulated deficit</u>				
Opening balance				
Balance carried forward from previous period		(3,884,293)	(3,595,901)	(4,014,919)
Comprehensive income				
Deficit for the period		(300,099)	(288,389)	(373,472)
Total comprehensive income		(300,099)	(288,389)	(373,472)
Closing balance as at 30 June		(4,184,392)	(3,884,293)	(4,388,391)
Total equity				
		879,230	940,821	594,226

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 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget \$'000
Operating activities				
Cash received				
Appropriations		3,940,586	3,531,028	3,781,780
Goods and services		172,944	171,986	125,849
Net GST ^a received		158,840	145,218	119,791
Other		99,044	86,363	131,273
Total cash received		4,371,414	3,934,595	4,158,693
Cash used				
Employees		1,920,559	1,777,717	2,069,887
Suppliers		1,752,553	1,497,905	1,570,542
Section 74 receipts transferred to OPA ^b		436,926	399,989	235,577
Interest payments on lease liabilities		39,402	39,762	37,183
Other		4,221	2,315	6,014
Total cash used		4,153,661	3,717,688	3,919,203
Net cash from operating activities		217,753	216,907	239,490
Investing activities				
Cash received				
Proceeds from sale of property, plant and equipment		55	29	-
Total cash received		55	29	-
Cash used				
Purchase of property, plant and equipment		253,165	207,481	310,708
Total cash used		253,165	207,481	310,708
Net cash (used by) investing activities		(253,110)	(207,452)	(310,708)

a. Goods and Services Tax (GST)

b. Official Public Account (OPA)

Department of Home Affairs
Cash flow statement
For the period ended 30 June 2025

		2025	2024	Original Budget
	Notes	\$'000	\$'000	\$'000
Financing activities				
Cash received				
Contributed equity		247,109	200,374	271,087
Total cash received		247,109	200,374	271,087
Cash used				
Principal payments of lease liabilities		212,838	206,981	199,869
Total cash used		212,838	206,981	199,869
Net cash from/(used by) financing activities		34,271	(6,607)	71,218
Net increase/(decrease) in cash held		(1,086)	2,848	-
Cash and cash equivalents at the beginning of the reporting period		9,212	6,364	6,364
Cash and cash equivalents at the end of the reporting period	3.1A	8,126	9,212	6,364

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 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget \$'000
Net cost of services				
Income				
Revenue				
Taxation revenue				
Customs duty	2.1A	11,967,791	13,834,821	16,029,450
Visa Application Charges	2.1A	4,154,314	3,384,970	3,882,338
Passenger Movement Charges	2.1A	1,354,080	1,101,984	1,258,855
Import Processing Charges	2.1A	469,609	451,445	458,000
Total taxation revenue		17,945,794	18,773,220	21,628,643
Non-taxation revenue				
Revenue from contracts with customers	2.1B	135,490	133,791	156,648
Other revenue	2.1C	9,264	12,234	9,032
Total non-taxation revenue		144,754	146,025	165,680
Total revenue		18,090,548	18,919,245	21,794,323
Gains	2.1D	19,247	4,414	-
Total gains		19,247	4,414	-
Total income		18,109,795	18,923,659	21,794,323
Expenses				
Suppliers	2.2A	1,770,844	1,524,437	1,789,350
Personal benefits	2.2B	77,752	87,733	106,484
Gifting, grants and contributions	2.2C	183,696	163,547	153,464
Depreciation and amortisation	4.2	93,060	91,650	118,594
Writedown and impairment of financial assets	2.2D	59,585	163,897	4,286
Writedown and impairment of non-financial assets	2.2E	17,336	552	-
Interest on lease liabilities		3	17	-
Other expenses	2.2F	948	261	1,587
Total expenses		2,203,224	2,032,094	2,173,765
Net contribution by services		15,906,571	16,891,565	19,620,558
Surplus		15,906,571	16,891,565	19,620,558
Other comprehensive income				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus		-	148,731	-
Total other comprehensive income		-	148,731	-
Total comprehensive income		15,906,571	17,040,296	19,620,558

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 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget \$'000
Assets				
Financial assets				
Cash and cash equivalents	4.1A	141,102	120,671	99,657
Taxation receivables	4.1B	341,356	365,916	516,782
Trade and other receivables	4.1C	32,021	26,065	26,850
Total financial assets		514,479	512,652	643,289
Non-financial assets*				
Land	4.2	125,129	125,129	95,790
Buildings	4.2	460,095	519,208	401,094
Leasehold improvements	4.2	77,136	86,156	66,557
Vessels	4.2	38,394	-	-
Plant and equipment	4.2	265,746	284,727	125,552
Computer software	4.2	1,827	-	197
Prepayments		8,850	19,100	3,486
Total non-financial assets		977,177	1,034,320	692,676
Assets held for sale	4.2	-	-	3,600
Total assets administered on behalf of Government		1,491,656	1,546,972	1,339,565
Liabilities				
Payables				
Suppliers		291,328	222,314	257,948
Personal benefits	4.3A	8,759	17,429	12,837
Grants and contributions		8,596	1,760	1,902
Unearned income		34,412	31,049	28,725
Other payables	4.3B	15,748	56,710	31,816
Total payables		358,843	329,262	333,228
Interest bearing liabilities				
Leases	4.4	196	326	3,249
Total interest bearing liabilities		196	326	3,249
Provisions				
Bonds and security deposits	4.5	7,616	8,255	9,991
Total liabilities administered on behalf of Government		366,655	337,843	346,468
Net assets		1,125,001	1,209,129	993,097
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 2025

	Notes	2025 \$'000	2024 \$'000
Opening assets less liabilities as at 1 July		1,209,129	1,088,258
Opening balance adjustment - Asset Revaluation Reserve		-	128,962
Adjusted opening assets less liabilities as at 1 July		1,209,129	1,217,220
Net contribution by services			
Income		18,109,795	18,923,659
Expenses		(2,203,224)	(2,032,094)
Other comprehensive income			
Administered revaluations taken to reserves		-	148,731
Transfers (to)/from the Australian Government			
Appropriation transfers from the OPA			
Annual appropriation for administered expenses		2,046,601	1,882,765
Administered assets and liabilities appropriations		61,385	33,763
Special appropriations (unlimited)			
Payments to entities other than corporate Commonwealth entities		830,959	849,386
Appropriation transfers to the OPA			
Transfers to the OPA		(18,929,644)	(19,814,301)
Closing assets less liabilities as at 30 June		1,125,001	1,209,129

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 2025

	Notes	2025 \$'000	2024 \$'000
<u>Operating activities</u>			
Cash received			
Customs duty		11,908,441	13,876,623
Visa Application Charges		4,192,178	3,311,339
Passenger Movement Charge		1,301,109	1,052,567
Import Processing Charges		470,189	450,772
GST received		104,423	91,788
Contracts with customers ^a		132,366	132,558
Special account		3,788	4,166
Bonds received		1,125	1,623
Security deposits		842	972
Other		13,431	14,168
Total cash received		18,127,892	18,936,576
Cash used			
Suppliers		1,792,004	1,651,231
Personal benefits		85,373	82,476
Grants and contributions paid		176,212	141,583
Tourist Refund Scheme		318,721	279,832
Refunds of GST (on imports), WET ^b and LCT ^c		32,803	29,175
Bonds paid		1,740	2,923
Security deposits		866	1,413
Employees		287	-
Interest payments on lease liabilities		3	17
Other		121	63
Total cash used		2,408,130	2,188,713
Net cash from operating activities		15,719,762	16,747,863
<u>Investing activities</u>			
Cash used			
Purchase of non-financial assets		60,079	34,156
Total cash used		60,079	34,156
Net cash (used by) investing activities		(60,079)	(34,156)

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

- a. Revenue from contracts with customers are disclosed in Note 2.1B
- b. Wine Equalisation Tax (WET)
- c. Luxury Car Tax (LCT)

Department of Home Affairs
Administered cash flow statement
For the period ended 30 June 2025

	Notes	2025 \$'000	2024 \$'000
<u>Financing activities</u>			
Cash received			
Contributed equity		61,385	33,763
Total cash received		61,385	33,763
Cash used			
Principal payments on lease liabilities		130	3,314
Total cash used		130	3,314
Net cash from financing activities		61,255	30,449
Net increase in cash held		15,720,938	16,744,156
Cash and cash equivalents at the beginning of the reporting period		120,671	149,656
Cash from the Official Public Account			
Appropriations		2,877,560	2,732,151
Refunds of GST (on imports), WET ^a and LCT ^b		32,803	29,175
Tourist Refund Scheme		320,649	281,185
Total cash from the Official Public Account		3,231,012	3,042,511
Cash to the Official Public Account			
Administered receipts		18,929,591	19,814,299
Return of Tourist Refund Scheme drawings		1,928	1,353
Total cash to the Official Public Account		18,931,519	19,815,652
Cash on hand or on deposit at the end of the reporting period		137,037	115,355
Cash in special accounts at the end of the reporting period		4,065	5,316
Cash and cash equivalents at the end of the reporting period	4.1A	141,102	120,671

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 is an Australian Government controlled not-for-profit, non-corporate Commonwealth Entity. The department is responsible for coordination and strategic policy leadership in relation to cyber and critical infrastructure resilience and security, counter-terrorism and the protection of our sovereignty. The department also regulates Australia's borders and facilitates legitimate trade and travel and contributes to Australia's prosperity and unity through the management and delivery of the migration, humanitarian and refugee programs. The department also promotes community cohesion through cross-cutting policy, multicultural programs, providing settlement services and managing and conferring citizenship.

Details of planned activities for the year can be found in the department's 2024-25 Portfolio Budget Statements which have been tabled in Parliament.

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
Outcome 1: Deliver national coordination, regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats.	Program 1.1: Transport Security (departmental and administered) Program 1.2: National Security and Resilience (departmental and administered) Program 1.3: Cyber Security (departmental and administered) Program 1.4: Counter Terrorism (departmental and administered) Program 1.5: Regional Cooperation (departmental and administered)
Outcome 2: Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.	Program 2.1: Migration (departmental) Program 2.2: Visas (departmental and administered) Program 2.3: Refugee Humanitarian, Settlement and Migrant Services (departmental and administered) Program 2.4: Unauthorised Maritime Arrival (UMA) Offshore Management (departmental and administered) Program 2.5: Multicultural Affairs and Citizenship (departmental and administered)
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.	Program 3.1: Trade Facilitation and Industry Engagement (departmental) Program 3.2: Border Management (departmental and administered) Program 3.3: Border Revenue (departmental and administered) Program 3.4: Border Enforcement (departmental and administered) Program 3.5: Onshore Compliance and Detention (departmental and administered)

Department of Home Affairs

Notes to and forming part of the financial statements

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.

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.

New Accounting Standards

Adoption of New Australian Accounting Standard Requirements

Two amending Australian Accounting Standards were adopted for the 2024-25 reporting period.

Standard/ Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 2022-10 <i>Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities</i>	<p>AASB 2021-2 amends AASB 13 Fair Value Measurement. The amending standard provides additional guidance on asset valuation assumptions with respect to not-for-profit entities, including determining the highest and best use of an asset, use of unobservable inputs and determination of replacement cost such as through use of a reference asset, allowance for disruption costs and economic obsolescence.</p> <p>The department assessed the extent to which applying the amending standard would materially affect the determination of fair value of its non-financial assets, with particular focus on assets valued using a replacement cost method. The assessment included consultation with the department's valuer.</p> <p>The assessment indicated that application of the additional guidance in the amended standard would not have a material effect on the fair value of the department's assets as at 30 June 2025.</p>

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

AASB 2020-1 <i>Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-current</i>	AASB 2020-1 amends AASB 101 Presentation of Financial Statements. The amending standard clarifies the classification of liabilities between Current and Non-Current. The additional clarification did not have a material impact on presentation of the department's liabilities in Note 8.1.
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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
- 3.4 Departmental – Interest bearing liabilities
- 3.5 Departmental - Provisions
- 4.1 Administered – Financial assets
- 4.2 Administered – Non-financial assets
- 6.1 Departmental – Employee expenses and provisions

Events after the reporting period

As a result of the Administrative Arrangements Order (AAO) issued on 13 May 2025, the following functions were transferred from the Attorney-General's Department (AGD) to the Department of Home Affairs:

- Law enforcement policy and operations

Departmental and administered assets and liabilities associated with these functions were transferred effective from 17 July 2025. Details of these transfers will be disclosed in the restructure note to the 2025–26 financial statements.

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

1. Departmental financial performance	146
1.1 Expenses	146
1.2 Own-source revenue and gains	148
2. Income and expenses administered on behalf of Government	151
2.1 Administered—income	151
2.2 Administered—expenses	154
3. Departmental financial position	157
3.1 Financial assets	157
3.2 Non-financial assets	159
3.3 Payables	164
3.4 Interest bearing liabilities	165
3.5 Provisions	166
4. Assets and liabilities administered on behalf of Government	167
4.1 Administered—financial assets	167
4.2 Administered—non-financial assets	168
4.3 Administered—payables	170
4.4 Administered—interest bearing liabilities	171
4.5 Administered—provisions	172
5. Funding	173
5.1 Appropriations	173
5.2 Statutory conditions for payments from the Consolidated Revenue Fund	180
5.3 Special accounts	181
5.4 Regulatory charging summary	182
6. People	184
6.1 Employee expenses and provisions	184
6.2 Key management personnel remuneration	186
6.3 Related party relationships	186
7. Managing uncertainties	187
7.1 Contingent assets and liabilities	187
7.2 Administered—contingent assets and liabilities	188
7.3 Financial instruments	189
8. Other information	190
8.1 Current/non-current distinction for assets and liabilities	190
8.2 Restructuring	192
8.3 Budgetary reporting	195

Department of Home Affairs

Notes to and forming part of the financial statements

1. Departmental financial performance

1.1 Expenses

	2025	2024
	\$'000	\$'000
Note 1.1A: Suppliers		
Goods and services supplied or rendered		
Contractors	332,661	318,584
Information technology and communications	328,041	306,480
Vessel expenses	164,479	132,862
General operational expenses ^a	162,897	144,423
Coastal surveillance	122,014	98,526
Insurance, legal and litigation	112,899	90,950
Staff related expenses	80,392	74,912
Travel	73,857	49,108
Property operating ^a	62,776	64,472
Client operations	55,844	46,925
Bank and merchant fees	49,191	39,506
Consultants	12,020	7,627
Audit fees ^b	1,761	3,191
Total goods and services supplied or rendered	1,558,832	1,377,566
Other suppliers		
Workers compensation expenses	21,845	15,784
Variable lease payments	4,195	3,032
Short-term leases	2,421	2,177
Total other suppliers	28,461	20,993
Total suppliers	1,587,293	1,398,559

- a. \$35.668 million has been reclassified from Property operating to General operating expenses in the comparative figures for 2023-24 to better align the current nature of the transactions presented for 2024-25.
- b. Audit fees includes \$1.140 million relating to financial statement audit fees (2023-24: \$1.140 million) provided by the Australian National Audit Office (refer Note 1.2D).

The department has short-term lease commitments of \$46.032 million as at 30 June 2025 (2023-24: \$0.308 million).

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 per asset). The department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term. The above lease disclosures should be read in conjunction with the accompany note 1.1C, 1.2B, 3.2 and 3.4.

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

	2025	2024
	\$'000	\$'000
<u>Note 1.1B: Write-down and impairment of non-financial assets</u>		
Land and buildings	2,094	-
Leasehold improvements	2,465	213
Computer software	2,197	22,348
Plant and equipment	8,544	4,329
Inventories held for distribution	6,478	-
Total write-down and impairment of non-financial assets	21,778	26,890
<u>Note 1.1C: Finance costs</u>		
Interest on lease liabilities	39,402	39,762
Other interest	2,545	1,045
Total finance costs	41,947	40,807
<u>Note 1.1D: Other expenses</u>		
Foreign exchange losses	2,570	-
Grants and contributions	2,400	132
Revaluation of make-good provision	1,114	538
Other expenses	607	1,728
Total other expenses	6,691	2,398

Accounting Policy

All borrowing costs are expensed as incurred. The above lease disclosures should be read in conjunction with the accompanying notes 3.2 and 3.4.

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

1.2 Own-source revenue and gains

	2025	2024
	\$'000	\$'000
Note 1.2A: Revenue from contracts with customers		
Rendering of services	287,329	267,623
Sale of goods	958	474
Total revenue from contracts with customers	288,287	268,097
Disaggregation of revenue from contracts with customers		
Cost recovery	74,561	68,899
ATO service agreement	59,218	58,359
Translating and Interpreting Service	55,375	52,527
Recovery of credit card merchant fees	49,377	41,039
Electronic Travel Approvals	29,834	19,050
Document Verification Service ^a	-	5,363
Other	19,922	22,860
Total revenue from contracts with customers	288,287	268,097

- a. Responsibility for the Document Verification Service function was transferred to AGD effective 31 August 2023.

Note 1.2B: Rental income

Sub-leasing right-of-use assets	5,444	7,332
Total rental income	5,444	7,332

The department has sub-leases for commercial properties with other government agencies. Due to the nature of these arrangements, the risks associated with any rights the department retains in the underlying assets are 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	3,836	4,087
One to two years	3,123	3,395
Two to three years	1,881	2,280
Three to four years	1,716	2,155
Four to five years	1,784	2,242
More than 5 years	4,846	6,228
Total undiscounted lease payments receivable	17,186	20,387

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

	2025	2024
	\$'000	\$'000
Note 1.2D: Other revenue		
Resources received free of charge		
Comcover insurance premium offset	3,051	-
Property related	2,147	-
Remuneration of auditors	1,140	1,140
Other revenue	582	943
Total other revenue	6,920	2,083
Note 1.2E: Gains		
Gain on early termination of leases	1,907	72
Gain arising from other liabilities	1,734	107
Reversal of make-good provision	1,424	824
Other	316	1,925
Foreign exchange gains	-	800
Gain on sale of non-financial assets	-	28
Total gains	5,381	3,756

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 recovery of legal costs 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 an MoU with the Australian Taxation Office to support the administration of GST relating to taxable importations. The agreed annual service fee under the MoU is recognised proportionally over the course of the year.

Department of Home Affairs

Notes to and forming part of the financial statements

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.

Recovery of credit card merchant fees

Merchant fees are charged to the department by financial service providers where departmental clients make payments using credit card or PayPal facilities. Under the Citizenship, Customs and Migration Regulations, these merchant fees are recoverable from clients via a credit card or PayPal surcharge.

Document Verification Service

The Document Verification Service (DVS) confirms that the details on an Evidence of Identity document matches the records held by the government authority that issued the 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.

Responsibility for the DVS function was transferred to AGD as at 31 August 2023.

Electronic Travel Approvals

Electronic Travel Approvals are an electronically issued and stored authority for travel to Australia for short-term tourism or business purposes. Revenue is recognised from service fees revenue less merchant fees and refunds.

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.

Comcover insurance premium offset

As part of the 2024-25 Budget, the Comcover special account received ongoing appropriations from 2024-25 to assist Comcover Fund Members manage increased premiums that have arisen as a result of significant increases in claim expenses over the last five financial years. In accordance with advice from the Department of Finance, the department has recognised the full cost of its insurance premium within supplier expenses (Note 1.1A) with the amount offset recognised as a resource received free of charge.

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

2. Income and expenses administered on behalf of Government

2.1 Administered – income

	2025	2024
	\$'000	\$'000
Note 2.1A: Taxation revenue		
Indirect tax		
Customs duty	11,967,791	13,834,821
Visa Application Charges	4,154,314	3,384,970
Passenger Movement Charges	1,354,080	1,101,984
Import Processing Charges	469,609	451,445
Total taxation revenue	17,945,794	18,773,220
Note 2.1B: Revenue from contracts with customers		
Rendering of services	135,490	133,791
Total revenue from contracts with customers	135,490	133,791
Disaggregation of revenue from contracts with customers		
Immigration fees	108,692	107,597
AusCheck	14,771	14,528
Licence fees	11,125	11,650
Other	902	16
Total revenue from contracts with customers	135,490	133,791
Note 2.1C: Other revenue		
Fines, penalties and prosecution	6,128	9,774
Special Account	2,988	1,556
Recovery of detention costs	148	167
Sale of forfeited goods	-	737
Total non-taxation revenue	9,264	12,234
Note 2.1D: Gains		
Recovery of prior year expenditure	9,247	4,414
Acquisition of assets for no consideration	7,218	-
Existing assets first recognised	2,782	-
Total gains	19,247	4,414

Department of Home Affairs

Notes to and forming part of the financial statements

Accounting policy

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

Taxation revenue

Administered taxation revenue is recognised when the Government gains control of, and can reliably measure or estimate, the future economic benefit that will flow to the 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 collected less refunds paid on duty and drawbacks. Customs duty is levied on the following items:

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

Revenue is recognised at the point in time when customs duties are calculated, goods are imported into Australia and have been moved into home consumption.

Visa application charges

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

Passenger movement charge (PMC)

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

Import processing charges (IPC)

IPC recover 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 are 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 in accordance with the *Australian Citizenship Act 2007*. Revenue is recognised at the point in time when both an application has been submitted and the associated fee paid.

Department of Home Affairs

Notes to and forming part of the financial statements

Licence fees

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 Background Checking services coordinated by AusCheck help manage insider threat risks in Australia's security-sensitive critical infrastructure sectors, including the aviation, maritime and national health security sectors, as well as for declared Major National Events. 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

Other revenue relates to various miscellaneous revenue collected by the department, including visitor and working holiday makers. Revenue is recognised at the point in time when both an application has been submitted and the associated fee paid.

Other revenue

Fines, penalties and prosecutions

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

Recovery of removal costs

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

Key accounting judgements and estimates

Customs duty

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

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

2.2 Administered – expenses

	2025	2024
	\$'000	\$'000
Note 2.2A: Suppliers		
Services rendered		
Support and settlement services	970,570	868,638
Garrison and accommodation	422,715	305,644
Security	96,652	115,798
Health services	105,745	73,600
Travel and transport	71,303	63,360
Property	31,666	29,007
Insurance, legal and litigation	20,773	18,310
Information technology and communications	18,407	17,743
Contractors	14,203	13,494
Consultants	61	-
Advertising	17,925	18,678
Other	824	165
Total suppliers	1,770,844	1,524,437
Note 2.2B: Personal benefits		
Status resolution, refugee and humanitarian services		
Direct	21,929	17,315
Indirect	29,213	42,914
State payments – refugee minors – indirect	26,332	27,266
Total status resolution, refugee and humanitarian services	77,474	87,495
Other services – direct	278	238
Total personal benefits	77,752	87,733

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

	2025	2024
	\$'000	\$'000
Note 2.2C: Gifting, grants and contributions		
Gifting of public property ^a	8,318	22,105
Current grants and contributions		
Non-profit organisations	169,372	132,021
Overseas organisations	5,292	8,668
Private sector organisations	714	753
Total current grants and contributions	175,378	141,442
Total gifting, grants and contributions	183,696	163,547

- a. Gifting of public property includes the carrying amount of items of property, plant and equipment totalling \$0.658 million that was gifted to the Government of the Republic of Nauru (2023-24: \$21.320 million) and a maritime surveillance aircraft with a fair value of \$6,400 million gifted to the Government of Sri Lanka as part of an assistance package to combat people smuggling.

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 schemes on behalf of the Government. Grant 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

	2025	2024
	\$'000	\$'000
<u>Note 2.2D: Writedown and impairment of financial assets</u>		
Customs duty receivables	51,885	138,061
Passenger movement charge receivables	6,879	25,538
Other financial assets	821	298
Total writedown and impairment of financial assets	59,585	163,897
<u>Note 2.2E: Writedown and impairment of non-financial assets</u>		
Land and buildings	8,722	12
Leasehold improvements	5,582	539
Plant and equipment	3,032	1
Total writedown and impairment of non-financial assets	17,336	552
<u>Note 2.2F: Other expenses</u>		
Foreign exchange losses – non-speculative	661	250
Employee salary and entitlements	287	-
Act of grace payments	-	11
Total other expenses	948	261

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

3. Departmental financial position

3.1 Financial assets

	2025	2024
	\$'000	\$'000
Note 3.1A: Cash and cash equivalents		
Cash at bank	8,010	9,096
Cash on hand or on deposit	116	116
Total cash and cash equivalents	8,126	9,212
Note 3.1B: Trade and other receivables		
Goods and services receivables (gross)	40,436	49,290
Appropriation receivables		
Existing programs	581,207	518,439
Accrued for additional outputs	6,836	5,796
Variable workload agreement	(15,704)	-
Total appropriation receivables (gross)	572,339	524,235
Total appropriations receivables	572,339	524,235
Other receivables		
Legal recoveries	77,578	67,910
Statutory receivables	42,030	28,590
Other	23,379	19,047
Total other receivables (gross)	142,987	115,547
Total trade and other receivables (gross)	755,762	689,072
Less expected credit loss allowance	(84,836)	(68,240)
Total trade and other receivables (net)	670,926	620,832

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.

Department of Home Affairs

Notes to and forming part of the financial statements

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

	Land \$'000	Buildings \$'000	Leasehold improvements \$'000	Vessels \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2024							
Gross book value	21,153	2,604,224	431,471	284,056	984,406	1,668,388	5,993,698
Accumulated depreciation, amortisation and impairment	(797)	(718,909)	(10,824)	(3,545)	(465,453)	(1,324,650)	(2,524,178)
Total as at 1 July 2024	20,356	1,885,315	420,647	280,511	518,953	343,738	3,469,520
Additions							
Purchased or internally developed	-	2,312	13,568	3,213	150,813	97,839	267,745
Right-of-use assets	-	28,705	-	-	29,226	-	57,931
Resources received free of charge	-	-	-	2,000	147	-	2,147
Remeasurement of right-of-use assets	263	25,685	-	-	3,013	-	28,961
Impairments recognised in net cost of services	-	(2,085)	-	-	-	-	(2,085)
Reclassifications	-	(3,124)	4,721	-	11,899	(13,496)	-
Depreciation and amortisation	-	(1,764)	(58,032)	(24,342)	(68,912)	(113,041)	(266,091)
Depreciation on right-of-use assets	(291)	(164,105)	-	-	(66,037)	-	(230,433)
Disposals	-	-	(2)	(98)	(3)	-	(103)
Writedowns and impairments	-	(9)	(2,465)	-	(8,544)	(2,197)	(13,215)
Total as at 30 June 2025	20,328	1,770,930	378,437	261,284	570,555	312,843	3,314,377

Department of Home Affairs

Notes to and forming part of the financial statements

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

	Land \$'000	Buildings \$'000	Leasehold improvements \$'000	Vessels \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
Total as at 30 June 2025 represented by							
Gross book value – fair value (recurring)	-	1,225	16,260	165	157,135	-	174,785
Assets under construction	18,732	65,558	430,433	288,998	313,530	-	1,117,251
Other assets in use	-	-	-	-	-	-	-
Gross book value – at cost	-	-	-	-	-	-	-
Internally developed – assets under construction	-	-	-	-	-	92,383	92,383
Internally developed – assets in use	-	-	-	-	-	1,500,827	1,500,827
Purchased	-	-	-	-	-	150,719	150,719
Right-of-use assets	2,684	2,538,867	-	-	676,402	-	3,217,953
Accumulated depreciation, amortisation and impairment	(1,088)	(832,629)	-	-	(488,774)	-	(1,322,491)
Right-of-use assets	-	(2,091)	(68,256)	(27,879)	(87,738)	(1,431,086)	(1,617,050)
Other assets in use	20,328	1,770,930	378,437	261,284	570,555	312,843	3,314,377
Total as at 30 June 2025	1,596	1,706,238	-	-	187,628	-	1,895,462
Carrying amount of right-of-use assets							

Department of Home Affairs

Notes to and forming part of the financial statements

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 2025.

Revaluation of non-financial assets

All revaluations were conducted in accordance with the revaluation policy stated below. The department engaged the services of CIVAS (NSW) Pty Ltd (Colliers) to conduct a materiality assessment of all asset classes reported at fair value, as at 31 March 2025 in accordance with the department's three-year valuation cycle. Colliers determined the carrying value of each relevant asset class approximated its fair value as at 31 March 2025. The department accepted Colliers advice and did not conduct any asset revaluations for the 2024-25 financial year.

Colliers confirmed there had been no changes in economic or other factors that would materially change their opinion as at 30 June 2025.

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

As at 30 June 2025, contractual commitments for the acquisition of property, plant and equipment and intangible assets amounted to \$23.211 million (2023-24: \$18.536 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 \$30,000 or greater 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 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. The department has elected not to recognise ROU assets that are low value (less than worth \$10,000 per asset) or where the lease term is twelve months or less.

Revaluations

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

Department of Home Affairs

Notes to and forming part of the financial statements

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement recognised for the same asset class. Revaluation decrements for a class of assets are recognised directly in the deficit attributable to the Australian Government except to the extent that they reverse a previous revaluation increment for that class.

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

Depreciation and amortisation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives using the straight-line method of depreciation. In all but limited cases, new assets are assigned useful lives as identified below. In some limited cases, specific management advice may result in a useful life for a particular asset being assigned outside these ranges.

- 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. Cloud computing and software as a service arrangements are generally expensed unless there is evidence of control over the economic benefits.

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

Department of Home Affairs

Notes to and forming part of the financial statements

Assets under construction

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

De-recognition

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

Key accounting judgements and estimates

Fair value measurement

The department conducts a three-year revaluation cycle that comprises a full revaluation in the first year, materiality review in the second year and desktop valuation in the third year. The 2024-25 financial year is the second year and the department engages the services of an independent valuer 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. 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

	2025	2024
	\$'000	\$'000
Note 3.3A: Suppliers		
Trade creditors and accruals	323,424	260,571
Total suppliers	323,424	260,571

Settlement is usually made within 20 days (2023-24: 20 days).

Note 3.3B: Other payables

Wages and salaries	51,126	39,992
Unearned income	21,031	22,710
Separations and redundancies	11,610	6,384
Superannuation	8,329	6,671
Other	120	98
Total other payables	92,216	75,855

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 Interest bearing liabilities

	2025	2024
	\$'000	\$'000
Note 3.4: Leases		
Lease liabilities	2,210,479	2,329,392
	2,210,479	2,329,392
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	231,011	223,215
Between 1 to 5 years	785,359	786,237
More than 5 years	1,479,494	1,630,775
Total leases	2,495,864	2,640,228

The total cash outflow for leases in 2024-25 was \$262.906 million as at 30 June 2025 (2023-24: \$251.952 million).

The department has a large, diverse and geographically dispersed lease portfolio which includes land, property, aircraft, motor vehicles, vessels 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 International Airports and Sea Ports around Australia and are used for operational purposes.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1A, 1.1C, 1.2B and 3.2.

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 a specifically identifiable 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 is 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.

Key accounting judgements and estimates

Lease term assessment

The department makes a number of judgements and estimates in classifying and measuring Right-of-Use assets and lease liabilities. These include identification of specific underlying assets, separation of lease and non-lease components in a contract for the use of an asset, and assessment of the lease term.

The department has adopted a practical expedient to include extension options in lease terms, based on historic precedent, where the potential lease liability is less than \$10 million. The department undertakes a specific assessment of the probability of exercising extension and termination options to establish the lease term where the potential lease liability is over \$10 million. In these cases, the extension or termination options are included in the lease term where it is reasonably certain they will be exercised taking into account a range of factors. Assessment of the lease term is determined at the inception of the lease and is only reassessed where there has been a specific event or decision that changes the probability.

Department of Home Affairs

Notes to and forming part of the financial statements

3.5 Provisions

Note 3.5: Restoration obligations

	Restoration obligations ^a
	\$'000
As at 1 July 2024	69,314
Amounts reversed	(1,424)
Amounts used	(102)
Revaluation recognised in net cost of services	1,114
Revaluation recognised in other comprehensive income	(781)
Unwinding of discount	2,539
Total as at 30 June 2025	70,660

- a. The department has 97 (2023-24: 100) 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.

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.

Key accounting judgements and estimates

Fair value measurement

The department conducts a three-year revaluation cycle that comprises a full revaluation in the first year, materiality review in the second year and desktop valuation in the third year. The department engaged Colliers to undertake a materiality review of fixed assets and associated make-good provision in 2024-25. The review indicated there are no material changes to the fair value of leasehold improvement assets and makegood estimates in 2024-25.

Revaluation adjustments made in 2024-25 reflect changes to expected settlement of provisions.

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

	2025	2024
	\$'000	\$'000
Note 4.1A: Cash and cash equivalents		
Cash on hand or on deposit	137,037	115,355
Cash in special accounts	4,065	5,316
Total cash and cash equivalents	141,102	120,671
Note 4.1B: Taxation receivables		
Indirect tax		
Customs duty	517,242	497,982
Passenger Movement Charge	218,247	172,155
Visa Application Charges	8,577	43,881
Import Processing Charges	1,036	1,616
Total taxation receivables (gross)	745,102	715,634
Less impairment loss allowance	(403,746)	(349,718)
Total taxation receivables (net)	341,356	365,916
Note 4.1C: Trade and other receivables		
Statutory receivables	28,963	19,743
Personal benefits	13,746	14,901
Penalties, fines and prosecutions	4,973	7,323
AusCheck	2,156	-
Licence fees	683	1,315
Other	1,794	2,331
Total trade and other receivables (gross)	52,315	45,613
Less impairment allowance	(20,294)	(19,548)
Total trade and other receivables (net)	32,021	26,065

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.

4.2 Administered – non-financial assets							
Note 4.2: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles							
	Land \$'000	Buildings \$'000	Leasehold improvements \$'000	Vessels ^a \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2024							
Gross book value	125,129	527,478	89,012	-	306,235	1,693	1,049,547
Accumulated depreciation, amortisation and impairment	-	(8,270)	(2,856)	-	(21,508)	(1,693)	(34,327)
Total as at 1 July 2024	125,129	519,208	86,156	-	284,727	-	1,015,220
Additions							
Purchased or internally developed	-	10,405	1,489	37,712	10,949	6	60,561
Existing assets first recognised	-	706	-	-	2,076	-	2,782
Resources received free of charge ^b	-	-	-	818	6,400	-	7,218
Reclassifications	-	(5,997)	2,061	-	1,658	2,278	-
Depreciation and amortisation	-	(54,720)	(6,988)	(136)	(30,632)	(457)	(92,933)
Depreciation on right-of-use assets	-	(127)	-	-	-	-	(127)
Writedowns and impairments	-	(8,722)	(5,582)	-	(3,032)	-	(17,336)
Gifting of public property ^b	-	(658)	-	-	(6,400)	-	(7,058)
Total as at 30 June 2025	125,129	460,095	77,136	38,394	265,746	1,827	968,327
Total as at 30 June 2025 represented by							
Gross book value – fair value (recurring)	125,129	509,257	85,170	818	296,817	-	1,017,191
Assets in use	-	12,477	-	37,712	3,842	-	54,031
Assets under construction	-	-	-	-	-	-	-
Gross book value – at cost	-	-	-	-	-	3,518	3,518
Internally developed – assets in use	-	-	-	-	-	459	459
Purchased or internally developed	-	-	-	-	-	-	-
Right-of-use assets	-	834	-	-	-	-	834
Accumulated depreciation, amortisation and impairment ^c	-	(61,830)	(8,034)	(136)	(34,913)	(2,150)	(107,063)
Other assets in use	-	(643)	-	-	-	-	(643)
Right-of-use assets	-	-	-	-	-	-	-
Total as at 30 June 2025	125,129	460,095	77,136	38,394	265,746	1,827	968,327
Carrying amount of right-of-use assets	-	191	-	-	-	-	191
a. As part of the 2024-25 Mid-year Economic and Fiscal Outlook, the Government provided administered funding to construct new evolved Australian Border Force (ABF) Cape Class Patrol Vessels. These vessels have been classified as administered assets in accordance with the funding agreed by Cabinet as required under the FRR. All other ABF vessels, including existing Cape Class Patrol Vessels continue to be classified as departmental assets (refer Note 3.2A).							
b. On 28 October 2024, a surplus RAAF aircraft was transferred from the Department of Defence for no payment. The asset has been recognised at its fair value based on independent valuation advice. The aircraft was subsequently gifted to the Government of Sri Lanka as part of a package to combat people smuggling (refer Note 2.2C).							
c. The accumulated depreciation, amortisation and impairment balance includes the impact of the revaluation process.							

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

No indicators of impairment, other than those adjusted, were found for property, plant and equipment or intangibles as at 30 June 2025.

Revaluation of non-financial assets

All revaluations were conducted in accordance with the revaluation policy and judgements outlined in Note 3.2. The department engaged the services of Colliers to conduct a materiality assessment of all asset classes reported at fair value, as at 31 March 2025 in accordance with the department's three-year valuation cycle. Colliers determined the carrying value of each relevant asset class approximated its fair value as at 31 March 2025. The department accepted Colliers advice and did not conduct any asset revaluations for the 2024-25 financial year.

Colliers confirmed there had been no changes in economic or other factors that would materially change their opinion as at 30 June 2025.

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

As at 30 June 2025, contractual commitments for the acquisition of administered property, plant and equipment and intangible assets amounted to \$132.698 million (2023-24: \$11.581 million).

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

4.3 Administered – payables		
	2025	2024
	\$'000	\$'000
<u>Note 4.3A: Personal benefits</u>		
Direct	673	621
Indirect	4,590	12,729
State payments – refugee minors – indirect	3,496	4,079
Total personal benefits	8,759	17,429
<u>Note 4.3B: Other payables</u>		
Visa refunds	6,407	6,615
Legal costs payable	5,057	2,747
Special accounts	2,541	2,537
Customs refunds	1,741	43,974
Other payables	2	837
Total other payables	15,748	56,710

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

4.4 Administered – interest bearing liabilities		
	2025	2024
	\$'000	\$'000
Note 4.4: Leases		
Lease liabilities	196	326
Total leases	196	326
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	139	134
Between 1 to 5 years	59	198
Total leases	198	332
The total cash outflow for leases in 2024-25 was \$0.134 million as at 30 June 2025 (2023-24: \$3.331 million).		
The lease liability reflects a property lease ending in December 2026.		
The department in its capacity as lessee does not have any administered leasing arrangements with below market terms.		
The above lease disclosures should be read in conjunction with the accompanying note 4.2.		

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

4.5 Administered – provisions

Note 4.5: Bonds and security deposits

	Bonds	Security deposits	Total
	\$'000	\$'000	\$'000
As at 1 July 2024	3,630	4,625	8,255
Additional provisions made	1,895	857	2,752
Amounts refunded	(1,760)	(881)	(2,641)
Amounts forfeited	(750)	-	(750)
Total as at 30 June 2025	3,015	4,601	7,616

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 circumstances as permitted by legislation.

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 2025

Annual appropriations for 2023							
	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2025 (current and prior years) ^c \$'000	Variance ^d \$'000
	Annual appropriation ^a \$'000	Section 74 receipts \$'000	Section 75 transfers \$'000				
Departmental							
Ordinary annual services	3,591,591	271,153	(922)		3,861,822	(3,775,759)	86,063
Capital budget ^b	157,189	-	-		157,189	(156,359)	830
Other services							
Equity injections	116,874	-	-		116,874	(90,748)	26,126
Total Departmental	3,865,654	271,153	(922)		4,135,885	(4,022,866)	113,019
Administered							
Ordinary annual services							
Administered items	2,347,187	-	-		2,347,187	(1,936,593)	410,594
Capital budget ^b	24,765	-	-		24,765	(21,672)	3,093
Other services							
Administered assets and liabilities	64,949	-	-		64,949	(39,713)	25,236
Total Administered	2,436,901	-	-		2,436,901	(1,997,978)	438,923

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

Annual appropriations for 2024

	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2024 (current and prior years) ^c \$'000	Variance ^e \$'000
	Annual appropriation ^a \$'000	Section 74 receipts \$'000	Section 75 transfers \$'000				
Departmental							
Ordinary annual services	3,330,503	247,900	(2,151)		3,576,252	(3,375,535)	200,717
Capital budget ^b	152,417	-	982		153,399	(117,681)	35,718
Other services							
Equity injections	77,358	-	18,536		95,894	(83,249)	12,645
Total Departmental	3,560,278	247,900	17,367		3,825,545	(3,576,465)	249,080
Administered							
Ordinary annual services							
Administered items	2,348,468	-	-		2,348,468	(1,791,886)	556,582
Capital budget ^b	27,377	-	-		27,377	(23,218)	4,159
Other services							
Administered assets and liabilities	2,083	-	-		2,083	(10,545)	(8,462)
Total Administered	2,377,928	-	-		2,377,928	(1,825,649)	552,279

a. Appropriations as per Appropriation Acts (1 through 6). 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 2024–25 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 Industry, Science and Resources made payments of Nil (2023–24: \$0.200 million) on behalf of the department.

d. Departmental 'Ordinary annual services' variance mainly relates to drawdowns from prior year appropriations and amounts quarantined under section 51 of the PGPA Act. The departmental 'Capital Budgets' and 'Other services' variances relate to amounts quarantined under section 51 of the PGPA Act. The administered 'Ordinary annual services' variance mainly relates to unpaid liabilities.

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

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

	2025	2024
	\$'000	\$'000
Departmental		
<i>Appropriation Act (No. 1) 2021-2022^{a,c}</i>	-	86,700
<i>Appropriation Act (No. 3) 2021-2022^{a,d}</i>	-	88,976
<i>Appropriation Act (No. 4) 2021-2022^{a,e}</i>	-	24,901
<i>Supply Act (No. 2) 2022-2023^{b,f}</i>	11,754	11,754
<i>Supply Act (No. 3) 2022-2023^{b,g}</i>	22,388	22,388
<i>Supply Act (No. 4) 2022-2023^{b,h}</i>	14,821	18,111
<i>Appropriation Act (No. 1) 2022-2023^{b,i}</i>	35,362	35,362
<i>Appropriation Act (No. 2) 2022-2023^{b,j}</i>	14,372	14,372
<i>Appropriation Act (No. 1) 2023-2024 - Cash at Bank</i>	-	9,212
<i>Appropriation Act (No. 1) 2023-2024^k</i>	13,300	72,681
<i>Appropriation Act (No. 2) 2023-2024^l</i>	26,021	49,919
<i>Appropriation Act (No. 3) 2023-2024^m</i>	80,680	421,580
<i>Appropriation Act (No. 4) 2023-2024ⁿ</i>	10,418	45,425
<i>Appropriation Act (No. 5) 2023-2024</i>	-	5,674
<i>Appropriation Act (No. 6) 2023-2024</i>	-	550
<i>Appropriation Act (No. 1) 2024-2025 - Cash at Bank</i>	8,126	-
<i>Appropriation Act (No. 1) 2024-2025^o</i>	213,256	-
<i>Appropriation Act (No. 2) 2024-2025</i>	85,895	-
<i>Appropriation Act (No. 3) 2024-2025</i>	280,538	-
<i>Appropriation Act (No. 4) 2024-2025</i>	2,976	-
Total Departmental	819,907	907,605

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

	2025	2024
	\$'000	\$'000
Administered		
<i>Appropriation Act (No. 1) 2021-2022^{a,c}</i>	-	93,979
<i>Appropriation Act (No. 3) 2021-2022^{a,d}</i>	-	155,957
<i>Supply Act (No. 1) 2022-2023^b</i>	5,711	9,096
<i>Supply Act (No. 2) 2022-2023^b</i>	1,626	1,626
<i>Supply Act (No. 3) 2022-2023^{b,d}</i>	228,479	229,593
<i>Supply Act (No. 4) 2022-2023^b</i>	3,748	3,748
<i>Appropriation Act (No. 1) 2023-2024 - Cash at Bank</i>	-	12,902
<i>Appropriation Act (No. 1) 2022-2023^b</i>	84,447	84,566
<i>Appropriation Act (No. 2) 2022-2023^b</i>	994	994
<i>Appropriation Act (No. 3) 2022-2023^b</i>	7,270	9,557
<i>Appropriation Act (No. 1) 2023-2024^e</i>	476,706	630,414
<i>Appropriation Act (No. 2) 2023-2024</i>	2,083	2,083
<i>Appropriation Act (No. 3) 2023-2024^e</i>	153,456	252,089
<i>Appropriation Act (No. 5) 2023-2024</i>	500	500
<i>Appropriation Act (No. 1) 2024-2025 - Cash at Bank</i>	16,324	-
<i>Appropriation Act (No. 1) 2024-2025^f</i>	449,026	-
<i>Appropriation Act (No. 2) 2024-2025</i>	14,816	-
<i>Appropriation Act (No. 3) 2024-2025</i>	220,484	-
<i>Appropriation Act (No. 4) 2024-2025</i>	10,420	-
<i>Appropriation Act (No. 5) 2024-2025</i>	-	-
Total Administered	1,676,090	1,487,104

Department of Home Affairs

Notes to and forming part of the financial statements

- a. Appropriation Acts repealed or lapsed during 2024-25.
- b. Appropriation Acts will lapse on 1 July 2025.
Departmental: \$98.697 million.
Administered: \$332.275 million.

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 o.

- c. Departmental: Nil (2023-24: \$86.700 million);
Administered: Nil (2023-24: \$6.157 million).
- d. Departmental: Nil (2023-24: \$88.976 million);
Administered: Nil (2023-24: \$8.400 million).
- e. Departmental: Nil (2023-24: \$24.901 million).
- f. Departmental: \$11.754 million (2023-24: \$11.754 million).
- g. Departmental: \$22.388 million (2023-24: \$22.388 million);
Administered: \$19.921 million (2023-24: \$19.921 million).
- h. Departmental: \$14.821 million (2023-24: \$14.821 million).
- i. Departmental: \$35.362 million (2023-24: \$35.362 million);
Administered: \$21.102 million (2023-24: \$21.102 million).
- j. Departmental: \$14.372 million (2023-24: \$14.372 million).
- k. Departmental: \$13.300 million (2023-24: Nil);
Administered: \$181.977 million (2023-24: \$172.547 million).
- l. Departmental: \$14.521 million (2023-24: Nil).
- m. Departmental: \$80.680 million (2023-24: \$80.680 million);
Administered: \$2.541 million (2023-24: \$1.244 million).
- n. Departmental: \$8.516 million (2023-24: Nil).
- o. Departmental: \$14.860 million (2023-24: Nil);
Administered: \$53.364 million (2023-24: 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.

Between 2019-20 and 2023-24 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. In 2024-25, the Visa Variable Funding Model was partially unfrozen and movements in funding were recognised as adjustments to revenue from Government (Refer Note 3.1A).

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

			2025 \$'000	2024 \$'000
Note 5.1C: Special Appropriations applied (Recoverable GST exclusive)				
Authority	Type	Purpose		
<i>Public Governance, Performance and Accountability Act 2013, section 77</i>	Unlimited account	Repayments required or permitted by law	834,170	848,986
<i>Social Security (Administration) Act 1999, section 242</i>	Unlimited account	To provide for income support payments	278	238
<i>Customs Act 1901, section 278</i>	Unlimited account	Refunds / repayments of Customs Duty	51	162
Total special appropriations applied			834,499	849,386

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)

	ATO ^a	ATO
	2025	2024
	\$'000	\$'000
Total payments	318,721	279,832

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

Note 5.1E: Net cash appropriation arrangements

Total comprehensive loss as per the statement of comprehensive income	(299,318)	(214,895)
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	266,091	304,316
Plus: depreciation right-of-use assets	230,433	229,481
Less: principal repayments - leased assets	(212,838)	(206,981)
Total comprehensive income less expenses previously funded through revenue appropriations	(15,632)	111,921
Changes in asset revaluation reserve	(781)	(73,494)
Surplus (deficit) attributable to the Australian Government less expenses previously funded through revenue appropriation	(16,413)	38,427

Department of Home Affairs

Notes to and forming part of the financial statements

5.2 Statutory conditions for payments from the Consolidated Revenue Fund

Section 83 of the Constitution of Australia provides that no money shall be drawn from the Consolidated Revenue Fund except under appropriation made by law. The department has assessed 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 2024-25 identified no breaches (2023-24:1, \$20,898) in relation to payments made under Section 77 of the PGPA Act. Prior year amounts have all been recovered or offset.

Department of Home Affairs

Notes to and forming part of the financial statements

5.3 Special accounts

Recoverable GST Exclusive	SOETM 2025 \$'000	SOETM 2024 \$'000
Balance brought forward from previous period	5,316	1,473
Increases		
Administered		
Other receipts	3,785	4,036
Total administered increases	3,785	4,036
Total increases	3,785	4,036
Total available for payments	9,101	5,509
Decreases		
Administered		
Payments made to suppliers	(4,915)	(130)
Funds returned to Confiscated Assets Account	-	(15)
Funds returned to owner ^a	(121)	(48)
Total administered decreases	(5,036)	(193)
Total decreases	(5,036)	(193)
Total balance carried to the next period	4,065	5,316
Balance represented by:		
Cash held in entity bank accounts	2,541	2,537
Cash held in the Official Public Account	1,524	2,779
Total balance carried to the next period	4,065	5,316

- a. 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.

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.

Proceeds of Crime Special Account

Responsibility for the Proceeds of Crime Special Account (POCA) transferred from AGD as a result of a new Administrative Arrangements Order made on 13 May 2025. AGD continued to manage and report transactions through the POCA special account under delegation from the department until it was transferred on 1 September 2025.

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.

	2025 \$'000	2024 ^a \$'000
Amounts applied		
Departmental		
Annual appropriations ^a	484,750	471,264
Total amounts applied	484,750	471,264
Expenses		
Departmental	553,058	549,641
Total expenses	553,058	549,641
External Revenue		
Departmental	923	1,344
Administered	495,506	477,625
Total external revenue	496,429	478,969

- 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.
- During the 2024-25 financial year, the department undertook a review of its cost recovered activities. The review identified three activities that met the definition as a regulatory charging activity that had not been included in the Regulatory Charging Summary in previous years. These activities comprise Asia Pacific Economic Cooperation (APEC) Business Travel Cards, Certification of Immigration Status and the Office Of The Migration Agents Registration Authority (OMARA). Comparatives for the 2023-24 financial year have been restated to include these activities.

Cost recovered activities*

*The sum of Expenses and Revenue may not equal the financials in the Summary table above due to rounding.

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 \$472.334 million (2023-24: \$455.306 million). Expenses totalled \$491.235 million (2023-24: \$499.322 million).

The Cost Recovery Impact Statement for IPC and licensing charges is currently under review and will be published once completed.

Department of Home Affairs

Notes to and forming part of the financial statements

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 \$14.772 million (2023-24: \$14.528 million) and expenses totalled \$44.483 million (2023-24: \$35.199 million).

The Cost Recovery Impact Statement for the Auscheck Background Checking Service is available at <https://www.auscheck.gov.au/Documents/auscheck-cost-recovery-implementation-statement.pdf>

APEC Business Travel Cards

The APEC Business Travel Card (ABTC) facilitates short-term business travel within the APEC region by streamlining the entry process into APEC economies. Charges recovered by the department in relation to the ABTC totalled \$0.581 million (2023-24: \$0.983 million) and expenses totalled \$2.890 million (2023-24: \$2.822 million).

The Cost Recovery Impact Statement for the APEC Business Travel Card is currently under review and will be published once completed.

Certification of Immigration Status

The Certification of Immigration Status Issuance activity involves processing applications for Certification of Immigration Status, cancelling the visas of individuals who have departed Australia as required, and issuing the appropriate digital certification.

This activity is linked to the Departing Australia Superannuation Payment (DASP) scheme, which is administered by the Australian Taxation Office (ATO), and allows individuals who meet a set of criteria to claim superannuation payments if they will not be in Australia for their retirement and are therefore ineligible to claim their superannuation benefits when they become eligible. Charges recovered by the department in relation to the Certification of Immigration Status totalled \$0.067 million (2023-24: \$0.047 million) and expenses totalled \$0.081 million (2023-24: \$0.054 million).

The Cost Recovery Impact Statement for the Certification of Immigration Status is available at <https://immi.homeaffairs.gov.au/supporting/files/certification-of-immigration-status-charging-arrangement.pdf>

Office Of The Migration Agents Registration Authority

OMARA is responsible for regulating Registered Migration Agents (RMAs). OMARA ensures that only individuals who meet specific qualifications and character standards are registered as migration agents. It also investigates complaints about RMAs to safeguard consumer interests. Charges recovered by the department in relation to the regulation of migration agents totalled \$8.678 million (2023-24: \$8.104 million) and expenses totalled \$14.370 million (2023-24: \$12.244 million).

The Cost Recovery Impact Statement for OMARA is available at <https://www.mara.gov.au/about-omara-subsite/Files/cost-recovery-implementation-statement.pdf>

Department of Home Affairs

Notes to and forming part of the financial statements

6. People

6.1 Employee expenses and provisions

	2025	2024
	\$'000	\$'000
Note 6.1A: Employee benefits		
Wages and salaries	1,254,809	1,158,439
Leave and other entitlements	361,299	320,896
Superannuation		
Defined contribution plans	188,534	161,436
Defined benefit plans	84,066	84,930
Separation and redundancies	7,916	3,262
Other employee expenses	96,890	80,711
Total employee benefits	1,993,514	1,809,674
Note 6.1B: Employee provisions		
Leave	555,768	501,327
Other	5,267	4,771
Total employee provisions	561,035	506,098

The 2024-25 average staffing level for the department was 15,543 (2023-24: 15,021).

Accounting policy

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

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

Leave

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

Department of Home Affairs

Notes to and forming part of the financial statements

Locally engaged employees

Locally engaged employees (LEE) are covered by individual employment contracts which are negotiated between the employee and the Department of Foreign Affairs and Trade on behalf of the department to ensure compliance with local labour laws and regulations. The individual contracts are supported and expanded upon by the department's LEE Conditions of Service Handbook which is specific to each post. Where there is conflict between the two documents the individual contract takes precedence.

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

Separation and redundancy

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

Superannuation

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

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

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

Key accounting judgements and estimates

The liability for long service leave has been determined by reference to the work of an actuarial review performed by the Australian Government Actuary during the 2023-24 financial year. The department conducts actuarial reviews every three years unless there is evidence that changes in staff profiles suggest more frequent review. 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 of changes in staffing profiles during the 2024-25 financial year. The assessment determined there were no material changes in staffing profiles and factors recommended through the actuarial review in 2023-24 remain appropriate as at 30 June 2025. Short term and long term salary growth rate assumptions for annual and long service leave, which the actuary advised are a matter for the department to determine, were reviewed based on economic forecasts by the Reserve Bank of Australia, pay rises due under the department's Enterprise Agreement and estimated pay rises following its expiry.

Department of Home Affairs

Notes to and forming part of the financial statements

6.2 Key management personnel remuneration

	2025	2024
	\$	\$
Note 6.2: Key management personnel remuneration expenses		
Short-term employee benefits	6,973,542	7,124,035
Post-employment benefits	1,042,512	1,124,504
Other long-term employee benefits	177,657	188,393
Total key management personnel remuneration expenses	8,193,711	8,436,932

The number of key management personnel included in the above table is 19 (2023-24: 23). 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 2024-25 was 14.4 (2023-24: 16.3).

There are no resources received free of charge in relation to remuneration for key management personnel.

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; Associate Secretary Immigration, Deputy Secretaries; Deputy Commissioners; National Cyber Security Coordinator; certain Group Managers; and other officers serving positions in line with this level of authority and responsibility. This includes officers who have acted in any of the aforementioned roles for 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 commenced the provision of corporate services including payroll and financial management support to the National Emergency Management Agency (NEMA) from 8 December 2022. The department also provides Information and Communications Technology support services to several agencies in, or previously in, the Home Affairs portfolio.

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

Department of Home Affairs

Notes to and forming part of the financial statements

7. Managing uncertainties

7.1 Contingent assets and liabilities

As at 30 June 2025, the department had Nil quantifiable contingent liabilities (2023-24: Nil).

Unquantifiable contingencies

The department has a number of legal claims lodged against it for damages and costs. These include a class action *Kinsella v Commonwealth of Australia & Anor* that is in progress at 30 June 2025. 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.

Accounting policy

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

Department of Home Affairs

Notes to and forming part of the financial statements

7.2 Administered – contingent assets and liabilities

As at 30 June 2025 the department had Nil quantifiable contingent assets (2023-24: Nil) or liabilities (2023-24: 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* establishes a scheme to provide support to Australian victims of terrorism overseas whereby eligible recipients may receive payments of financial assistance. The Prime Minister declared 15 terrorist attacks coordinated and conducted by Hamas in Israel on 7 October 2023 as 'overseas terrorist acts' for the purposes of the Australian Victims of Terrorism Overseas Payment (AVTOP) Scheme. The Prime Minister also declared the 17 May 2024 attack in Bamyan Province, Afghanistan as an 'overseas terrorist act' for the purposes of the AVTOP Scheme. 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

	2025	2024
	\$'000	\$'000
Note 7.3A: Categories of financial instruments		
Financial assets at amortised cost		
Cash and cash equivalents	8,126	9,212
Trade and other receivables	61,981	66,393
Other financial assets	1,223	1,299
Total financial assets at amortised cost	71,330	76,904
Total financial assets	71,330	76,904
Financial liabilities		
Financial liabilities measured at amortised cost		
Suppliers	323,424	260,571
Total financial liabilities measured at amortised cost	323,424	260,571
Total financial liabilities	323,424	260,571

Note 7.3B: Categories of administered financial instruments

Financial assets at amortised cost		
Cash and cash equivalents	141,102	120,671
Trade and other receivables	499	459
Total financial assets at amortised cost	141,601	121,130
Total financial assets	141,601	121,130
Financial liabilities measured at amortised cost		
Suppliers	291,328	222,314
Grants and contributions payable	8,596	1,760
Total financial liabilities at amortised cost	299,924	224,074
Total financial liabilities	299,924	224,074

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

	2025 \$'000	2024 \$'000
Note 8.1A: Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	8,126	9,212
Trade and other receivables	670,926	620,832
Inventories held for distribution	14,920	17,347
Prepayments	111,664	55,796
Other financial assets	334	437
Total no more than 12 months	805,970	703,624
More than 12 months		
Land	20,328	20,356
Buildings	1,770,930	1,885,315
Leasehold improvements	378,437	420,647
Vessels	261,284	280,511
Plant and equipment	570,555	518,953
Computer software	312,843	343,738
Prepayments	15,808	8,045
Other financial assets	889	862
Total more than 12 months	3,331,074	3,478,427
Total assets	4,137,044	4,182,051
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	323,424	260,571
Other payables	92,216	75,855
Leases	231,011	223,215
Employee provisions	155,725	139,935
Restoration obligations	7,121	3,378
Total no more than 12 months	809,497	702,954
More than 12 months		
Leases	1,979,468	2,106,177
Employee provisions	405,310	366,163
Restoration obligations	63,539	65,936
Total more than 12 months	2,448,317	2,538,276
Total liabilities	3,257,814	3,241,230

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

	2025	2024
	\$'000	\$'000
Note 8.1B: Administered - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	141,102	120,671
Taxation receivables	341,356	365,916
Trade and other receivables	32,021	26,065
Prepayments	8,825	19,049
Total no more than 12 months	523,304	531,701
More than 12 months		
Land	125,129	125,129
Buildings	460,095	519,208
Leasehold improvements	77,136	86,156
Vessels	38,394	-
Plant and equipment	265,746	284,727
Computer software	1,827	-
Prepayments	25	51
Total more than 12 months	968,352	1,015,271
Total assets	1,491,656	1,546,972
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	291,328	222,314
Personal benefits	8,759	17,429
Grants and contributions	8,596	1,760
Unearned income	33,906	25,864
Other payables	15,748	56,710
Leases	139	134
Bonds and security deposits	5,707	6,276
Total no more than 12 months	364,183	330,487
More than 12 months		
Unearned income	506	5,185
Leases	57	192
Bonds and security deposits	1,909	1,979
Total more than 12 months	2,472	7,356
Total liabilities	366,655	337,843

Department of Home Affairs

Notes to and forming part of the financial statements

8.2 Restructuring

The below table provides a summary of the restructuring adjustments impacting the department during 2024-25 and 2023-24.

Function assumed	Year of transfer	Losing entity
Law enforcement policy and operations ^a	2025-26	AGD
Cyber Security Policy ^b	2023-24	DTA
Protective Security Policy and Protective Services ^b	2023-24	AGD
Function relinquished	Year of transfer	Gaining entity
ASIO policy and legislation functions ^c	2024-25	AGD
Identity and biometrics function ^b	2023-24	AGD

- As a result of the Administrative Arrangements Order (AAO) issued on 13 May 2025, law enforcement policy and operations functions were transferred from AGD.
Assets, liabilities and appropriations associated with these functions, including responsibility for the Proceeds of Crime Special Account, were transferred from 17 July 2025.
Details of restructuring adjustments associated with these functions will be reported in the department's 2025-26 financial statements.
- Restructuring adjustments in 2023-24 represent the transfer of the protective security policy and protective services function transferred from AGD to the department, and identity and biometric functions transferred from the department to AGD with effect from 3 August 2023. Assets and liabilities associated with these functions were transferred effective from 31 August 2023. In addition, cyber security functions were transferred from the Digital Transformation Agency (DTA) effective 1 July 2023.
- On 29 July 2024, the Australian Security Intelligence Organisation (ASIO) transferred from the Home Affairs portfolio to the Attorney-General's portfolio as a result of amendments to the Administrative Arrangements Order. As a consequence, ASIO policy and legislation functions transferred from the department to the Attorney-General's Department (AGD).
Assets and liabilities associated with these functions were transferred effective from 12 September 2024.

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

Note 8.2: Departmental restructuring

		Protective Security Policy and Protective Services AGD 2024 \$'000	Cyber Security Policy DTA 2024 \$'000
	2025 \$'000		
Functions Assumed			
Assets assumed			
Trade and other receivables	-	1,587	61
Plant and equipment	-	2,977	-
Intangibles	-	663	-
Other non-financial assets - prepayments	-	14	-
Total assets assumed	-	5,241	61
Liabilities assumed			
Suppliers	-	2	-
Employee provisions	-	1,093	61
Total liabilities assumed	-	1,095	61
Net assets assumed	-	4,146	-
Expenses for functions assumed			
Recognised by the Department	-	543	534
Recognised by the losing entity	-	993	-
Total expense for functions assumed	-	1,536	534

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

	Australian Security Intelligence Organisation	Identity and Biometrics
	AGD	AGD
	2025	2024
	\$'000	\$'000
Functions Relinquished		
Assets relinquished		
Trade and other receivables	139	2,189
Accrued revenue	-	2,578
Intangibles	-	17,834
Right of use assets	-	458
Total assets relinquished	139	23,059
Liabilities relinquished		
Suppliers	-	2,425
Employee provisions	139	1,042
Lease liabilities	-	466
Total liabilities relinquished	139	3,933
Net assets relinquished	-	19,126

Department of Home Affairs

Notes to and forming part of the financial statements

8.3 Budgetary reporting

The following provides an explanation of the variance between the original budget figures as presented in the 2024-25 Portfolio Budget Statements (PBS) and the 2024-25 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 2024-25 PBS is amended by the Government throughout the year. The department's budget for 2024-25 was updated as part of the 2024-25 Portfolio Additional Estimates Statements (PAES), and the 2025-26 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.

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

8.3A: Explanations for major budget variances

Departmental income

Departmental income, including Revenue from Government, is \$80.7 million (or 2%) higher than the original budget. This is mainly due to:

- an increase of \$32.4 million (or 1%) in Revenue from Government mainly as a result of new measures and estimate variations outlined in the 2024-25 PAES and 2025-26 PBS;
- a net increase in Own-Source Revenue of \$48.3 million (or 19%) due to services provided to other government entities and higher volumes for Translating and Interpreting Services, Electronic Travel Approvals and recovery of credit card merchant fees.

Departmental Expenses

Total departmental expenses were broadly in line with the original budget. Variations between expense categories reflect decisions made through the year to meet the department's priorities including changes between employees and contracts from original budget assumptions.

Other variances include:

- Depreciation and amortisation expenses are under budget by \$98.9 million (or 16.6%) mainly due to the changes in assets' useful lives as a result of 2023-24 Asset revaluation outcomes, which were completed after estimates in the 2024-25 PBS were prepared.
- Expenses of \$41.3 million for impairment of financial and non-financial assets cannot be reliably predicted and were not budgeted.

Other Comprehensive Income

The variance in Other Comprehensive Income of \$0.8 million reflects restoration obligations taken to the Assets Revaluation Reserve that was not specifically budgeted.

Departmental Assets

Total departmental assets are \$505.3 million (or 14%) higher than the original budget mainly due to:

- an increase in trade and other receivables of \$245.2 million (or 57.6%) primarily driven by an increase in appropriation receivable; and
- an increase in non-financial assets of \$258.2 million (or 8.1%) primarily driven by the revaluation of assets in 2023-24 recognised after the budget was prepared.

Department of Home Affairs

Notes to and forming part of the financial statements

Departmental Liabilities

Total departmental liabilities are \$220.8 million (or 7.3%) higher than the original budget mainly due to:

- an increase in supplier payables of \$102.3 million (or 46.3%) which can be attributed to timing differences in the recognition of expenses; and
- an increase in employee provisions of \$82.8 million (or 30.6%) primarily driven by an increase in staffing levels and pay rises for the year.

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 \$3.7 billion (or 25%) mainly due to:

- a reduction in customs duty revenue of \$4.1 billion (or 20%) attributed to lower than expected tobacco collections; partially offset by
- higher than expected collections in Visa Application Charge, Passenger Movement Charge and Import Processing Charges, resulting in \$0.4 billion additional revenue.

Administered Expenses

Administered expenses were within 2% or \$29.5 million of the original budget, with some variations across expense categories. These variations largely result from changes in volume in demand driven programs and differences arising from accounting judgements such as impairment of receivables and changes in the useful lives of assets.

Administered Assets

Total administered assets are \$152.1 million (or 11%) higher than the original budget mainly due to a combination of:

- revaluation of non-financial assets in 2023-24 recognised after the 2024-25 original budget was prepared;
- a new measure to recognise construction of new Australian Border Force Patrol Vessels as administered assets made through the 2024-25 Mid-Year Economic and Fiscal Outlook; and
- timing differences and accounting judgements applicable to recognition and impairment of receivables.

Administered Liabilities

Total administered liabilities are \$20.2 million (or 6%) higher than the original budget. This is predominantly due to higher accrued expenses than budgeted in the UMA Offshore Management program, and in the Onshore Compliance and Detention program from the transition to new service providers.

FINANCIAL RESOURCE STATEMENT

Financial resource statement 2024–25

	Actual available appropriation current year (a)	Payments made (b)	Balance remaining (a)-(b)
	\$'000	\$'000	\$'000
Departmental			
Annual appropriations—ordinary annual services ¹⁴²	4,419,179	3,932,118	487,061
Annual appropriations—other services—non-operating ¹⁴³	193,021	90,748	102,273
Total departmental annual appropriations	4,612,200	4,022,866	589,334
Total departmental resourcing (A)	4,612,200	4,022,866	589,334
Administered			
Annual appropriations—ordinary annual services ¹⁴⁴	2,371,952	1,958,265	
Annual appropriations—other services—non-operating	64,949	39,713	
Total administered annual appropriations	2,436,901	1,997,978	
Administered special appropriations		834,499	
Total administered special appropriations		834,499	
Special accounts	9,101	5,036	
Total special account receipts	9,101	5,036	
Total administered resourcing (B)	2,446,002	2,837,513	
Total resourcing and payments (A + B)	7,058,202	6,860,379	

142. Actual available appropriation for 2024–25 includes \$415.167 million attributed to prior years. Excluded from actual available appropriation for 2024–25 are prior year appropriations that were transferred to other Commonwealth entities during 2024–25 (\$0.139 million) or withheld in accordance with section 51 of the PGPA Act (\$14.860 million). Includes an amount of \$157.189 million for departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.

143. Actual available appropriation for 2024–25 includes \$76.147 million attributed to prior years.

144. Administered payments include all cash payments in 2024–25 for administered expenses. Includes an amount of \$24.765 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'.

Expenses for Outcome 1 – 2024–25

Outcome 1: Deliver national coordination, regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats	Budget 2024–25 ¹⁴⁵ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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Program 1.1: Transport Security

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	-	-	-
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Administered total	-	-	-
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Departmental expenses:

Departmental appropriation ¹⁴⁶	34,484	34,219	(265)
Expenses not requiring appropriation in the Budget year ¹⁴⁷	1,399	1,855	456

Departmental total	35,883	36,074	191
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Total expenses for Program 1.1	35,883	36,074	191
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Program 1.2: National Security and Resilience

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	18,039	12,056	(5,983)
Special Appropriation – Australian Victim of Terrorism Overseas Payment	600	278	(322)
Expenses not requiring appropriation in the Budget year ¹⁴⁸	192	193	1

Administered total	18,831	12,527	(6,304)
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Departmental expenses:

Departmental appropriation ¹⁴⁹	144,036	146,169	(867)
Expenses not requiring appropriation in the Budget year ¹⁵⁰	9,315	12,289	2,974

Departmental total	153,351	155,458	2,107
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Total expenses for Program 1.2	172,182	167,985	(4,197)
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145. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

146. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

147. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

148. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

149. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

150. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

	Budget 2024–25 ¹⁵¹ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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Program 1.3: Cyber Security

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	13,243	10,879	(2,364)
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Administered total	13,243	10,879	(2,364)
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Departmental expenses:

Departmental appropriation ¹⁵²	53,733	53,361	(372)
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Expenses not requiring appropriation in the Budget year ¹⁵³	936	1,265	329
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Departmental total	54,669	54,626	(43)
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Total expenses for Program 1.3	67,912	65,505	(2,407)
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Program 1.4: Counter Terrorism

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	19,233	16,443	(2,790)
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Expenses not requiring appropriation in the Budget year ¹⁵⁴	26	1,839	1,813
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Administered total	19,259	18,282	(977)
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Departmental expenses:

Departmental appropriation ¹⁵⁵	21,163	20,969	(194)
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Expenses not requiring appropriation in the Budget year ¹⁵⁶	465	625	160
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Departmental total	21,628	21,594	(34)
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Total expenses for Program 1.4	40,887	39,876	(1,011)
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151. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

152. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

153. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

154. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

155. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

156. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

	Budget 2024–25 ¹⁵⁷ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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Program 1.5: Regional Cooperation

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	57,388	60,559	3,171
Expenses not requiring appropriation in the Budget year ¹⁵⁸	-	308	308
Administered total	57,388	60,867	3,479
Departmental expenses:			
Departmental appropriation ¹⁵⁹	41,634	41,330	(304)
Expenses not requiring appropriation in the Budget year ¹⁶⁰	1,000	1,340	340
Departmental total	42,634	42,670	36
Total expenses for Program 1.5	100,022	103,537	3,515

Outcome 1 Totals by appropriation type

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	107,903	99,937	(7,966)
Special Account - Proceeds of Crime Act 2002	600	278	(322)
Expenses not requiring appropriation in the Budget year ¹⁶¹	218	2,340	2,122
Administered total	108,721	102,555	(6,166)
Departmental expenses:			
Departmental appropriation ¹⁶²	295,050	293,048	(2,002)
Expenses not requiring appropriation in the Budget year ¹⁶³	13,115	17,374	4,259
Departmental total	308,165	310,422	2,257
Total expenses for Outcome 1	416,886	412,977	(3,909)
Average staffing level (number)	838	960	122

157. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

158. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

159. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

160. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

161. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

162. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

163. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

Expenses for Outcome 2—2024–25

Outcome 2: Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance	Budget 2024–25 ¹⁶⁴ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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Program 2.1: Migration

Departmental expenses:

Departmental appropriation ¹⁶⁵	351,359	349,353	(2,006)
Expenses not requiring appropriation in the Budget year ¹⁶⁶	23,562	31,073	7,511
Departmental total	374,921	380,426	5,505
Total expenses for Program 2.1	374,921	380,426	5,505

Program 2.2: Visas

Administered expenses:

Ordinary annual services (Appropriation and Supply Acts No. 1 and No. 3)	150	65	(85)
Expenses not requiring appropriation in the Budget year ¹⁶⁷	-	352	352
Administered total	150	417	267
Departmental expenses:			
Departmental appropriation ¹⁶⁸	526,802	523,832	(2,970)
Expenses not requiring appropriation in the Budget year ¹⁶⁹	33,271	43,902	10,631
Departmental total	560,073	567,734	7,661
Total expenses for Program 2.2	560,223	568,151	7,928

164. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

165. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

166. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

167. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

168. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

169. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

	Budget 2024–25 ¹⁷⁰ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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**Program 2.3: Refugee, Humanitarian
Settlement and Migrant Services**

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	765,045	793,241	28,196
Expenses not requiring appropriation in the Budget year ¹⁷¹	-	285	285
Administered total	765,045	793,526	28,481
Departmental expenses:			
Departmental appropriation ¹⁷²	235,128	233,760	(1,368)
Expenses not requiring appropriation in the Budget year ¹⁷³	9,565	12,687	3,122
Departmental total	244,693	246,447	1,754
Total expenses for Program 2.3	1,009,738	1,039,973	30,235

Program 2.4: UMA Offshore Management

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	517,787	385,989	(131,798)
Expenses not requiring appropriation in the Budget year ¹⁷⁴	16,859	60,585	43,726
Administered total	534,646	446,574	(88,072)
Departmental expenses:			
Departmental appropriation ¹⁷⁵	38,051	37,767	(284)
Expenses not requiring appropriation in the Budget year ¹⁷⁶	2,548	3,360	812
Departmental total	40,599	41,127	528
Total expenses for Program 2.4	575,245	487,701	(87,544)

170. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

171. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

172. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

173. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

174. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

175. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

176. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

	Budget 2024–25 ¹⁷⁷ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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**Program 2.5: Multicultural Affairs
and Citizenship**

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	41,111	37,294	(3,817)
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Administered total	41,111	37,294	(3,817)
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Departmental expenses:

Departmental appropriation ¹⁷⁸	117,161	116,443	(718)
Expenses not requiring appropriation in the Budget year ¹⁷⁹	7,577	9,996	2,419

Departmental total	124,738	126,439	1,701
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Total expenses for Program 2.5	165,849	163,733	(2,116)
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Outcome 2 Totals by appropriation type

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	1,324,093	1,216,589	(107,504)
Expenses not requiring appropriation in the Budget year ¹⁸⁰	16,859	61,222	44,363

Administered total	1,340,952	1,277,811	(63,141)
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Departmental expenses:

Departmental appropriation ¹⁸¹	1,268,501	1,261,155	(7,346)
Expenses not requiring appropriation in the Budget year ¹⁸²	76,523	101,018	24,495

Departmental total	1,345,024	1,362,173	17,149
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Total expenses for Outcome 2	2,685,976	2,639,984	(45,992)
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Average staffing level (number)	5,565	5,727	162
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177. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

178. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

179. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

180. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

181. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

182. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

Expenses for Outcome 3—2024–25

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 2024–25 ¹⁸³ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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Program 3.1: Trade Facilitation and Industry Engagement

Departmental expenses:

Departmental appropriation ¹⁸⁴	58,878	58,479	(399)
Expenses not requiring appropriation in the Budget year ¹⁸⁵	3,871	5,106	1,235
Departmental total	62,749	63,585	836
Total expenses for Program 3.1	62,749	63,585	836

Program 3.2: Border Management

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	23,317	13,871	(9,446)
Expenses not requiring appropriation in the Budget year ¹⁸⁶	-	-	-
Administered total	23,317	13,871	(9,446)

Departmental expenses:

Departmental appropriation ¹⁸⁷	518,854	515,927	(2,927)
Expenses not requiring appropriation in the Budget year ¹⁸⁸	35,516	46,830	11,314
Departmental total	554,370	562,757	8,387
Total expenses for Program 3.2	577,687	576,628	(1,059)

183. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

184. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

185. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

186. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

187. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

188. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

	Budget 2024–25 ¹⁸⁹ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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Program 3.3: Border Revenue Collection

Administered expenses:

Expenses not requiring appropriation in the Budget year ¹⁹⁰	4,286	59,579	55,293
Administered total	4,286	59,579	55,293
Departmental expenses:			
Departmental appropriation ¹⁹¹	72,032	71,561	(471)
Expenses not requiring appropriation in the Budget year ¹⁹²	21,888	28,664	6,776
Departmental total	93,920	100,225	6,305
Total expenses for Program 3.3	98,206	159,804	61,598

Program 3.4: Border Enforcement

Departmental expenses:

Departmental appropriation ¹⁹³	1,304,897	1,297,654	(7,243)
Expenses not requiring appropriation in the Budget year ¹⁹⁴	78,469	103,590	25,121
Departmental total	1,383,366	1,401,244	17,878
Total expenses for Program 3.4	1,383,366	1,401,244	17,878

189. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

190. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

191. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

192. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

193. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

194. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

	Budget 2024–25 ¹⁹⁵ \$'000	Actual expenses 2024–25 \$'000	Variations 2024–25 \$'000
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**Program 3.5: Onshore Compliance
and Detention**

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	859,192	694,979	(164,213)
Expenses not requiring appropriation in the Budget year ¹⁹⁶	52,858	54,429	1,571
Administered total	912,050	749,408	(162,642)
Departmental expenses:			
Departmental appropriation ¹⁹⁷	337,037	335,110	(1,927)
Expenses not requiring appropriation in the Budget year ¹⁹⁸	24,097	31,761	7,664
Departmental total	361,134	366,871	5,737
Total expenses for Program 3.5	1,273,184	1,116,279	(156,905)

Outcome 3 Totals by appropriation type

Administered expenses:

Ordinary annual services (Appropriation Acts No. 1, No. 3 and No. 5)	882,509	708,850	(173,659)
Expenses not requiring appropriation in the Budget year ¹⁹⁹	57,144	114,008	56,864
Administered total	939,653	822,858	(116,795)
Departmental expenses:			
Departmental appropriation ²⁰⁰	2,291,698	2,278,731	(12,967)
Expenses not requiring appropriation in the Budget year ²⁰¹	163,841	215,951	52,110
Departmental total	2,455,539	2,494,682	39,143
Total expenses for Outcome 3	3,395,192	3,317,540	(77,652)
Average staffing level (number)	8,842	8,856	14

195. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

196. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

197. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

198. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

199. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

200. Departmental and administered appropriations combine ordinary annual services (Appropriation Acts No. 1, No.3 and No. 5) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

201. Expenses funded through revenue appropriations exclude depreciation and amortisation, write down and impairment of assets.

All outcomes – summary expense and capital expenditure 2024–25

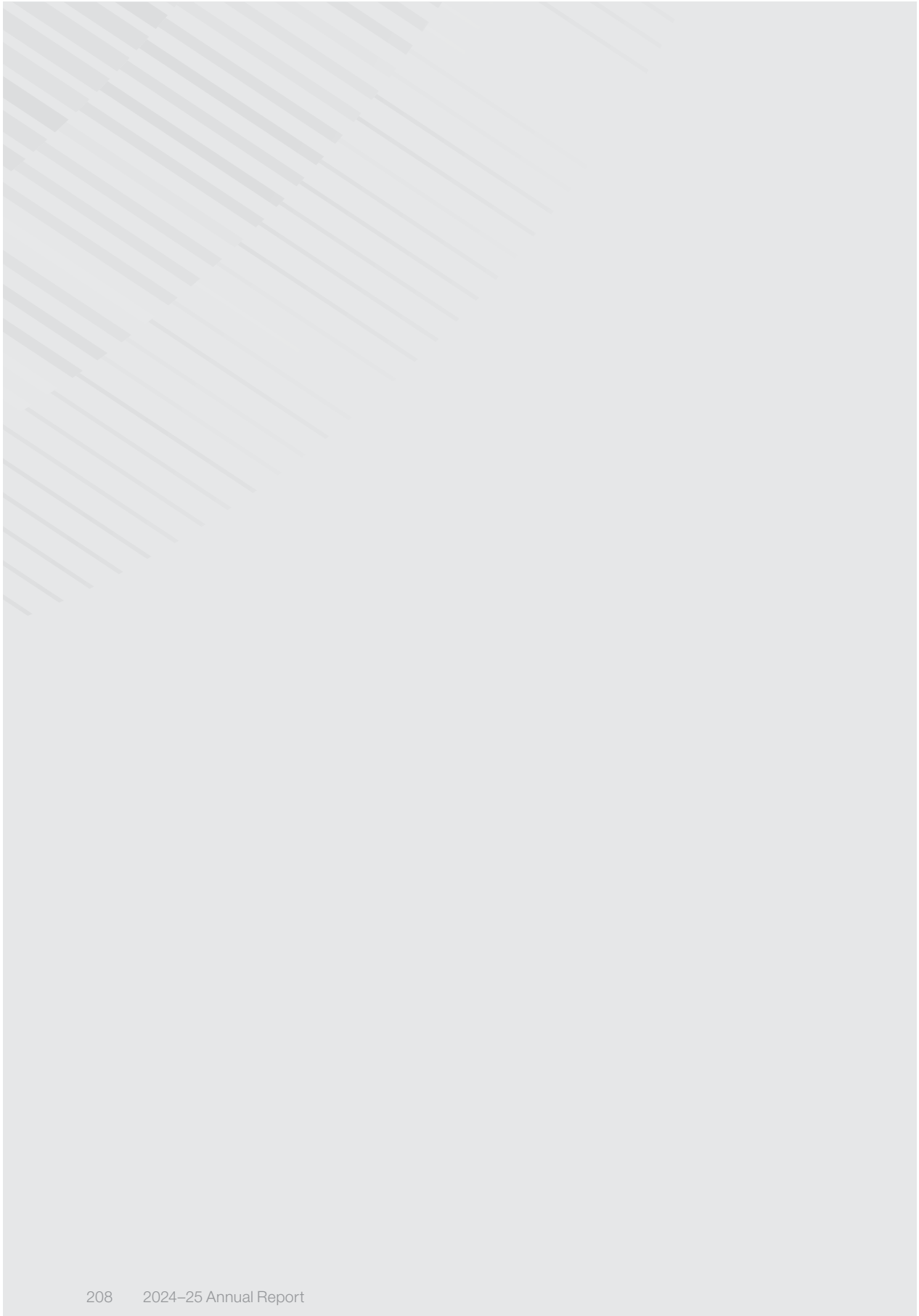
Table 28: Summary expense and capital expenditure 2024–25

	Budget 2024–25 ²⁰² \$'000	Actual expenses 2024–25 \$'000
Administered		
Expenses funded through revenue appropriations²⁰³		
Outcome 1: Deliver national coordination, regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats.	108,503	100,215
Outcome 2: Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.	1,324,093	1,216,589
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.	882,509	708,850
Total Administered Expenses funded through revenue appropriations	2,315,105	2,025,654
Total Administered Capital Expenditure	93,979	60,561
Departmental		
Expenses funded through revenue appropriations²⁰⁴		
Outcome 1: Deliver national coordination, regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats.	295,050	293,048
Outcome 2: Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.	1,268,501	1,261,155
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.	2,291,698	2,278,731
Total departmental expenses funded through revenue appropriations	3,855,249	3,832,934
Total departmental capital expenditure	330,293	267,745

202. Budget relates to the estimated actuals reported in the Portfolio Budget Statements (PBS) 2025–26 which incorporates the measures provided in the Portfolio Additional Estimates Statements (PAES) 2024–25.

203. Departmental and administered appropriations combines ordinary annual services (Appropriation Acts No.1, No. 3 and No. 5), 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.

204. Departmental and administered appropriations combines ordinary annual services (Appropriation Acts No.1, No. 3 and No. 5), 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 5:

MANAGEMENT AND ACCOUNTABILITY

CORPORATE GOVERNANCE	210
AUDIT AND RISK COMMITTEE	213
EXTERNAL SCRUTINY	216
REPORTS BY EXTERNAL BODIES	218
FREEDOM OF INFORMATION	224
MANAGEMENT OF HUMAN RESOURCES	227
WORK HEALTH AND SAFETY	246
PROCUREMENT, ASSETS AND GRANTS	249
ASSETS MANAGEMENT	250
ECOLOGICALLY SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL PERFORMANCE	259

CORPORATE GOVERNANCE

Home Affairs enterprise governance arrangements

These arrangements support transparent and accountable decision-making, assist the department in meeting obligations under relevant legislative frameworks, and support the department in achieving its objectives. The governance arrangements outlined in this chapter are consistent with the requirements under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) to create a system of oversight and control.

As at 30 June 2025, the department maintained the following formal enterprise governance committees:

Senior Leadership Committee

The Senior Leadership Committee (SLC) is the department's primary strategic governance forum, focused on future-facing enterprise-wide issues and priorities. The SLC is the principal decision-making body for enterprise wide strategies, plans and frameworks, and provides the department with strategic direction and also considers budget strategy and emerging risks, and vulnerabilities under the PGPA Act.

Performance, Risk and Budget Committee

The Performance, Risk and Budget Committee's (PRBC) purpose is monitoring and managing enterprise performance, risk and budget. It also provides oversight of the department's PGPA responsibilities and oversight of specialist risk including climate.

People, Culture and Safety Committee

The People, Culture and Safety Committee's (PCSC) purpose is to provide oversight, advice and assurance on people management, culture, work health and safety, inclusion and workforce capability ensuring that potential challenges are identified and managed proactively.

High-Risk High-Value (HRHV) Oversight Committee

The HRHV Oversight Committee monitors the department and ABF's HRHV procurements and contracts, and makes determinations on the allocation of HRHV procurement activities across the department.

Capability and Strategic Investment Committee

The Capability and Strategic Investment Committee (CSIC) provides strategic insight and directions on capabilities including the effective establishment, management and monitoring of the portfolio investments.

ABF Governance

In line with their operational remit, the Australian Border Force (ABF) have a range of complementary governance committees that enable the ABF to set direction and manage operational activity in support of its mission. The ABF governance structure consists of:

ABF Management Committee

The role of the ABF Management Committee (AMC) is to set the long-term (1 to 3 years) strategy, the strategic priorities and performance targets for a 12-month period.

Senior Capability Committee

The role of the ABF Senior Capability Committee (SCC) is to set the planning and prioritisation of capability development and investment opportunities for the ABF.

ABF Senior Operations Committee

The role of the ABF Senior Operations Committee (SOC) is to provide oversight and set operational priorities.

These committees are supported by a number of tier 2 and 3 sub-committees.

Internal audit arrangements

Consistent with its charter, the department's independent Audit and Risk Committee (ARC) endorses and oversees the Internal Audit Program (IAP). The PRBC provides input into the development of the program and receives regular reporting on emerging themes and issues arising from internal audit activity. In addition, all recommendations from internal audits are tracked and monitored by the department.

In 2024–25, the IAP:

- commenced 19 internal audits and 2 assurance programs
- finalised 21 internal audits (some of which commenced prior to 2024–25) and 26 health checks
- identified 83 recommendations
- closed 51 recommendations.

Fraud control and anti-corruption measures

The department takes fraud and corruption seriously, recognising that the dynamic economic and security environment in which it operates presents unique fraud and corruption risks. The department is committed to ensuring the proper management of Commonwealth resources and has processes and controls in place to prevent, detect and respond to fraud and corruption risks.

In 2024–25, the department updated its Fraud and Corruption Control Plan 2025 which set out the department's strategic approach to fraud and corruption control. The plan details how the department complies with the requirements of section 10 of the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule) and the *Commonwealth Fraud and Corruption Control Framework 2024*. Oversight of fraud and corruption management within the department is provided by the PRBC, who receive regular reporting and analysis of fraud and corruption matters.

The department also promotes a strong ethical culture, founded on the APS Code of Conduct, APS Values, and the APS Employment Principles. Further guidance and resources are provided by staff on:

- acceptance of gifts and benefits
- ethical behaviour standards
- bullying and harassment
- managing conflicts of interest and outside employment.

Significant non-compliance issues with finance law

Non-compliance with finance law

There were no instances of significant non-compliance with finance law in 2024–25 or 2023–24.

AUDIT AND RISK COMMITTEE

Section 45 of the PGPA Act requires the Secretary to ensure the department has an Audit and Risk Committee.

Consistent with section 45 of the PGPA Act the Secretary as the Accountable Authority has established an ARC. The ARC provide independent advice on the department’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 and have appropriate qualifications, skills or experience to assist the Committee to perform its functions. The ARC is directly accountable to the Secretary for the performance of its functions.

The department’s Audit and Risk Committee charter is available on the department’s website.²⁰⁵

Table 29: PGPA Rule Section 17AG (2A)(b)-(e)—Audit committee

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended	Total number of meetings held	Total annual remuneration (GST inc)	Additional information (including role on committee)
Carol Lilley	Ms Lilley is an independent board director, Audit Committee chair and member of a number of Australian Government audit committees. Ms Lilley was a partner at PricewaterhouseCoopers (PwC) 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.	5	5	\$40, 069.15	Chair – 1 July 2024 – 31 December 2024

205. www.homeaffairs.gov.au/commitments/files/audit-committee-charter.pdf

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended	Total number of meetings held	Total annual remuneration (GST inc)	Additional information (including role on committee)
Don Cross	<p>Mr Cross is the chair or member of several audit committees and sub-committees, and was a senior partner at Klynveld Peat Marwick Goerdeler (KPMG) and a lead partner for KPMG's key strategic government accounts.</p> <p>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>	8	8	\$73,349.99	<p>Member – 1 July 2024 – 31 December 2024</p> <p>Chair – 1 January 2025 – 30 June 2025</p>
Jennifer Clark	<p>Ms Clark has an extensive background in business and governance through a career as an investment banker and as a non-executive director since 1991. Ms Clark 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. Ms Clark is a Fellow of the Australian Institute of Company Directors.</p>	7	7	\$56,613.10	<p>Member – 1 July 2024 – 25 May 2025</p>

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended	Total number of meetings held	Total annual remuneration (GST inc)	Additional information (including role on committee)
Tim Youngberry	Mr Youngberry has experience in the successful implementation of public financial management reforms. He has held senior executive roles in the Australian Government with responsibilities covering whole-of-government financial reporting, accounting policies, budget framework and appropriations management. He also works as an expert on public finances with the International Monetary Fund and the Organisation for Economic Co-operation and Development in a number of countries.	3	3	\$19,000	Member – 1 January 2025 – 30 June 2025
Wendy Southern	Dr Wendy Southern is a retired senior public servant. She previously held senior roles in the Australian Security Intelligence Organisation, the Department of Health and the Department of Immigration and Border Protection, with expertise and knowledge across finance, audit and risk management strategic policy, program management, organisational reform, and governance and corporate management.	1	1	\$6,600	Member – 19 May 2025 – 30 June 2025

The Audit and Risk Committee is supported by a number of departmental senior executives:

- Chief Operating Officer
- Deputy Commissioner Strategy and Capability
- Group Manager Immigration Operations
- Chief Audit Executive
- Chief Finance Officer.

EXTERNAL SCRUTINY

Notable decisions

CZA19 v Commonwealth of Australia; DBD24 v Minister for Immigration and Multicultural Affairs [2025] HCA 8

On 14 November 2024, the High Court dismissed CZA19's and DBD24's applications. The cases concerned whether the constitutional limit on immigration detention identified in *NZYQ v Minister for Immigration, Citizenship and Multicultural Affairs* [2023] HCA 37 can apply when a person is being detained for the purpose of determining a visa application, as opposed to the purpose of removal.

CZA19 and DBD24 applied for protection visas. Their applications were refused by delegates of the Minister, following which they successfully sought merits review of the decisions at the former Administrative Appeals Tribunal (AAT). The AAT overturned the respective delegates' decisions and remitted the applications to the Department for reconsideration, finding that they faced a real risk of significant harm if returned to their home countries. CZA19 and DBD24 argued that there was no real prospect of their removal from Australia becoming practicable in the reasonably foreseeable future from this point onwards and therefore, the constitutional limit to their detention as found by the High Court in *NZYQ* was engaged, requiring their immediate release at the time their applications were remitted.

The High Court unanimously dismissed the applications. It held that the limit identified in *NZYQ* only applies where the purpose of detention is to effect removal from Australia, not a limit on the duration of detention for visa processing. Accordingly, the limit was never engaged for either CZA19 or DBD24 while their protection visa applications were still being processed by the department following AAT remittal. The High Court found that the ongoing detention of unlawful non-citizens with pending visa applications is for the separate and constitutionally permissible, non-punitive 'admission purpose'. Detention in such circumstances is reasonably capable of being seen as necessary for a non-punitive purpose e.g. to facilitate enquiries into a person's character, health and other factors to mitigate risks to the community. It also maintains the integrity of the visa application process in terms of preventing individuals from absconding into the community prior to visa applications being finalised.

YBFZ v Minister for Immigration, Citizenship & Multicultural Affairs & Anor [2024] HCA 40

On 6 November 2024, the High Court allowed YBFZ's application. The Court declared certain clauses of the *Migration Regulations 1994* (Cth) to be invalid.

The impugned provisions required the Minister to impose electronic monitoring and curfew conditions on Bridging (Removal Pending) visas (BVRs) granted to non-citizens affected by the decision in *NZYQ v Minister for Immigration, Citizenship and Multicultural Affairs* [2023] HCA 37 (NZYQ) unless the Minister was satisfied that those conditions were not reasonably necessary for the protection of any part of the Australian community.

The Court accepted YBFZ's argument the impugned provisions infringed Chapter III of the Constitution as they were *prima facie* punitive and not capable of being seen as reasonably necessary for a legitimate non-punitive purpose.

The majority held that the significance and degree of the detriment the electronic monitoring and curfew conditions imposed on a person's liberty and bodily integrity warranted their characterisation as *prima facie* punitive. The majority rejected the Commonwealth's argument that this characterisation was displaced by a legitimate, non-punitive purpose for the conditions, being 'the protection of any part of the Australian community'. The majority found that that purpose was too general and insufficiently confined to be constitutionally permissible.

The majority focused also on the negative framing of the test, being that it required conditions to be imposed unless the Minister was satisfied that was not reasonably necessary for the protection of any part of the Australian community. This could lead to conditions being imposed when not reasonably necessary to protect the Australian community. This issue was compounded by the potential breadth of the 'NZYQ cohort' as including people who did not pose a community risk at all.

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 2025, departmental records indicate that 203 claims for compensation (and/or employment related claims) were filed in the courts. 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 country, employee-related matters, privacy complaints and other claims arising from activities of the department.

REPORTS BY EXTERNAL BODIES

Reports from the Office of the Commonwealth Ombudsman

The Office of the Commonwealth Ombudsman (the Commonwealth Ombudsman) released 18 reports²⁰⁶ concerning the department's activities in 2024–25:

- *Righting Refunds—Investigation into the appropriateness of the Department of Home Affairs' policies and procedures for Visa Application Charge refunds for parent visas* (Published 13 August 2024)
- *Righting Wrongful Detention—Report on people wrongfully detained by the Department of Home Affairs—1 July 2023 to 30 June 2024* (Published 13 August 2024)
- *Post Visit Summary—North West Point Immigration Detention Centre (NWPIDC) and Phosphate Hill Immigration Reception and Processing facilities* (Published 9 September 2024)
- *Post Visit Summary—ADV Ocean Protector* (Published 9 September 2024)
- *Post Visit Summary—Villawood Immigration Detention Centre* (Published 13 September 2024)
- *Actions Speak Volume 5—Department of Home Affairs' Implementation of Recommendations from our Investigation into the Circumstances of the Detention to Mr G* (Published 17 October 2024)
- *Overseas Students Ombudsman Statistical Update—1 January to 30 June 2024* (Published 22 November 2024)
- *Fit to Fly—an Involuntary Removal Case Study involving the Use of Chemical Restraints* (Published 3 December 2024)
- *Post Visit Summary—Northern Alternative Places of Detention (APOD)* (Published 12 December 2024)
- *Learning from Merits Review* (Published 13 December 2024)
- *Post Visit Summary—Melbourne Immigration Detention Facilities* (Published 17 December 2024)

206. Information on these reports can be found on the Office of the Commonwealth Ombudsman website.

- *Post Visit Summary—Brisbane Immigration Detention Centre* (Published 17 December 2024)
- *Post Visit Summary—Yongah Hill Immigration Detention Centre* (Published 13 January 2025)
- *Australian NPM Annual Report 2023–24* (Published 4 March 2025)
- *Post Visit Summary—Melbourne Immigration Detention Centre* (Published 17 December 2024)
- *Post Visit Summary—MV Besant and ADV Guidance* (Published 6 March 2025)
- *Post Visit Summary—Villawood Immigration Detention Centre and Miowera Village—June 2025* (Published 25 June 2025).

Reports from the Australian National Audit Office

The Auditor-General released 2 performance audit reports²⁰⁷ that examined the department in 2024–25:

- [*Targets for Minimum Indigenous Employment or Supply Use in Major Australian Government Procurements — Follow-up*](#)
The objective of this audit was to assess whether selected entities effectively implemented agreed recommendations from Auditor-General Report No. 25 2019–20 *Aboriginal and Torres Strait Islander Participation Targets in Major Procurements* (Published on 3 June 2025)
- [*Management of Senior Executive Service Conflict of Interest Requirements*](#)
The objective of the audit was to assess the effectiveness of selected Commonwealth entities' management of Senior Executive Service conflict of interest requirements. (Published 23 June 2025).

207. Information on these reports can be found on the Australian National Audit Office (ANAO) website.

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 published 14 reports concerning the department's activities in FY 2024–25:

- AusHRC 179—Mr EL v Commonwealth of Australia (Department of Home Affairs) (2025)—*Report into arbitrary detention* (Published 13 June 2025)
- AusHRC 178—Mr Belmont v Commonwealth of Australia (Department of Home Affairs)—*Report into arbitrary detention, and arbitrary interference with family* (Published 13 June 2025)
- AusHRC 177—Ms QD v Commonwealth of Australia (Department of Home Affairs) (2025)—*Report into arbitrary detention, and failure to treat a person deprived of their liberty with humanity and respect for their inherent dignity* (Published 13 June 2025)
- AusHRC 176—Mr TZ and Mr UA v Commonwealth (Department of Home Affairs) (2025)—*Report into arbitrary detention* (Published 13 June 2025)
- AusHRC 175—Mr Kuster v Commonwealth of Australia (Department of Home Affairs)—*Report into arbitrary detention* (Published 24 April 2025)
- AusHRC 174—Immigration detainees in prolonged or indefinite detention v Commonwealth of Australia (Department of Home Affairs and Minister for Immigration and Multicultural Affairs) (2024)—*Report into arbitrary detention* (Published 2 January 2025)
- *Not Just An Afterthought—The experience of women in immigration detention report* (Published 11 December 2024)
- AusHRC 173—Mr LD v Commonwealth of Australia (Department of Home Affairs) (2024)—*Report into arbitrary detention* (Published 9 August 2024)
- AusHRC 172—Mr NR v Commonwealth of Australia (Department of Home Affairs) (2024)—*Report into use of force* (Published 9 August 2024)
- AusHRC 171—Mr Abela v Commonwealth of Australia (Department of Home Affairs)—*Report into use of force* (Published 29 July 2024)
- AusHRC 170—Mr Pjetri v Commonwealth of Australia (Department of Home Affairs)—*Report into inhuman treatment and use of force* (Published 29 July 2024)
- AusHRC 169—Mr CJ v Commonwealth of Australia (Department of Home Affairs) (2024)—*Report into use of force* (Published 29 July 2024)
- AusHRC 168—Mr Al Dahan v Commonwealth of Australia (Department of Home Affairs)—*Report into use of force* (Published 29 July 2024)
- AusHRC 167—Mr MF v Commonwealth of Australia (Department of Home Affairs) (2024)—*Report into inhuman treatment, arbitrary detention, and arbitrary interference with family* (Published 29 July 2024).

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 30 and Table 31 outline parliamentary committee reports released during 2024–25 in which the department was the lead agency for the Government Response.²⁰⁸

Table 30: Reports from joint committees

Report	Date tabled
Parliamentary Joint Committee on Intelligence and Security	
Advisory report on the Cyber Security Legislation Package 2024	18 November 2024
Advisory report on the <i>Transport Security Amendment (Security of Australia's Transport Sector) Bill 2024</i>	7 March 2025
Joint Committee on Public Accounts and Audit	
Report 505: Inquiry into Policy and Program Design and Implementation (Recommendations 1, 3, 6, 7 and 8)	4 November 2024
Report 511: Inquiry into the contact management frameworks operated by Commonwealth entities (Recommendation 5)	18 March 2025
Report 512: Report of the inquiry into the administration of Commonwealth regulations (Recommendation 3)	27 March 2025
Joint Standing Committee on Migration	
Migration, Pathway to Nation Building	9 October 2024

Table 31: Reports from Senate committees

Report	Date tabled
Senate Standing Committee on Legal and Constitutional Affairs	
<i>Migration Amendment (Strengthening Sponsorship and Nomination Processes) Bill 2025</i> [Provisions]	2 September 2024
Right Wing Extremist Movements in Australia	6 December 2024
<i>Commonwealth Workplace Protection Orders Bill 2024</i> [Provisions] ²⁰⁹	14 March 2025
Senate Select Committee on Australia's Disaster Resilience	
Boots on the ground: Raising resilience	8 August 2024

208. Information on these reports can be found on the Parliament of Australia website.

209. On 6 February 2025, the provisions of the Commonwealth Workplace Protection Orders Bill 2024 were referred to the Legal and Constitutional Affairs Legislation Committee for inquiry and report by 14 March 2025. The Attorney-General's Department made a submission to the inquiry on 24 February 2025. Due to Machinery of Government changes this item has been transferred to Department of Home Affairs.

Capability reviews and broader transformation agenda

Our Transformation Agenda

In 2024–25, we launched our Transformation Agenda with a vision to foster an environment where all staff can succeed through a culture of excellence, integrity, openness and collaboration. The principles that drive our Transformation Agenda are embedded into three priority pillars: Exemplary Leadership, Game Changing Agenda, and Collaboration at our Core.

Over the year, we made important progress on a number of actions listed in our *Transformation Action Plan*—our roadmap for reform and our formal response to the *2024 Australian Public Service Commission Capability Review of Home Affairs*.

More than 40 initial first actions are now complete, including rollout of a program of leadership training for our Executive Level staff, delivering a workforce strategy that positions us into the future, maturing our ability to anticipate and understand future threats and risks, and creating new ways for staff to suggest and implement innovative ideas.

Beyond specific projects, efforts to transform our culture and capability are also resonating broadly with staff. Recent APS Census results for the department and ABF saw rises in staff sentiment about:

- the way SES communicate and engage with staff
- institutional support for innovation and new ways of working
- the extent to which we have an environment that enables teams to deliver their best.

Our transformation will continue throughout 2025–26, and will shift from foundational actions to long-term cultural and capability uplift across the department and the ABF. These same principles that underpinned our transformation activities will also continue to guide our efforts to collaborate widely, both with Portfolio agency partners and with the broader public.

Commonwealth Government COVID-19 Response Inquiry

Established on 21 September 2023, the Commonwealth Government COVID-19 Response Inquiry (the Inquiry) is reviewing the Commonwealth Government's response to the COVID-19 pandemic and will provide recommendations to improve response measures in the event of future pandemics.

Ms Robyn Kruk AO, Professor Catherine Bennet and Dr Angela Jackson were appointed as the Independent Panel to conduct the Inquiry, supported through a Taskforce established within the Department of Prime Minister and Cabinet.

The department and broader Portfolio have been actively engaged with this formal Inquiry since its establishment, including through the provision of a Home Affairs Portfolio Submission and facilitation of responses to requests for information on areas of relevance to the Portfolio, including:

- communication and information sharing, including with culturally and linguistically diverse communities and people with disability
- crisis response, planning and preparedness
- departmental roles and responsibilities, including the National Coordination Mechanism
- international borders
- social cohesion and migration.

On 25 October 2024, the COVID-19 Response Inquiry Panel delivered the *COVID-19 Response Inquiry Report* (the Report) to government. The report includes 9 guiding recommendations that are aligned with 9 pillars of a successful pandemic response. The report identifies 19 immediate actions for the next 12 to 18 months, and a further 7 medium-term actions prior to the next national health emergency.

FREEDOM OF INFORMATION

Information requests

The department is committed to providing the Australian community access to government-held information in accordance with the *Freedom of Information Act 1982* (FOI Act), the *Privacy Act 1988* (Privacy Act) and through administrative access arrangements. Facilitating access to information supports Australia's system of representative democracy by increasing transparency, enabling informed public participation in government processes, discussion and review of government activities.

In the 2024–25, the department finalised 14,070 FOI access requests. Of these, 81.78% resulted in full or partial release of documents to applicants.

FOI caseload

The department continues to experience high demand for access to documents under the FOI Act. Historically the department has processed more FOI requests than any other Australian Government agency, and this trend is expected to continue. Each request is managed in the context of significant volumes, while balancing the department's FOI obligations with its extensive legislated responsibilities, which are critical to the safety, security, and prosperity of all Australians.

In 2024–25, more than 96.55% of FOI requests were from applicants seeking access to or amendment of their personal information, most commonly visa and citizenship records. A smaller proportion of applicants sought non-personal information, including operational documents and departmental correspondence. In addition, the department operates a dedicated Data Channel, which enables applicants to request discrete datasets held in departmental systems.

The department is continuing to implement business process improvements aimed at reducing decision-making timeframes and enhancing client service in the management of FOI requests.

Table 32: Access and amendment requests received

	2024–25	2023–24
Total Requests received	20,120	17,535
Personal FOI access requests	16,651	11,310
Non-personal FOI access requests	666	607
Privacy Act (registered)	823	4,295
Amendments	1,980	1,323

Table 33: Access and amendment requests finalised

	2024–25	2023–24
Total requests finalised	17,297	15,747
Personal FOI access requests	13,386	10,595
Non-personal FOI access requests	684	615
Privacy Act (registered)	1,712	3,325
Amendments	1,515	1,212

Table 34: FOI requests finalised in time

	2024–25	2023–24
Total requests	34.90%	50.37%
Personal FOI access requests	33.80%	48.32%
Non-personal FOI access requests	62.60%	47.80%
Amendments	31.60%	69.55%

Table 35: FOI access decisions by type

	2024–25	2023–24
Total FOI requests decided	7,735	8,202
Full access granted under FOI Act	2,077	1,150
Part access granted under FOI Act	3,021	2,787
Access refused under FOI Act	1,130	987

Information Publication Scheme

Under Part II of the FOI Act, entities are required to publish information to the public as part of the Information Publication Scheme (IPS). The IPS replaced the previous requirement for agencies to publish a section 8 statement in their annual reports.

Each agency must display on its website a plan showing the information it makes available in accordance with the IPS. The department maintains an IPS plan that outlines the classes of information it publishes, consistent with the objectives of open government and the FOI Act.

Information about the department’s IPS plan is available on the department’s website.²¹⁰

.....
210. www.homeaffairs.gov.au/access-and-accountability/freedom-of-information/information-publication-scheme

MANAGEMENT OF HUMAN RESOURCES

Workforce profile

Throughout 2024–25, the department continued to ensure that departmental staff had access to a professional and safe working environment and were able to develop their capabilities.

The department continues to build on a workforce that is reflective of the Australian community. As at 30 June 2025, the workforce comprised:

- 15,925 total staff (15,273²¹¹ ongoing and 652²¹² non-ongoing), an overall increase of 718 from 2023–24 (14,471 ongoing and 736 non-ongoing)
- 15,736²¹³ staff located across every state and territory, and 189 staff across 48 cities around the world
- 327 staff who identify as Aboriginal and/or Torres Strait Islander, an increase from 309 in 2023–24
- 444 staff who identify as having a disability, an increase from 391 in 2023–24
- 86.62% of staff working full-time, 10.76% part-time and 2.62% casual, in comparison to 2023–24 figures of 86.40% working full-time, 10.70% part time and 2.90% casual
- 53.57% female staff, 46.11% male staff and 0.32% staff who identify as non-binary in comparison to 52.92%, 46.79% and 0.28% respectively in 2023–24
- an average age of 43, consistent with 2023–24
- a voluntary separation rate of ongoing staff of 7.16%, while the external recruitment rate was 13.06%, in comparison to 9.48% and 11.55% respectively in 2023–24.

211. This figure excludes the Secretary and ABF Commissioner.

212. This figure includes 418 casual employees.

213. This figure excludes 189 staff located overseas.

People strategies

In 2024–2025, the department completed the implementation of the People and Workforce Plan 2025 (PWP), which comprised 34 actions designed to address critical workforce challenges across the 3 people priorities of capability, performance and culture. Key outcomes delivered under the PWP included:

- expanded training opportunities for managers and staff, delivered through virtual, face-to-face and live-streamed courses
- enhanced recruitment processes to strengthen the attraction, assessment and recruitment of new staff
- the launch of an APS Employee Census Action Toolkit to support business areas in responding to census results with evidence-based Census Action Plans
- improved access to flexible work (Action 3.7) through initiatives such as the Flexible Work Playbook, and the Location of Work Framework and Roadmap (Action 1.15). The Flexible Work Playbook provides practical guidance for employees and managers, supports consistent application of flexible work principles, and was recognised in the 2024 *State of the Service Report* as an APS leading practice. It is also currently available in the Chief Operating Officer Resource Hub to encourage engagement across other agencies.

Over the past 5 years, the APS workforce has significantly transformed in how, where, and when work is performed. Mobility and flexibility have become central to workforce planning and service delivery, accelerated by technological advances, changing employee expectations, and lessons learned through the COVID-19 pandemic.

The department continues to embed flexible work as a business-as-usual practice, recognising the scale and complexity of our workforce and the broader context of APS-wide Enterprise Agreement outcomes and common conditions. We have renewed our focus on equipping leaders with the skills and confidence to apply flexible work in ways that directly support organisational success, through stronger talent management, employee value proposition, improving the employee experience and more effective attraction and retention levers. Senior leaders are critical to enabling this shift, serving as the bridge between policy intent and operational practice. As our workforce becomes more dispersed, we recognise the need to strengthen support for managers so they can lead teams effectively in flexible environments.

The department remains committed to advancing our Location of Work maturity and is progressing the development of a Location of Work Framework and supporting Roadmap, aligned with the APS Location Framework, to support a location-agnostic workforce. Actions will be embedded across the three interconnected pillars, Location of Work Planning; Property and Infrastructure; and Culture, Health and Wellbeing, and implemented in a sequenced way to ensure the multiple elements of work location

are integrated effectively. This approach will provide an enduring, fit-for-purpose operating model that supports workforce flexibility while strengthening organisational performance.

Building off the success of the PWP, the department finalised a Workforce Strategy 2025–27 in late June 2025. The Workforce Strategy will provide a clear framework for workforce planning, capability development, and leadership excellence. It marks a new phase in how the department shapes and sustains the expertise and strengths of the workforce to meet the evolving needs of our organisation and the nation.

The Workforce Strategy, places our people at its core. We are committed to building our nation and securing our future by creating an environment where everyone can succeed. This means fostering a workplace grounded in:

- excellence in everything we do
- integrity in how we work
- openness in how we communicate
- collaboration in how we move forward, together.

This Workforce Strategy is a living document, designed to evolve alongside our organisation and the broader APS, ensuring it remains responsive to emerging challenges and opportunities.

People management, learning and development

The department provides a wide range of learning and development opportunities that blend experiential, collaborative and formal learning. These programs support both mandatory APS Craft requirements and career-specific development and are supported by resources to assist managers and staff in identifying and pursuing vocational pathways.

Training opportunities delivered in 2024–25 included:

- the newly established tiered Executive Level Leadership Program
- a 360 Degree Feedback Program for Senior Executive Service
- access to over 23,000 e-learning courses
- continuation of the department's mentoring program
- delivering the Leadership in Action webinar series
- financially supported studies assistance and access to paid study leave
- providing staff with access to a range of APS Academy and APS-wide learning opportunities
- delivering the internal SES Development Program.

Strategic Commissioning Framework

In 2024–25 the department continued to bring core work in-house in line with the APS Strategic Commissioning Framework. Our targets for 2024–25 aimed to bring \$4,866,000.00 (GST excl) of core work in-house in the procurement, financial management, project management and support, and administrative support job families. This target was partially achieved, with an actual reduction of \$1,203,692.00 (GST excl) in relevant supplier expenditure in 2024–25.

Employee statistics

Table 36: All ongoing employees (2024–25)

	Man/male			Woman/female			Non-binary			Prefers not to answer			Uses a different term		
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total
NSW	1,078	45	1,123	1,222	275	1,497	10	-	10	-	-	-	-	-	2,630
QLD	733	40	773	723	128	851	3	-	3	-	-	-	-	-	1,627
SA	349	18	367	415	100	515	4	-	4	-	-	-	-	-	886
TAS	72	14	86	88	46	134	-	-	-	-	-	-	-	-	220
VIC	1,241	40	1,281	1,236	265	1,501	16	-	16	-	-	-	-	-	2,798
WA	580	20	600	536	126	662	3	-	3	-	-	-	-	-	1,265
ACT	2,568	86	2,654	2,363	441	2,804	11	1	12	-	-	-	-	-	5,470
NT	87	1	88	77	6	83	-	-	-	-	-	-	-	-	171
External Territories	6	4	10	5	2	7	-	-	-	-	-	-	-	-	17
Overseas	107	-	107	82	-	82	-	-	-	-	-	-	-	-	189
Total	6,821	268	7,089	6,747	1,389	8,136	47	1	48	-	-	-	-	-	15,273

Table 37: All non-ongoing employees (2024–25)²¹⁴

	Man/male			Woman/female			Non-binary			Prefers not to answer			Uses a different term		
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total
NSW	1	58	59	8	105	113	-	-	-	-	-	-	-	-	172
QLD	2	45	47	4	39	43	-	1	1	-	-	-	-	-	91
SA	2	6	8	1	10	11	-	-	-	-	-	-	-	-	19
TAS	-	3	3	-	4	4	-	-	-	-	-	-	-	-	7
VIC	11	42	53	11	72	83	-	-	-	-	-	-	-	-	136
WA	5	19	24	13	35	48	-	-	-	-	-	-	-	-	72
ACT	48	12	60	71	22	93	2	-	2	-	-	-	-	-	155
NT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
External Territories	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Overseas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	69	185	254	108	287	395	2	1	3	-	-	-	-	-	652

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214. Casual employees are included in non-ongoing part time figures.

Table 38: Australian Public Service Act ongoing employees (2024-25)

	Man/male			Woman/female			Non-binary			Prefers not to answer			Uses a different term		
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total
SES 3	3	-	3	4	-	4	-	-	-	-	-	-	-	-	7 ²¹⁵
SES 2	33	-	33	19	-	19	-	-	-	-	-	-	-	-	52
SES 1	75	-	75	80	3	83	1	-	1	-	-	-	-	-	159
EL 2	559	6	565	541	42	583	2	-	2	-	-	-	-	-	1,150
EL 1	1,288	44	1,332	1,370	282	1,652	3	-	3	-	-	-	-	-	2,987
APS 6	1,439	54	1,493	1,612	372	1,984	6	1	7	-	-	-	-	-	3,484
APS 5	1,322	34	1,356	1,305	288	1,593	14	-	14	-	-	-	-	-	2,963
APS 4	900	55	955	1,028	252	1,280	12	-	12	-	-	-	-	-	2,247
APS 3	1,164	50	1,214	759	135	894	9	-	9	-	-	-	-	-	2,117
APS 2	37	25	62	27	15	42	-	-	-	-	-	-	-	-	104
APS 1	1	-	1	2	-	2	-	-	-	-	-	-	-	-	3
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	6,821	268	7,089	6,747	1,389	8,136	47	1	48	-	-	-	-	-	15,273

215. This table reflects headcount data as of 30 June 2025. Deputy Commissioner National Operations was undertaking higher duties in the role of the ABF Commissioner, as such is not captured in the SES Band 3 total.

Table 39: Australian Public Sector classification and gender – non-ongoing employees (2024–25)²¹⁶

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term		
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total
SES 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SES 1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1
EL 2	3	3	6	4	4	8	-	-	-	-	-	-	-	-	14
EL 1	9	3	12	16	5	21	-	-	-	-	-	-	-	-	33
APS 6	12	1	13	16	4	20	1	-	1	-	-	-	-	-	34
APS 5	9	-	9	11	2	13	-	-	-	-	-	-	-	-	22
APS 4	14	11	25	36	12	48	1	-	1	-	-	-	-	-	74
APS 3	22	2	24	21	10	31	-	-	-	-	-	-	-	-	55
APS 2	-	165	165	3	250	253	-	1	1	-	-	-	-	-	419
APS 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	69	185	254	108	287	395	2	1	3	-	-	-	-	-	652

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216. Casual employees are included in non-ongoing part-time figures.

Table 40: Australian Public Service Act Employees by full time and part time status (2024–25)²¹⁷

	Ongoing			Non-ongoing ²¹⁸			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 3	7	-	7	-	-	-	7 ²¹⁹
SES 2	52	-	52	-	-	-	52
SES 1	156	3	159	1		1	160
EL 2	1,102	48	1,150	7	7	14	1,164
EL 1	2,661	326	2,987	25	8	33	3,020
APS 6	3,057	427	3,484	29	5	34	3,518
APS 5	2,641	322	2,963	20	2	22	2,985
APS 4	1,940	307	2,247	51	23	74	2,321
APS 3	1,932	185	2,117	43	12	55	2,172
APS 2	64	40	104	3	416	419	523
APS 1	3	-	3	-	-	-	3
Other	-	-	-	-	-	-	
Total	13,615	1,658	15,273	179	473	652	15,925

217. Figures do not include the Secretary and the ABF Commissioner.

218. Casual employees are included in non-ongoing part time figures.

219. This table reflects headcount data as of 30 June 2025. Deputy Commissioner National Operations was undertaking higher duties in the role of the ABF Commissioner, as such is not captured in the SES Band 3 total.

Table 41: Australian Public Service Act employment type by location (2024–25)

	Ongoing	Non-ongoing ²²⁰	Total
NSW	2,630	172	2,802
QLD	1,627	91	1,718
SA	886	19	905
TAS	220	7	227
VIC	2,798	136	2,934
WA	1,265	72	1,337
ACT	5,470	155	5,625
NT	171	-	171
External territories	17	-	17
Overseas	189	-	189
Total	15,273	652	15,925

Table 42: Australian Public Service Act Indigenous employment (2024–25)

	Total
Ongoing	317
Non-ongoing	10
Total	327

.....
220. Casuals are included in non-ongoing part-time figures.

Workplace agreements

Table 43: Australian Public Service Act employment arrangements (2024–25)

	SES	Non-SES	Total
Enterprise Agreement	-	15,754	15,754
Section 24(1) determinations	171	-	171
Individual flexibility arrangements	-	893	893
Total ²²¹	171	15,754	15,925

Disability reporting mechanism

The *Australia's Disability Strategy 2021–2031* is the overarching framework for inclusive policies, programs and infrastructure that will support people with disability to participate in all areas of Australian life.

Disability reporting is included in the Australian Public Service Commission's (APSC) State of the Service reports²²² and the APS Statistical Bulletin.

221. A single employee can have both an Enterprise Agreement and an individual flexibility arrangement. The totals reflect the count of individual employees with arrangements, not the total count of arrangements in place.

222. These reports are available on the APSC's website: www.apsc.gov.au.

Salary ranges

Table 44: Australian Public Service Act Employment salary ranges by classification level (Minimum/Maximum) (2024–25)

	Minimum salary	Maximum salary
SES 3	\$391,761	\$455,750
SES 2	\$298,251	\$363,950
SES 1	\$223,890	\$291,466
EL 2	\$136,260	\$177,318
EL 1	\$115,443	\$134,865
APS 6	\$94,563	\$107,713
APS 5	\$84,228	\$91,809
APS 4	\$76,863	\$82,906
APS 3	\$66,839	\$76,792
APS 2	\$59,520	\$66,115
APS 1	\$54,516	\$58,247
Other	-	-
Minimum/ maximum range	\$54,516	\$455,750

Employee entitlements

The Department of Home Affairs Enterprise Agreement 2024–27 (EA) commenced on 27 March 2024. The EA applies to non-SES employees across the department and ABF and includes entitlements such as:

- a base salary rate increase of 3.8% from the first full pay period on or after 1 March 2025 (13 March 2025)
- salary setting provisions:
 - provides for salary setting on engagement, movement, and promotion. The clause also includes provisions for recognition of prior service, salary maintenance, and discretionary salary setting by the delegate.
- salary advancement for employees on periods of unpaid leave, including unpaid parental leave
- learning and development opportunities, including, but not limited to:
 - mentor programs, access to external learning including APS Academy programs, and mandatory learning to ensure employees have the skills and knowledge required to perform their duties

- career coaching from departmental staff who are trained to assist in developing career plans with employees.
- leave arrangements, including but not limited to leave related to culture and religion, study assistance, parental and maternity leave, Christmas closedown, emergency response and miscellaneous leave for those affected by an official disaster/emergency
- various allowances paid to employees on top of salary to compensate for additional responsibility and requirements including the below critical roles:
 - Advanced Capability Trainer
 - Armourer
 - Digital Forensic Investigator
 - Investigator
 - Littoral Fleet (small vessel crew)
 - Operational Safety Trainer (full-time and part-time)
 - Use of Force.
- access to annual influenza vaccinations at no cost to employees
- access to a range of support provisions for employees impacted by family and domestic violence, including:
 - access to holistic support, a dedicated network of contact officers to provide practical guidance, access to specialist domestic and family violence leave counselling, special consideration if the employee's attendance or work performance is impacted, and paid leave for employees to attend to circumstances including:
 - illness or injury result from family and domestic violence
 - accessing police services and counselling
 - seeking alternative accommodation
 - attending court hearings, medical appointments.
- Other benefits available to all departmental and ABF staff, in addition to entitlements under the EA, include:
- access to support services including but not limited to training, resources and networks for mental health, disability and accessibility, Indigenous staff and LGBTQ+ staff access to a range of health and wellbeing programs:
 - the Fit&Well Program to provide a range of free health and lifestyle management and improvement services to assist in improving general wellbeing
 - health assessments for ABF officers to ensure good mental and physical health and fitness to safely and effectively carry out their duties.

Executive remuneration

Key management personnel

Remuneration paid to Key Management Personnel (KMP) is set out in Table 45. The remuneration arrangements of the Secretary and the ABF Commissioner are determined by the Remuneration Tribunal and are also available on the Tribunal’s website.

Table 45: Information about remuneration for key management personnel

Remuneration paid to Key Management Personnel (KMP) in 2024–25 ²²³		Short-term benefits				Post-employment benefits		Other long-term benefits		Total remuneration ²²⁴ \$
Name	Position title	Term as key management personnel	Base salary ²²⁵ \$	Bonuses \$	Other benefits and allowances ²²⁶ \$	Superannuation contributions ²²⁷ \$	Long service leave ²²⁸ \$	Termination benefits \$		
Stephanie Foster PSM	Secretary	1 July 2024 – 30 June 2025	933,404	-	19,632	107,947	23,655	-	-	1,084,638
Lieutenant General Michelle McGuinness CSC	National Cyber Security Coordinator	1 July 2024 – 30 June 2025	481,358	-	36,366	138,028	11,708	-	-	667,460
Nathan Smyth	Deputy Secretary	1 July 2024 – 30 June 2025	489,147	-	1,177	82,258	12,411	-	-	564,993
Timothy Fitzgerald	ABF Deputy Commissioner	1 July 2024 – 30 June 2025	425,780	-	1,177	69,817	11,559	-	-	508,333
Emma Cassar PSM	Associate Secretary	1 July 2024 – 7 March 2025	427,751	-	824	63,011	10,221	-	-	501,807
Hamish Hanford	Deputy Secretary	1 July 2024 – 30 June 2025	415,524	-	1,177	72,764	11,097	-	-	500,562
Charlotte Tressler	Deputy Secretary	1 July 2024 – 30 June 2025	423,622	-	1,177	62,519	11,270	-	-	498,588
Gavan Reynolds AO	ABF Commissioner	10 November 2024 – 30 June 2025	470,642	-	753	19,341	7,037	-	-	497,773
Vanessa Holben PSM	ABF Deputy Commissioner	1 July 2024 – 30 June 2025	410,859	-	1,177	62,062	11,189	-	-	485,287
Sophie Sharpe	Deputy Secretary	1 July 2024 – 30 June 2025	396,368	-	1,177	72,764	11,016	-	-	481,325
Clare Sharp PSM	Deputy Secretary	1 July 2024 – 30 June 2025	407,698	-	1,177	50,025	10,947	-	-	469,847
Michael Willard	Group Manager	1 July 2024 – 30 June 2025	380,242	-	1,177	60,333	10,527	-	-	452,279
Michael Thomas	Group Manager	1 July 2024 – 30 June 2025	382,054	-	1,177	46,479	10,193	-	-	439,903
Nicole Spencer ²²⁹	ABF Deputy Commissioner	22 August 2024 – 21 April 2025	263,840	-	1,082	36,622	6,686	-	-	308,230
Michael Outram APM	ABF Commissioner	1 July 2024 – 9 November 2024	219,382	-	424	32,339	6,354	-	-	258,499
James Watson ²³⁰	Group Manager	15 November 2024 – 31 March 2025	142,734	-	447	23,101	3,774	-	-	170,056
Kaylene Dale	ABF Deputy Commissioner	1 July 2024 – 30 September 2024	86,735	-	294	17,028	3,229	-	-	107,286
Tara Cavanagh	Group Manager	1 July 2024 – 29 September 2024	87,672	-	294	13,819	2,575	-	-	104,360
Jarrod Howard	ABF Deputy Commissioner	28 April 2025 – 30 June 2025	77,809	-	212	12,255	2,209	-	-	92,485
Total			6,902,621	-	70,921	1,042,512	177,657	-	-	8,193,711

223. KMP for the department have been assessed to be the Secretary, the ABF Commissioner, Associate Secretary, substantive Deputy Commissioners, substantive Deputy Secretaries, National Cyber Security Coordinator, certain Group Managers, and other officers serving positions in line with this level of authority and responsibility. KMP also includes those who have acted in, or occupied, an of the aforementioned roles for 3 months or more during the 2024–25 financial year.

224. 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.

225. 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.

226. Other benefits and allowances include non-monetary benefits such as the provision of a car park.

227. 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.

228. 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.

229. Acted in KMP role for a period of greater than 3 months.

230. Acted in KMP role for a period of greater than 3 months.

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 are reviewed annually by the Secretary having regard to:

- the *APS Executive Remuneration Management Policy* which sets out arrangements for the management of executive remuneration, including an approval process for remuneration proposals above a notional amount
- the Australian Government *Public Sector Workplace Relations Policy 2023* which provides a framework for agencies to implement terms and conditions of employment that are affordable and support modern and agile public sector workplaces
- 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.

Table 46: Information about remuneration for senior executive

Remuneration paid to senior executives in 2024-25		Short-term benefits					Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration	
	Number of senior executives ²³¹	Average base salary ²³²	Average bonuses	Average other benefits and allowances ²³³		Average superannuation contributions ²³⁴	Average long service leave ²³⁵	Average other long-term benefits	Average termination benefits ²³⁶	Average total reportable remuneration ²³⁷		
				Overseas housing ²³⁸	Other					Excluding overseas housing allowances	Including overseas housing allowances	
Total remuneration bands		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
\$0 to \$220,000	44	110,578	-	1,271	1,931	20,292	3,347	-	4,226	140,374	141,645	
\$220,001 to \$245,000	11	174,923	-	-	1,193	32,941	4,602	-	20,590	234,250	234,250	
\$245,001 to \$270,000	15	214,056	-	-	1,469	34,088	5,936	-	8,093	263,642	263,642	
\$270,001 to \$295,000	33	235,611	-	-	1,327	40,062	6,454	-	-	283,455	283,455	
\$295,001 to \$320,000	29	255,877	-	-	3,089	41,859	6,871	-	-	307,695	307,695	
\$320,001 to \$345,000	19	250,848	-	1,268	3,703	44,843	7,013	-	24,648	331,054	332,323	
\$345,001 to \$370,000	19	295,537	-	2,227	5,066	46,234	7,670	-	-	354,508	356,735	
\$370,001 to \$395,000	8	310,753	-	-	7,656	54,828	8,397	-	-	381,633	381,633	
\$395,001 to \$420,000	7	337,361	-	-	5,780	55,182	8,793	-	-	407,116	407,116	
\$420,001 to \$445,000	3	359,893	-	-	1,461	59,498	8,267	-	-	429,119	429,119	
\$445,001 to \$470,000	1	229,340	-	84,660	92,233	42,456	6,502	-	-	370,531	455,191	
\$470,001 to \$495,000	2	360,205	-	-	27,029	80,750	10,061	-	-	478,044	478,044	
\$495,001 to \$520,000	1	245,755	-	51,578	155,110	54,250	6,763	-	-	461,878	513,456	
\$520,001 to \$545,000	1	255,715	-	74,385	162,226	45,516	7,006	-	-	470,463	544,848	
\$545,001 to \$570,000	2	244,327	-	86,908	180,141	38,838	6,593	-	-	469,898	556,806	
\$570,001 to \$595,000	-	-	-	-	-	-	-	-	-	-	-	
\$595,001 to \$620,000	2	264,213	-	141,154	137,838	51,733	7,303	-	-	461,087	602,240	
\$620,001 to \$645,000	-	-	-	-	-	-	-	-	-	-	-	
\$645,001 to \$670,000	-	-	-	-	-	-	-	-	-	-	-	
\$670,001 to \$695,000	1	274,290	-	203,440	157,428	51,410	7,861	-	-	490,989	694,429	

231. 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 6 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 then reporting period.

232. 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 high duties allowances.

233. Other benefits and allowances include overseas living allowances, non-monetary benefits included in the Fringe Benefits Tax (FBT) Return for the year ended 31 March 2025 such as the provision of a car park, domestic housing benefits, 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.

234. 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 National Employer Contribution Rate and the Employer Productivity Superannuation Contribution.

235. 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.

236. Termination benefits are payments that may be made in relation to the termination of a senior executive position.

237. Total remuneration is calculated on an accrual basis in accordance with AASB 119 Employee Benefits with the exception of superannuation and non-monetary benefits.

238. 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 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.

Other highly paid staff

Remuneration of other highly paid staff who are neither KMP nor senior executives is set out in Table 47.

Approximately 79.78% 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 10.93% of this cohort. Terms and conditions of employment for sea-going marine staff are set out in the department's EA.

The remaining staff in this cohort (9.29%) are represented by non-SES executive level staff employed in senior director roles whereby additional remuneration is provided through individual flexibility arrangements.

Table 47: Information about remuneration for other highly paid staff

Total remuneration bands	Number of highly paid staff ²³⁹	Short-term benefits				Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration	
		Average other benefits and allowances ²⁴¹					Average long service leave ²⁴³	Average other long term benefits		Average total remuneration ²⁴⁵	
		Average base salary ²⁴⁰	Average bonuses	Overseas housing ²⁴⁶	Other					Excluding overseas housing allowances	Including overseas housing allowances
		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
\$260,000 - \$270,000	25	167,554	-	22,130	34,593	29,369	4,584	-	7,027	243,127	265,257
\$270,001 - \$295,000	41	166,397	-	33,094	49,111	29,120	4,493	-	-	249,121	282,215
\$295,001 - \$320,000	27	133,658	-	53,558	90,181	24,363	3,701	-	-	251,902	305,461
\$320,001 - \$345,000	25	135,971	-	76,375	94,025	23,405	3,779	-	-	257,180	333,555
\$345,001 - \$370,000	16	124,473	-	96,521	114,146	22,230	3,383	-	-	264,232	360,753
\$370,001 - \$395,000	22	135,674	-	98,910	114,403	24,867	3,738	-	8,662	287,344	386,254
\$395,001 - \$420,000	6	148,260	-	92,381	132,859	28,879	4,201	-	-	314,199	406,580
\$420,001 - \$445,000	9	150,511	-	113,714	138,480	26,221	4,097	-	-	319,309	433,023
\$445,001 - \$470,000	4	163,332	-	118,403	142,983	30,594	4,456	-	-	341,365	459,769
\$470,001 - \$495,000	4	152,377	-	148,093	151,155	24,212	4,190	-	-	331,934	480,027
\$495,001 - \$520,000	1	127,220	-	227,716	129,332	26,692	3,486	-	-	286,730	514,446
\$520,001 - \$545,000	1	128,787	-	97,928	259,784	47,970	3,741	-	-	440,281	538,209
\$545,001 - \$570,000	-	-	-	-	-	-	-	-	-	-	-
\$570,001 - \$595,000	2	143,063	-	219,074	188,640	26,285	3,865	-	-	361,853	580,927

239. Other highly paid staff include staff who are neither KMP nor senior executives and whose total remuneration for the reporting period exceeds \$260,000.

240. 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 high duties allowances.

241. Other benefits and allowances include overseas living allowances, non-monetary benefits included in FBT Return for the year ended 31 March 2025 such as the provision of a car park, domestic housing benefits, 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.

242. 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.

243. 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.

244. Termination benefits are payments that may be made in relation to the termination of a position.

245. Total remuneration is calculated on an accrual basis in accordance with AASB 119 Employee Benefits with the exception of superannuation and non-monetary benefits.

246. 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 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.

WORK HEALTH AND SAFETY

Initiatives and outcomes

The department is committed to achieving a mature safety culture, ensuring that work health and safety (WHS), both physical and psychological, is an integral part of day-to-day business. A focus on prevention, wellbeing, and risk management is embedded in the departmental culture to ensure that all staff can work in a safe, respectful, and productive environment.

In 2024–25, the department continued to build on and implement the *Work Health and Safety Strategy 2025*, which provides overarching guidance for building a robust and proactive approach to WHS. The strategy empowers all staff to identify, mitigate and control hazards and risks in the workplace before they arise, and to respond confidently should incidents occur. Central to the strategy is:

- prevention and effective risk control
- shared responsibility for embedding WHS practices across the department
- supporting the department's commitment to healthy, safe and productive lives for departmental staff.

Key WHS initiatives during 2024–25 included:

- the department piloted a new wellbeing model, the Annualised Program of Care (APC), which takes a proactive and planned approach to staff welfare. The APC provides a 12-month calendar of support activities to help staff build resilience, manage wellbeing and prepare for predictable periods of operational pressure
- to strengthen compliance with the WHS law and Australia's *Code of Practice*, the department commenced a Psychosocial Risk Management project. This initiative is focused on improving the department's ability to identify and manage psychosocial hazards, ensuring the organisation is equipped to address emerging risks to staff safety and wellbeing
- the department also established the *Creating a Respectful Workplace Awareness Sessions*, designed to reduce psychosocial risks such as bullying and harassment. These sessions support leaders to have constructive conversations with staff about behavioural expectations, fostering a respectful and inclusive workplace culture.

Throughout 2024–25, the department continued to adopt a healthy work environment through a holistic evidence-based health and wellbeing program. This offering focuses on the prevention of illness and injury, the promotion of staff health and wellbeing, and the early and safe return to work for staff with illness or injury.

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 48 shows injuries by mechanism for accepted worker compensation claims.

Table 48: 3 year summary of mechanism of injury accepted claims

Accepted claims	2024–25	2023–24	2022–23
Mental stress	11	19	13
Being hit by moving objects	7	4	4
Vehicle incidents and other	0	0	1
Biological factors	0	1	1
Heat, radiation and electricity	0	0	0
Chemicals and other substances	0	1	2
Falls, trips and slips of a person	24	21	16
Hitting objects with a part of the body	9	5	4
Sound and pressure	5	1	1
Body stressing	27	17	22
Other or unspecified	7	6	3
Total	90	75	67

Notifiable incidents

Table 49 shows the incidents notified to Comcare under sections 35, 36 and 37 of the *Work Health and Safety Act 2011* (WHS Act).

Table 49: 3 year summary of incidents notified to Comcare

Notifiable incident classification	2024–25	2023–24	2022–23
Death	0	0	3
Serious injury/illness	76	58	62
Dangerous incident	50	20	36
Total	126	78	101

Investigations

The department liaises with Comcare on all regulatory and cooperative compliance matters. Between 1 July 2024 and 30 June 2025, Comcare issued 20 notices under section 155 of the WHS Act on matters related to the department’s responsibilities. During the same period, Comcare commenced an additional 31 monitoring compliance inspections and investigations (other than s 155 notices), with the scope of each broad and varied. These 31 matters included general requests, verification inspections and corrective action plans. This is in comparison to 10 notices issued and 30 new monitoring compliance inspection and investigations initiated in 2023–24.

Between 1 July 2024 and 30 June 2025, Comcare issued the department with nil Improvement Notices under section 191 of the (WHS Act) in comparison to 2 notices issued in 2023–24.

Unscheduled absence management

Analysis of unscheduled absence shows that 24.41% of employees took 5 days or less unscheduled leave in 2024–25 and 47.61% of employees took 10 days or less. This is in comparison to 24.69% and 48.23% respectively in 2023–24.

Throughout 2024–25, the department continued to support managers in developing positive attendance strategies that focused on the health and wellbeing of employees as part of the *Positive Participation Strategy*. This strategy and supporting resources continue to assist managers to incorporate workplace absence management into normal business activities and learning. They also assist managers and staff alike to identify factors that contribute to negative participation in the workforce.

PROCUREMENT, ASSETS AND GRANTS

Purchasing and procurement

Departmental Accountable Authority Instructions and internal policies set out the process to procure goods and services and are consistent with the *Commonwealth Procurement Rules* (CPRs), which have value for money as the core principle. Departmental internal policies and guidance material support employees to undertake procurement activities that meet these requirements.

In accordance with the CPRs, the department publishes the Annual Procurement Plan on the AusTender website²⁴⁷ to give prospective suppliers the opportunity to prepare for potential work.

247. www.tenders.gov.au

ASSETS MANAGEMENT

In 2024–25, the department managed \$4.434 billion in departmental and administered non-financial assets, a decrease from \$4.585 billion in 2023–24. The reduction is primarily attributable to the depreciation and amortisation of assets over the reporting period.

The department's main asset classes include buildings, leasehold improvements, vessels, plant and equipment, intangible assets (software), and right of use assets (leased assets per AASB16 Leases). These are detailed below:

- **Administered non-financial assets:** \$968.3 million (excluding pre-payments), primarily held to support the care and management of detainees. This includes \$38.4 million in construction-in-progress for 2 new evolved ABF Cape Class Patrol vessels funded through Administered appropriations. This is compared to \$1,015.2 million in 2023–24.
- **Departmental non-financial assets:** \$3.314 billion, comprising \$2.170 billion in land, buildings and leasehold improvements; \$570.6 million in plant and equipment; \$312.8 million in computer software supporting operations; and \$261.3 million in vessels supporting ABF activities. This excludes prepayments and inventories held, and compares to \$3.470 billion in 2023–24.

The department applies a structured governance framework to ensure accurate reporting of asset balances and effective stewardship of its asset base. Key elements include:

- development of a 10-year capital plan to inform future decisions relating to the department's asset base
- asset investment, through setting and regularly monitoring an annual capital plan to reflect both Government priorities and ongoing business requirements.
- monitoring of existing assets
- undertaking a 3-year risk based stocktake to update and verify asset records, review the condition and utility of assets and assess expected remaining useful lives of assets
- conducting fair value measurement through rolling 3-yearly revaluations of all tangible assets, completed by qualified external valuers:
 - in 2024–25, a materiality review confirmed that the carrying value of relevant asset classes approximated their fair value in accordance with *Australian Accounting Standards*

- an annual fit-for-purpose review to:
 - update and verify the accuracy of asset records for assets classes not reported at fair value such as software, right-of-use leased assets and Assets Under Construction, including their condition and remaining useful life
 - consider impairment of those asset classes in line with *Australian Accounting Standards*
- conducting assessments and quality assurance reviews for right-of-use assets
- maintaining property, plant and equipment assets, including those leased under contract from various service providers through specific maintenance programs
- review of policies, procedures, and templates and the provision of training programs.

Additional information on the value, acquisition, disposal and revaluation of assets is available in the 2024–25 financial statements in Part 4 of this report.

Small business and medium enterprises

The department supports small business participation in the Australian Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website.²⁴⁸

In 2024–25, the department ensured that its procurement practices were aligned with paragraph 5.4 of the CPRs. Internal procurement policies and practices were applied to ensure SMEs were not unfairly discriminated against. These measures include:

- the department's procurement account management model to ensure procurements are reviewed and checked at each stage of the procurement lifecycle, and monitor compliance with the CPRs
- online procurement guidance and training for procuring officials, providing streamlined and targeted advice ensuring procurements are undertaken in a non-discriminatory manner and all suppliers are treated equitably.

In accordance with paragraph 5.5 of the CPRs, the department demonstrated commitment through the following initiatives and practices:

- ongoing communications to raise awareness of the benefits of doing business with SMEs
- inclusion of SME requirements as a mandatory step in the digitised procurement process
- updates to procurement templates and guidance to ensure practices provide appropriate opportunities for SMEs to participate in government business.

248. www.finance.gov.au

The department recognises the importance of ensuring that small businesses are paid on time, complying with the government's *Supplier Pay On Time or Pay Interest Policy* which assists with their cash flow and reduces the cost of supplying to the department. The results of the *Survey of Australian Government Payments to Small Business* are available on the Treasury's website.²⁴⁹

The department supports the Indigenous Procurement Policy (IPP), ensuring that opportunities for Indigenous employment and business continue to grow. Further details on the IPP is published on the National Indigenous Australians Agency website.²⁵⁰

SME data that reflects contractual information reported on AusTender by the Home Affairs Portfolio during the financial year 2024–25 is published on the Department of Finance website.²⁵¹

Reportable consultancy contracts

During 2024–25, 35 new consultancy contracts were entered into involving total actual expenditure of \$1,944,693 (GST inclusive). In addition, 27 ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$11,343,353 (GST inclusive).

The department's policy for selecting and engaging consultants is aligned to the requirements of the PGPA Act and the CPRs. We continue to embed the core principle of value for money and to 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 website.²⁵²

249. treasury.gov.au/small-business/pay-time-survey-performance-reports

250. www.niaa.gov.au

251. www.niaa.gov.au

252. www.tenders.gov.au

Table 50: PGPA Rule Section 17AG(7)(a)(i)-(iv) — Reportable Consultancy Contracts Expenditure on Reportable Consultancy Contracts (2024–25)

	Number	Expenditure (GST inc.)
New contracts entered into during the reporting period	35	\$1,944,693
Ongoing contracts entered into during a previous reporting period	27	\$11,343,353
Total	62	\$13,288,046

Table 51: Organisations Receiving a Share of Reportable Consultancy Contract Expenditure (2024–25)

Name of organisation	Organisation ABN	Expenditure (GST inc.)
Commonwealth Scientific and Industrial Research Organisation	41 687 119 230	\$4,875,000
KPMG	51 194 660 183	\$3,278,881
The Trustee for Coolamon Advisors U	18 904 562 875	\$1,793,851
Deloitte Touche Tohmatsu	74 490 121 060	\$500,000
Nous Group Pty Ltd.	66 086 210 344	\$495,000

Reportable non-consultancy contracts

During 2024–25, 1,798 new reportable non-consultancy contracts were entered into involving total actual expenditure of \$562,378,998 (GST inclusive). In addition, 1,975 ongoing reportable non-consultancy contracts were active during the period, involving total actual expenditure of \$2,736,515,064 (GST inclusive).

Annual Reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is also available on the AusTender website.²⁵³

.....
253. www.tenders.gov.au

Table 52: PGPA Rule Section 17AG(7A)(a)(i)-(iv) — Reportable Non-Consultancy Contracts Expenditure on Reportable Non-Consultancy Contracts (2024-25)

	Number	Expenditure \$'000 (GST inc.)
New contracts entered into during the reporting period	1,798	\$562,378,998
Ongoing contracts entered into during a previous reporting period	1,975	\$2,736,515,064
Total	3,773	\$3,298,894,062

Resource Management Guide 423—Procurement Publishing and Reporting Obligations was updated in July 2024 and included new examples for the classification of legal engagements. The department’s legal contracts entered into in 2024–25 have been reported as non-consultancy arrangements on AusTender. Some of these engagements may include a combination of consultancy and non-consultancy arrangements as defined in relation to the new examples. A process will be implemented to refine reporting from 1 July 2025. Appendix E: Legal Services Expenditure, outlines the department’s legal services expenditure for the 2024–25 financial year in compliance with paragraph 11.1 (BA) of the *Legal Services Directions 2017*.

Table 53: Organisations receiving a share of Reportable Non-Consultancy Contract Expenditure (2024-25)

Name of organisation	Organisation ABN	Expenditure \$'000 (GST inc.)
Serco Australia Pty Ltd	44 003 677 352	\$406,526,327
Jones Lang Lasalle	69 008 585 260	\$258,654,261
Surveillance Australia Pty Ltd	20 050 021 308	\$164,111,346
Management and Training Corporation Australia Pty Ltd	25 602 791 364	\$160,514,585
Austal Ships Pty Ltd	80 079 160 679	\$127,961,169

Advertising and market research

During 2024–25, the department conducted Phase 4 of the *Act Now. Stay Secure* onshore advertising campaign. The campaign was certified by the Secretary in line with the Australian Government Guidelines on Information and Advertising Campaigns by non-corporate commonwealth entities.

Act Now. Stay Secure is a cyber-security awareness raising campaign aimed at establishing a baseline cyber security capability for all Australians by educating them on the behavioural changes required to protect themselves online.

The department also made final payments in relation to Phase 3 of the *Act Now. Stay Secure.* campaign conducted in 2023–24.

Further information on the campaign is available on the department's website²⁵⁴ and in the reports on 'Australian Government advertising' prepared by the Department of Finance, available on the Department of Finance's website.²⁵⁵

The department's advertising and market research expenditure is outlined in Table 54.

254. www.actnowstaysecure.gov.au

255. www.finance.gov.au/publications/compliance-advice/department-home-affairs-act-now-stay-secure-campaign-may-2025

Table 54: Campaign Advertising, Strategic Communications, Media advertising and Market research in 2024–25

Organisation	Total amount paid against contract (GST exclusive) \$	Total amount paid against contract (GST inclusive) \$
Market research		
Australian National University	264,743	284,743
Charles Darwin University	199,904	219,894
Deakin University	191,693	210,862
Demographic Insight Pty Ltd	109,091	120,000
Forethought Pty Ltd	270,675	297,742
Hall & Partners Pty Ltd	185,060	203,565
Moonshot Cve Ltd Incorporated	574,544	574,544
Orima Research Pty Ltd	56,187	60,751
Settlement Council Of Australia Inc	120,600	132,660
The Trustee for Jws Research Unit	487,250	535,975
The Trustee for the Scaffidi	270,250	297,275
The University of Queensland	418,034	459,837
The University Of Wollongong	60,000	66,000
Verian Group Australia Pty Ltd	265,000	291,500
Victoria University	196,862	216,548
Whereto Research Based	359,180	395,098
Media advertising		
Mediabrand Australia Pty Ltd	3,173,717	3,491,089

Organisation	Total amount paid against contract (GST exclusive) \$	Total amount paid against contract (GST inclusive) \$
Advertising agencies		
Carbon Media Pty Ltd	247,000	271,700
Cox Inall Change Pty Ltd	50,000	55,000
Cultural Perspectives Pty Ltd	118,000	129,800
D3 Systems, Inc.	576,030	576,030
Havas Australia Pty Ltd	1,472,502	1,472,502
Iconic Holdings Pty Ltd	926,821	1,019,503
Lexigo Global Pty Ltd	82,777	91,054
M&C Saatchi World Services	11,338,100	11,338,100
OfERR	871,620	871,620
Statt Consulting Limited	1,360,950	1,360,950
Tal Group Thompson Associates	2,268,721	2,268,721
The Trustee for the BMF Unit Trust	449,760	494,736
World Services (Australia) Pty Ltd	49,200	54,120
IOM International	2,106,603	2,106,603
Total	29,120,874	29,968,522

Grants

Information on grants awarded by the department during 2024–25 is available at the GrantConnect website.²⁵⁶

Further information on grants administration is available from the Grants Policy Team, Department of Finance.²⁵⁷

All grants awarded were consistent with the Commonwealth Grant Rules and Principles 2024, available on the Department of Finance's website.²⁵⁸

256. www.grants.gov.au

257. grants@finance.gov.au

258. www.finance.gov.au/government/commonwealth-grants

Australian National Audit Office access clauses

The department utilises the standard Commonwealth contracting suite and templates. This suite contains the clause specifying that the Supplier agrees to provide to the Customer, or its nominee, access to the Supplier's or its Subcontractor's premises, personnel, computer systems, documents and other records, and all assistance reasonably requested, for any purpose associated with the Contract or any review of the Supplier's or the Customer's performance under the Contract, including in connection with a request made under the *Freedom of Information Act 1982* (Cth) or an audit or review by the Australian National Audit Office.

Exempt contracts

The department did not have any contracts valued at \$10,000 or more (inclusive of GST) or any standing offers in 2024–25 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*.

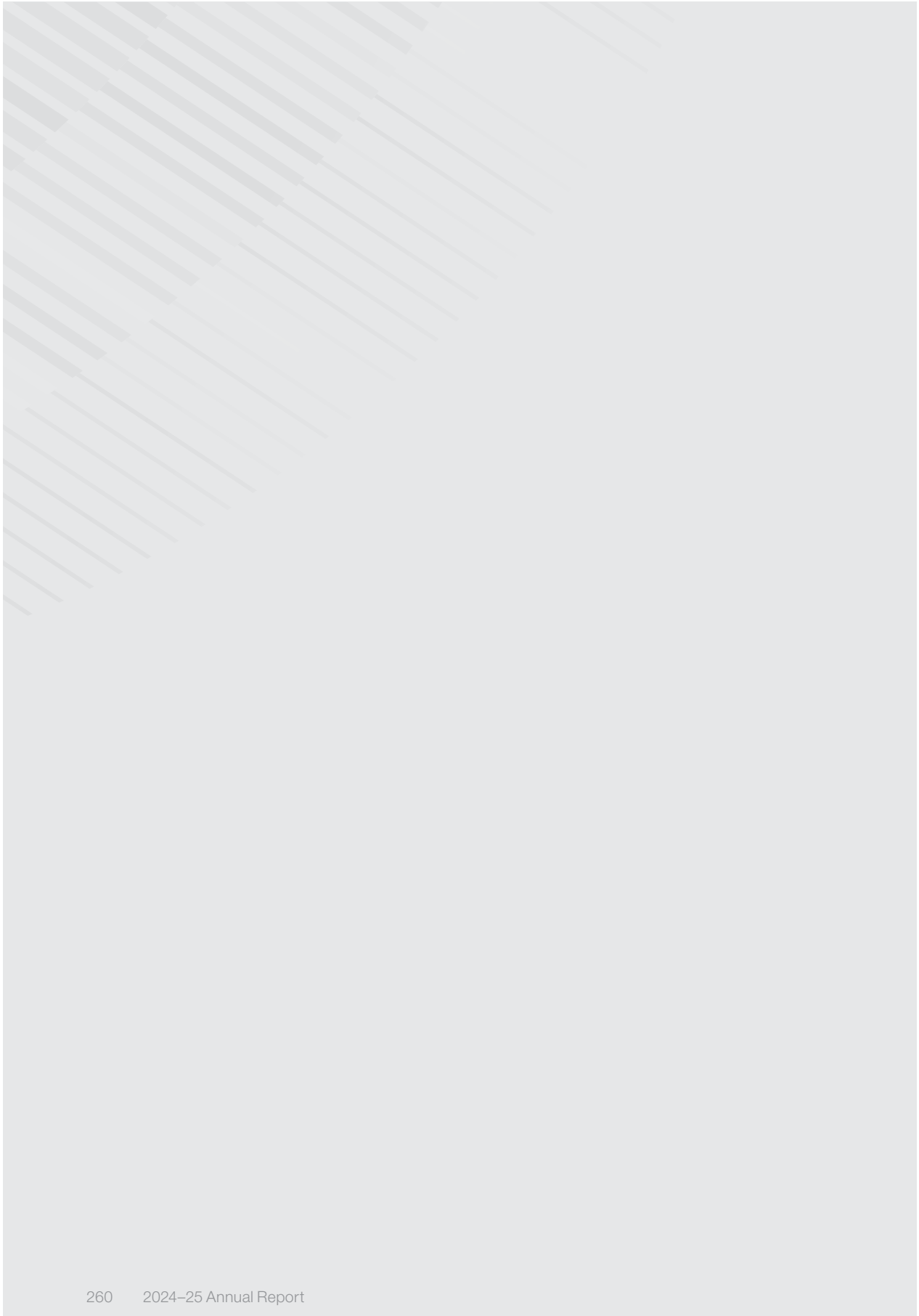
ECOLOGICALLY SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL PERFORMANCE

Improvement and sustainability initiatives

Commonwealth organisations have a statutory requirement under section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), to report on their environmental performance. The following information reports on the department's environmental performance in accordance with these requirements for 2024–25.

Heritage strategy

Obligations under the EPBC Act were managed by the department. These included preserving and promoting Australian Government heritage sites. Our only property included on the Commonwealth Heritage List is the Villawood Immigration Detention Centre. The department continues to preserve the values of the heritage precinct within the Villawood Immigration Detention Centre.



PART 6:

APPENDICES

APPENDIX A: CORRECTION OF 2023–24 ANNUAL REPORT MATERIAL ERRORS	262
APPENDIX B: COMMONWEALTH CLIMATE DISCLOSURE	263
APPENDIX C: SECURITY OF CRITICAL INFRASTRUCTURE ACT 2018—2024–25 ANNUAL REPORT	272
APPENDIX D: TELECOMMUNICATIONS SECTOR SECURITY REFORMS—2024–25 ANNUAL REPORT	280
APPENDIX E: LEGAL SERVICES EXPENDITURE	290
APPENDIX F: REPORTING ON THE BALI PROCESS UNDER SECTION 198AI OF THE <i>MIGRATION ACT 1958</i>	291
APPENDIX G: ADMINISTRATION OF THE OFFICE OF THE MIGRATION AGENTS REGISTRATION AUTHORITY	308
APPENDIX H: SCREENING OFFICER REQUIREMENT EXEMPTIONS	311
APPENDIX I: ANNUAL CHILD SAFETY STATEMENT 2024–25 (COMMONWEALTH CHILD SAFE FRAMEWORK)	312
APPENDIX J: CYBER INCIDENT REVIEW BOARD REPORTING	314

APPENDIX A: CORRECTION OF 2023–24 ANNUAL REPORT MATERIAL ERRORS

Table 55: Material Errors

Page in 2023–24 Annual Report	Error
168	The High Court date for <i>NZYQ v Minister for Immigration</i> was reported as “8 November 2024”. The correct date was “8 November 2023”.
181	The increase in the number of staff who identify as having a disability was reported as “an overall increase from 375 in 2023–24”. The correct sentence was “an overall increase from 375 in 2022–23”.
189	The total number of Australian Public Service Act employment arrangements for SES was reported as 167, the correct figure was 175.
244	RSO participation in the International Criminal Police Organization Global Conference on Human Trafficking was listed as “RSO participation in External Event: Interpol: Global Conference on Human Trafficking and Migrant Smuggling”. The correct sentence was “RSO participation in External Event: INTERPOL Global Conference on Human Trafficking and Migrant Smuggling”.
262	The comparison of figures in 2023–24 and 2022–23 of former migration agents being barred from registering was reported as “one former agent being barred for two years in 2023–23”. The correct sentence was “one former agent being barred for two years in 2022–23”.

APPENDIX B: COMMONWEALTH CLIMATE DISCLOSURE

Commonwealth Climate Disclosure is the Australian Government's policy for Commonwealth entities to publicly disclose their exposure to climate risks and opportunities, as well as their actions to manage them. This Annual Report includes climate-related disclosures in accordance with the criteria in the *Commonwealth Climate Disclosure (CCD) Requirements—Year 1 Reporting Provisions*. This disclosure reports on the department's climate governance, its management of risks under the *Climate Risk and Opportunity Management Program* (CROMP), and progress under the *Net Zero in Government Operations Strategy*.

Governance

The department's Senior Leadership Committee (SLC) is the principal body responsible for enterprise-wide strategic decision making. The SLC assists the Secretary as the Accountable Authority of the department in discharging their duties under the *Public Governance, Performance and Accountability Act 2013*. Part of its overarching role includes:

- discussing and managing emerging risks and escalated extreme risks—this includes those related to climate-related strategies, policies, activities and performance
- considering responses to sensitive, high-risk, operational or priority issues, particularly those escalated through the tier-2 sub-committees.

As part of its overarching role the Performance, Risk and Budget Committee's (PRBC) as a tier-2 sub-committee is responsible for:

- monitoring enterprise performance and risk, including enterprise-level risk management plans and where risks fall outside of departmental tolerance
- monitoring and assessing the effectiveness of the department's operating model, corporate strategy framework and policies, to assist compliance, risk, and provide advice on course correction requirements
- supporting the effective implementation of the Enterprise Risk Policy Statement and Enterprise Performance Framework Policy Statement
- promoting a positive culture of integrity, proactive risk and performance management
- providing strategic advice relating to risk appetite and tolerance.

As part of their remit, the PRBC discusses climate-related risks and opportunities as required, consistent with their terms of reference and management of broader risks. The PRBC reports to the SLC on key risks, escalated risks outside of tolerance and other matters deemed appropriate by the PRBC on a quarterly basis.

Overall, the SLC, and the PRBC where required, take into account climate-related risks and opportunities when overseeing the department’s strategy and risk management processes and related policies, and when making decisions.

The department’s Chief Sustainability Officer (CSO) position was established to bring together the department’s leaders and staff to support the implementation of the *Net Zero in Government Operations Strategy*, and drive communications and awareness activities relating to climate risks. The CSO is also the department’s Chief Risk Officer (CRO). The CSO / CRO, in collaboration with the PRBC, will ensure that the department is developing appropriate skills and competencies to oversee strategies that respond to climate-driven risks and opportunities, and provide assurance to the Accountable Authority accordingly.

Strategy

Consistent with the Commonwealth Climate Disclosure Progressive Implementation Schedule for Year 1, the department identified the climate-driven risks and opportunities outlined below.

Table 56: Climate driven risks and opportunities

Risk / Opportunity	Physical risk / transition risk	Time horizon ²⁵⁹
Risk to business continuity.	Physical	Short to Medium
Risk to workforce and health, safety and wellbeing of workers.	Physical	Short to Medium
Risk to the planning and success of operational activities, including compliance and enforcement.	Physical	Short to Medium

259. • Current: Risks to which the department may be currently exposed.
• Short: Risks to which the department may be exposed to by 2030, per the CROMP recommended timeframe.
• Medium: Risks to which the department may be exposed to by 2050, per the CROMP recommended timeframe.

Operational model effects

Possible effects of climate-related risks and opportunities could be manifested broadly across the department's operating model. Based on the Year 1 CROMP organisation assessment:

- Workers could be exposed to increased health, safety and wellbeing risks as a result of more severe weather and weather-based hazards such as heavy rain, flooding events and increasing temperatures. The ability of the department to maintain its workforce and for workers to safely attend work sites may be impacted by more frequent extreme weather events.
- Disruptions to business continuity and service delivery posed by severe weather and weather-based hazards such as heavy rain, flooding events and increasing temperatures could increase. Access to the department's physical workplaces could be impacted. Severe weather could impact the timeliness and quality of programs and services delivered by the department where activities cannot be performed remotely or remote working systems are impacted.
- Facilities could be damaged by severe weather events, including physical assets that the department values or relies upon to conduct essential functions, such as border management infrastructure.
- The ability of the department to undertake operational activities and programs could be impacted where environmental conditions may be harder to predict and mitigate compared to the current conditions. If impacts are unmitigated, operations may become costlier and more hazardous as a result of variability and unpredictability in climate conditions.
- If left unmitigated and exploited by threat actors, severe weather events could impact the security and integrity of departmental premises and systems.
- The department's ability to foster and maintain stakeholder relationships and uphold its reputation could be impacted if it is ineffective (or perceived to be ineffective) in managing and mitigating climate-driven impacts.

Based on the Year 1 CROMP organisation assessment, the current and anticipated effects of climate risk are concentrated on the department's main business operations and people, assets and other infrastructure that it relies on to maintain business continuity. This includes a concentration of climate risk on facilities, systems and people.

Risk management

The department's risk management framework is aligned with the *Commonwealth Risk Management Policy*. This framework informs actions to manage risk processes, policies and tools to support identification and management of risk.

In conducting an inaugural assessment of the department's climate-related organisational risks and opportunities, the department referred to The *Australian Government's Approach to Climate Risk and Opportunity Management in the Public Sector 2024–2026* and was informed by the processes outlined in the CROMP.

The department identified and assessed risks against two climate scenarios (low-emissions and medium-emissions) over the 2030 and 2050 timeframes, with relevant drivers.

The nature, likelihood and magnitude of the effects of climate-related risks were assessed by utilising climate trend data made available through the Department of Climate Change, Energy, Environment and Water's *Climate Risk Digital Tool (CRDT)*, and the application of likelihood and consequence guidance in the department's Risk Assessment Toolkit and consultation with business areas. The department's assessment of whether risks were material was informed by the Department of Finance's *Materiality Guidance*.

The department accessed open source climate data made available by the Commonwealth Scientific and Industrial Research Organisation (CSIRO) via the *Climate Change in Australia* website. Constraints in available data, the complexity of the department's operations and footprint and the relative immaturity of the assessment process introduce a level of uncertainty in the process that will be refined through future iteration.

In respect of managing climate risks, the department is in the formative stages of considering climate change risks including potential physical and transition impacts on strategic, policy and operational lines of effort.

Subject to future CROMP assessments in Years 2 and 3, the department will identify proportionate and phased treatments for risks, consistent with broader departmental risk management practices.

The department is initially working to integrate climate-driven risk management into its risk management processes by:

- undertaking the initial organisation-wide CROMP assessment and continuing to apply the CROMP framework annually in an iterative process to better understand the potential impacts and plan future actions
- updating and leveraging the department's risk management framework to ensure that climate risk management is embedded in broader risk assessment and decision-making in the department

- utilising the department's governance framework, including the PRBC, to guide and oversight the findings of assessments into systems and processes
- harnessing the CSO position to coordinate and champion the department's implementation of climate risk management.

The department identifies, assesses, and prioritises climate-related opportunities through the annual CROMP assessment process. It is currently at an early stage of maturity with regard to opportunity management, and formalised internal processes for managing, monitoring, and delivering upon climate-related opportunities will be developed and embedded in the department's maturing climate risk capability.

In terms of prioritising risk management activity, climate-related risks are considered consistently with the department's *Risk Management Policy Statement* which requires that identified risks are actively monitored to ensure that resources are being most effectively and efficiently deployed to reduce risk. The department will continue to monitor climate-related risks and opportunities through these processes, uplifted by the annual CROMP assessment.

The department has not changed its risk management processes since the previous reporting period.

Metrics and targets

Climate related metrics—2024–25 Greenhouse gas emissions inventory

As part of the Net Zero in Government Operations Strategy, and the reporting requirements under section 516A of the Environment Protection and Biodiversity Conservation Act 1999, non-corporate Commonwealth entities are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory and Electricity Greenhouse Gas Emissions tables present greenhouse gas emissions over the 2024–25 financial year.²⁶⁰

The greenhouse gas emissions reported are calculated on the basis of Carbon Dioxide Equivalent (CO₂-e) and in line with the Emissions Reporting Framework.

This is consistent with a whole-of-government approach, outlined in the Net Zero in Government Operations Strategy, and Commonwealth Climate Disclosure requirements.

260. A portion of electricity, natural gas and data was unable to be sourced and has not been included. The transition of property service providers under the Whole of Australian Government arrangements during the reporting period may result in incomplete property data. Any such incomplete data and resulting changes to emissions calculations will be addressed within the Amendments Process, which is due to take place in the first half of 2026. Additionally, emissions from electricity consumed by electric and plug-in hybrid vehicles has only been reported for electricity directly purchased by the Department of Home Affairs. Emissions associated with electricity consumption from public charging stations has not been reported for 2024–25.

Not all data sources were available at the time of the report and amendments to data may be required in future reports.

Reporting on refrigerants is being phased in over time as emissions reporting matures.

Table 57: 2024–25 Greenhouse gas emissions inventory, location-based

Emission Source	Scope 1 t CO2-e	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e
Electricity (Location Based Approach)	N/A	16,599.02	1,565.14	18,164.16
Natural Gas	69.60	N/A	5.82	75.42
Solid Waste	N/A	N/A	305.09	305.09
Fleet and Other Vehicles	1,303.17	N/A	322.32	1,625.49
Domestic Commercial Flights	N/A	N/A	7,777.10	7,777.10
Domestic Hire Car ²⁶¹	N/A	N/A	142.56	142.56
Domestic Travel Accommodation	N/A	N/A	2,526.49	2,526.49
Other Energy	117.94	N/A	39.31	157.25
Total t CO2-e	1,490.71	16,599.02	12,683.83	30,773.56

Table 58: 2024–25 Electricity greenhouse gas emissions

Emission Source	Scope 1 t CO2-e	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e
Electricity (Location Based Approach)	N/A	16,599.02	1,565.14	18,164.16
Market-based electricity emissions	N/A	11,387.88	1,546.50	12,934.38
Total renewable electricity	N/A	N/A	N/A	N/A
Renewable power percentage (Mandatory renewables)	N/A	N/A	N/A	N/A
Jurisdictional renewable power percentage (Voluntary renewables)	N/A	N/A	N/A	N/A
GreenPower (Voluntary renewables)	N/A	N/A	N/A	N/A
Large-scale generation certificates (Voluntary renewables)	N/A	N/A	N/A	N/A
Total renewable energy produced	N/A	N/A	N/A	N/A
Large-scale generation certificates	N/A	N/A	N/A	N/A

261. Emissions from hire cars for 2024-25 may be incomplete due to a lack of robust data. The quality of data is expected to improve over time as emissions reporting matures.

Climate action in Government operations

APS Net Zero reporting

Climate related targets

The department is working towards the attainment of the Government's APS Net Zero by 2030 target. The department has not deviated from the approach to scope, emissions, sources and timeframes detailed in the [APS Net Zero Target Factsheet](#).

About the APS Net Zero target

The APS Net Zero by 2030 target is a net emissions reduction target based on the metric CO₂-e. It is an absolute target, rather than an intensity target, as it corresponds to a reduction in total emissions. The timeframe for achieving the APS Net Zero target is 2030 and it applies at the aggregate level to in-scope non-corporate Commonwealth entities. The target covers the entirety of our organisation's operations, including scope 1 and scope 2 greenhouse gas emissions, with decisions on scope 3 greenhouse gas emissions to be made in the future as further data becomes available.

The APS Net Zero by 2030 target forms part of Australia's international climate commitments, including Australia's Nationally Determined Contribution under the Paris Agreement. The types of greenhouse gas emissions covered by the target are set out in the APS Net Zero Emissions Reporting Framework. The APS Net Zero by 2030 target was not derived using a sectoral decarbonisation approach.

Emissions Reduction Plan

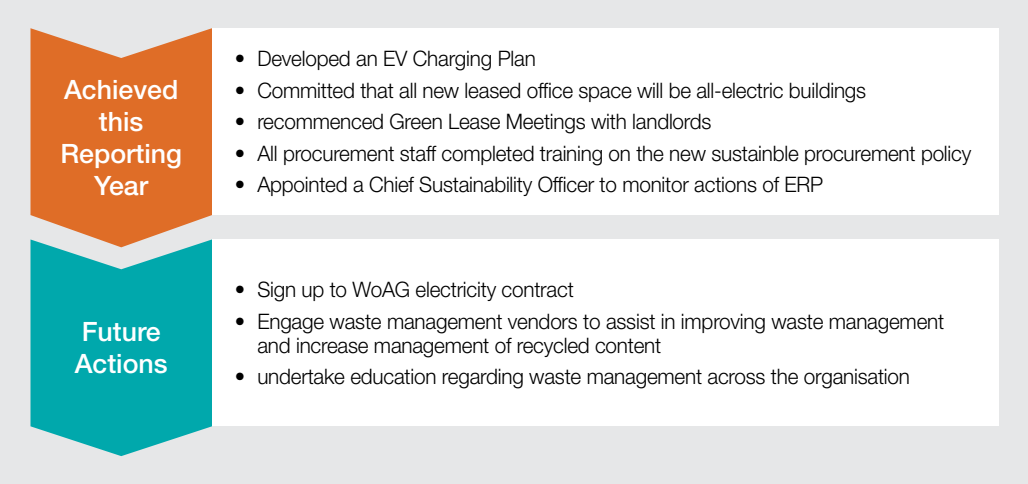
The department's [Emissions Reduction Plan \(ERP\)](#) details the department's approach and progress on reducing emissions. Our ERP sets out our planned activities to reduce emissions to net zero by 2030 and includes both planned and new initiatives to reduce emissions. The initiatives and targets within the ERP are signed off by the Secretary.

Summary of progress

This year, we have made progress against our ERP including:

- entered new contracts which increased the use of renewable electricity in small market electricity contracts
- continued to implement sustainability improvements through landlord engagements at Green Lease Meetings. This has included an audit of metering and ensuring that new sites are separately metered to ensure accurate assignment of usage and therefore emissions. In some cases, this has seen a reduction in electricity usage
- with lease renewals, LED lighting has been negotiated to replace existing inefficient lighting at a number of sites
- implemented new signage and education relating to waste management across our main office buildings
- progressed a trial of temperature changes in our server rooms for embedding across the network into the future.

Figure 4: Summary of ERP actions



We will continue to monitor our progress towards net zero and report additional measures, if required.

Table 59: APS Net Zero 2030 target emission sources

APS Net Zero 2030 target emission sources	2022-23* t CO2-e	2023-24* t CO2-e	Percentage change since 2022-23
Total Scope 1	–	–	–
Natural gas	207.807	69.60	–
Fleet and other vehicles	1,211.636	1,303.17	–
Refrigerants ²⁶²	0.000	0.000	–
Other energy	13.481	117.94	–
Total Scope 2	–	–	–
Electricity (market based)	17,439.168	16,599.02	–
Total Scope 1 and Scope 2	18,872.09	18,089.74	4.1

262. Reporting on refrigerants is optional for 2024–25 and will be phased in over time as emissions reporting matures.

APPENDIX C: SECURITY OF CRITICAL INFRASTRUCTURE ACT 2018—2024–25 ANNUAL REPORT

Background

The *Security of Critical Infrastructure Act 2018* (SOCI Act) is Australia's primary legislation for the security and resilience of critical infrastructure assets. The Act requires owners and operators of critical infrastructure assets to comply with a range of safeguards, and ensures the government has the information and appropriate and proportionate powers it needs to manage national security risks and respond effectively to incidents that may significantly impact critical infrastructure services.

The Australian Government is committed to working in partnership with industry to protect the essential services all Australians rely on. Threats to critical infrastructure range from natural hazards (including weather events) to human-induced risks (including espionage, sabotage, foreign interference, cyber-attacks, chemical or oil spills, and trusted insider activity). These threats have the potential to cause significant disruption to the stability and security of operational environments.

The SOCI Act is designed to manage these risks ensuring:

- owners and operators of critical infrastructure assets take appropriate steps to secure their assets
- the government has sufficient information to manage national security risks and exercise appropriate and proportionate response powers.

The Critical Infrastructure Annual Risk Review, published each November, provides a strategic overview of the key risk drivers affecting Australia's critical infrastructure sectors. The Review highlights how risks impact operational delivery and identifies interdependencies between sectors, showing how cascading effects can flow through interconnected systems.

During the 2024–25 reporting period, critical infrastructure entities faced a challenging risk landscape. Frequent cyber incidents affected all sectors, disrupting the integrity, availability and confidentiality of critical services. Ongoing global conflicts targeted critical infrastructure through direct military action and the use of grey-zone tactics. Our global supply chains are being frequently disrupted by conflict, trade disputes and a changing climate.

To meet these challenges, responsible entities are expected to adopt an all-hazards approach to risk management and apply regulatory settings that anticipate the evolving environment. This approach helps uplift the overall security and resilience of Australia's critical infrastructure and reduce the risk of cascading impacts sector-wide.

In November 2024, the SOCI Act was amended by the *Security of Critical Infrastructure and Other Legislation Amendment (Enhanced Response and Prevention) Act 2024* (ERP Act) to uplift existing obligations for critical infrastructure entities and enhance the government's ability to manage the consequences of all-hazards incidents. The ERP Act also harmonised Australian telecommunications security regulation.

The SOCI Act applies to identifies assets across 11 critical infrastructure sectors:

- communications
- data storage and processing
- defence
- energy
- food and grocery
- financial services and markets
- higher education and research
- healthcare and medical
- space technology
- transport
- water and sewerage.

Key measures

The SOCI Act has measures to manage risks related to critical infrastructure, including obligations on industry and scalable powers for the Australian Government.

SOCI Act obligations

The SOCI Act has a range of obligations that apply to critical infrastructure entities. These obligations include:

- Subsection 12F(3): Obligation to notify data service providers—Entities must notify external data service providers if they are storing or processing business critical data. This ensures that companies that are handling sensitive data for critical infrastructure assets are aware that they may themselves also have obligations under the SOCI Act and that they treat the security of the data appropriately.
- Part 2: Register of Critical Infrastructure Assets—Entities must register certain information related to critical infrastructure assets with the department. Registration provides a comprehensive understanding of the ownership and operational arrangements of critical infrastructure across the Australian economy. This helps the government to better identify and respond to security risks.
- Part 2A: Critical Infrastructure Risk Management Program (CIRMP)—Entities must have and comply with a CIRMP for their critical infrastructure assets. This ensures responsible entities have a comprehensive understanding of the threat environment and develop processes and procedures to effectively respond to the material risk of any hazard impacting their asset. This includes submitting an Annual Report 90 days after the end of the financial year.
- Part 2B: Mandatory Cyber Incident Reporting—Entities must report cyber security incidents that have a significant or relevant impact on their asset. This information supports the government to develop an aggregated threat picture to inform both proactive and reactive cyber response options—from providing immediate assistance to working with industry to uplift broader security standards.
- Part 2C: Enhanced Cyber Security Obligations (ECSO)—The Minister for Home Affairs, after consultation with the responsible entity and others, may declare an asset to be a System of National Significance (SoNS). These assets are those that are most crucial to the nation, by virtue of their interdependencies across sectors and consequences of cascading disruption to other critical infrastructure assets and sectors. If declared to be a SoNS, the responsible entity may be notified that they are subject to 4 additional obligations focused on cyber preparedness and resilience.
- Part 2D: Enhanced security regulation for critical telecommunications assets. Entities responsible for a critical telecommunications asset must protect their asset from all-hazards, including security risks and notify the department of certain changes which may have a material effect on their ability to meet this requirement.

On 6 March 2024, the department announced changes to its Compliance Regulatory Posture. The updated regulatory posture has a focus on compliance activities, in addition to education and engagement activities. To support this new compliance posture, a process review and enforcement function is progressively being established. In October 2024, the department finalised a series of trial process review across a range of sectors and asset classes. Learnings from this process were used to inform and refine its formal process review program which commenced in November 2024. In 2025–26, the department will continue building the SOCI assurance and audit framework.

Powers

The Australian Government is committed to working collaboratively with industry, but will use SOCI Act powers if required. Consistent with its regulatory posture published in 2024, the department has a strong focus on industry education and engagement.

Section 32 of the SOCI Act allows the Minister for Home Affairs to issue a written direction requiring a reporting entity for, or an operator of, a critical infrastructure asset to do, or refrain from doing, an act or thing, if the minister is satisfied that there is a risk of an act or omission that would be prejudicial to security. The minister may give the direction only if particular criteria are met and certain consultation has been undertaken.

- No ministerial directions were given under section 32 in the 2024–25 financial year.

Part 3A of the SOCI Act provides the ability for government assistance to critical infrastructure entities in response to a serious incident that has had, or is having, or is likely to have, a relevant impact on one or more critical infrastructure assets. 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 2024–25 financial year.

Section 37 of the SOCI 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 2024–25 financial year.

Part 5 of the SOCI 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 actions under Part 5 were taken against an entity in the 2024–25 financial year.

Section 51 of the SOCI 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 in the 2024–25 financial year.

Part 6A of the SOCI Act enables the minister to privately declare a critical infrastructure asset to be SoNS. The minister may only declare an asset as a SoNS if the minister is satisfied the critical infrastructure asset is nationally significant. 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.

- As of 30 June 2025, there were more than 220 SoNS across the energy, communications, transport, financial services and markets, food and grocery, and data storage or processing sectors.
- In 2024–25, the minister declared 59 SoNS from the energy, communications, transport, financial services and markets, food and grocery sectors. This followed the declaration of 87 SoNS in 2023–24, and the declaration of 81 SoNS in June 2022. In 2024–25, the Minister also revoked 3 SoNS declarations in the energy sector following a review which found the assets to no longer be of national significance.

Operation of the Security of Critical Infrastructure Act—Notifications

SOCI Act Subsection 12F(3): Obligation to Notify Data Services Providers

Entities must take reasonable steps to notify third-party providers if they are providing data storage or processing services relating to the business critical data of a critical infrastructure asset on a commercial basis (subsection 12F(3) of the SOCI Act).

- Critical infrastructure entities are not required to report these notifications to the department.

SOCI Act Part 2: Register of Critical Infrastructure Assets

The notification requirements in sections 23 and 24 of the SOCI Act articulate the initial and ongoing obligations of a reporting entity to report specific information on a critical infrastructure asset to the department.

A total of 745 notifications were made to the department for the Critical Infrastructure Asset Register in the 2024–25 financial year.

Table 60: Total number of notifications made to the department in the 2024–25 financial year

Notifications	Total
Number of notifications made to the department	745

New notifications (initial obligations)

The obligation to give information under section 23 of the SOCI 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 223 new notifications (initial obligations) in relation to critical infrastructure assets across Australia.

Table 61: Breakdown of new notifications made to the department in the 2024–25 financial year

Type of notification	Number of notifications
New notification—direct interest holder	64
New notification—responsible entity	159
Total	223

Change Notifications (Notifiable Events)

The ongoing obligation to give information under section 24 of the SOCI 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 the reporting period, the department has received 522 notifications of change (notifiable events) in relation to critical infrastructure assets on the Register.

Table 62: Breakdown of the notifications of change made to the department in the 2024–25 financial year

Type of notification	Number of notifications
New change notification—direct interest holder	157
New change notification—responsible entity	365
Total	522

SOCI Act Part 2A: Critical Infrastructure Risk Management Program

The CIRMP obligation complements and enhances existing industry risk management practices and is intended to strengthen the resilience of critical infrastructure assets by embedding preparation, prevention and mitigation activities into ongoing business practices. Entities are required to adopt and maintain an all-hazards CIRMP. This obligation was applied through the making of rules by the Minister for Home Affairs. Similarly, Part 2AA of the Act requires certain entities to provide an annual report in specified circumstances.

- As of 30 June 2025, there were 476 CIRMP notifications for the 2023–24 financial year. The mandatory reporting period for the 2024–25 financial year commenced 1 July 2024 with reports due by 28 September 2025.

SOCI Act Part 2B: Mandatory Cyber Incident Reports

Entities are required to report cyber security incidents to the Australian Signals Directorate's Australian Cyber Security Centre (ASD's ACSC) which provides the government with visibility of cyber security incidents involving critical infrastructure assets. The information enhances the government's ability to develop strategies to identify and respond to national security risks for assets which, if disrupted, would significantly impact Australia.

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 ASD's ACSC within 12 hours after becoming aware of the incident (under section 30BC of the SOCI Act). 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 ASD’s ACSC within 72 hours after becoming aware of the incident (under section 30BD of the SOCI Act). A relevant impact is an impact on the availability, integrity, reliability or confidentiality of the asset. The number of incident notifications received by the department from ASD’s ACSC are below.

Table 63: Cyber security incidents notified in the 2024–25 financial year

Type of incident	Number of notifications
Number of cyber security incidents reported under section 30BC	2
Number of cyber security incidents reported under section 30BD	127

SOCI Act Part 2C: Systems of National Significance/Enhanced Cyber Security Obligations

Following the declaration of a SoNS, the Secretary can apply ECSOs to the responsible entities for the declared assets. The Incident Response Planning and Cyber Security Exercise ECSOs have been applied to SoNS, as shown in Table 62.

Table 64: Application of incident response planning and cyber security exercise ECSOs

Financial Year	Application of Incident Response Planning ECSO	Application of Cyber Security Exercise ECSO
2022–23	32 SoNS responsible entities	-
2023–24	27 SoNS responsible entities	59 SoNS responsible entities
2024–25	25 SoNS responsible entities	25 SoNS responsible entities
Total	84 SoNS responsible entities	84 SoNS responsible entities

The department also works in close partnership with responsible entities to support cyber security uplift. In 2024–25, the department convened 3 meetings with the SoNS entities, including 2 in person (November 2024, March 2025 and June 2025) with the focus on information sharing, lessons learned from previous incidents, and engagement across the SoNS sectors.

At the June 2025 event, the department held a simulated cross-sector cyber security exercise with SoNS entities, focussed on the cascading impacts and interdependencies of a cyber-incident across sectors.

APPENDIX D: TELECOMMUNICATIONS SECTOR SECURITY REFORMS—2024–25 ANNUAL REPORT

Introduction

The report summarises reportable actions taken by the minister, the department, the Communications Access Coordinator (CAC - for the period of 1 July 2024 to 2 November 2024), Communications Security Coordinator (CSC—for the period of 3 November 2024 to 3 April 2025), the delegate of the Secretary (from 4 April 2025) and telecommunication carriers and/or nominated carriage service providers from 1 July 2024 to and including 30 June 2025.

This reporting period included a change in legislation and therefore covers subsection 315J(1) of the *Telecommunications Act 1997* (the Telecommunications Act) for the reporting period of 1 July 2024 to 3 April 2025 as well as, part 2D of the *Security of Critical Infrastructure Act 2018* (SOCl Act) for the reporting period of 4 April 2025 to 30 June 2025.

Background

The *Telecommunications and Other Legislation Amendment Act 2017* amended the Telecommunications Act to establish a regulatory framework to better manage national security risks of espionage and foreign interference to Australia's telecommunications infrastructure. The report discusses the operation of Part 14 of the Telecommunications 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)).

On 4 April 2025, Schedule 5 of the *Security of Critical Infrastructure and Other Legislation Amendment (Enhanced Response and Prevention) Act 2024* (ERP Act) commenced.

On this date all previous telecommunications security obligations in Part 14 of the *Telecommunications Act 1997* ceased in order to align efforts to uplift the security of the telecommunications sector with SOCI requirements more broadly.

Part 2D of the SOCI Act uplifts the existing obligations on telecommunications assets from the *Telecommunications Act 1997* and consolidates them into that legislation. Part 2D details 2 specific obligations around protecting the telecommunications asset and notifying the Secretary of Home Affairs of any changes that may have an adverse effect on the security of the asset.

Obligation to protect assets

Responsible entities are required to protect their telecommunications asset. Until 4 April 2025 this obligation sat under Part 14 of the Telecommunications Act, and from 4 April 2025 under Part 2D of the SOCI Act. The obligation now includes maintaining competent supervision of, and effective control over the asset, meeting any Risk Management Plan (RMP) requirements, ensuring the confidentiality of communications carried on, and information contained on the asset, and ensuring the availability and integrity of the asset. It applies to all carrier assets and relevant carriage service provider assets.

Notification obligation

The Telecommunications Act

Until 4 April 2025, section 314A of the Telecommunications Act required carriers and nominated carriage service providers to notify the CAC/CSC under subsection 314A(3) of their intention to implement a proposed change to a telecommunications service or telecommunications system if they became aware that implementing that change was 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).

Once a notification was received, a security assessment was completed in consultation with security agency partners. Within 30 calendar days of receipt of a notification, the CAC/CSC was to provide the carrier with one of the following:

- A notice requesting further information under subsection 314B(1) which detailed the required information for the CAC/CSC to assess whether there was a risk of unauthorised access to, or interference with, telecommunications networks or facilities that would be prejudicial to security.

- A notice, under subsection 314B(3), advising the carrier that some risk was associated with the proposed change of unauthorised access to, or interference with, telecommunications networks or facilities that would be prejudicial to security and recommended controls to mitigate the identified risk.
- A notice, under subsection 314B(5), advising the carrier that the CAC/CSC was satisfied there was not a risk from the proposed change of unauthorised access to, or interference with, telecommunications networks or facilities that would be prejudicial to security.

SOCI Act

From 4 April 2025, Part 2D of the SOCI Act, and Part 4 of the *Telecommunications Security Risk Management Program Rules* require responsible entities for critical telecommunications assets to notify the Secretary of the Department of Home Affairs (the Secretary) of certain changes, and proposed changes, to telecommunications services or telecommunications systems if the change or proposed change is likely to have a material adverse effect on the entity's capacity to comply with the obligation to protect the asset for the purposes of security. This obligation applies to all carrier assets but does not apply to carriage service provider assets.

Under Section 30EE of the SOCI Act, the types of changes and proposed changes to a telecommunications service or system, for the purposes of the notification obligation include (but are not limited to):

- providing one or more new telecommunication services
- changing the location of notifiable equipment (including moving equipment outside Australia)
- procuring notifiable equipment
- entering into certain outsourcing arrangements
- entering into arrangements to have all or some information including communications and personal data accessed by persons outside Australia (see section 276 of the *Telecommunications Act 1997*)
- entering into arrangements to have all or some information or documents to which subsection 187A(1) of the *Telecommunications (Interception and Access) Act 1979* applies in relation to that entity kept outside Australia.

After receiving the notification, the Secretary or their Delegate will respond to the request within 22 business days in one of the following 3 ways:

1. Assessment of no risk: If the Secretary is satisfied that the change or proposed change does not pose a risk to the asset that would be prejudicial to security, they will issue a written notice to the entity to that effect. There is no further action required for the entity, and it may proceed with the change.

2. More information required: If the Secretary considers that further information is required to assess the change or proposed change, they can request further information. The Secretary will make a request in writing to the entity to provide further specified information. The entity must supply the information within 44 business days after the day the notice is given or a longer period where the Secretary allows. The Secretary may continue to request further information through this process if the information supplied is insufficient.

After the Secretary receives the information, they will issue a notice no later than 22 business days after the day the Secretary last received requested information from the entity, advising them of any risks to the asset.

Once an assessment is made, and if the Secretary finds there is no risk, no further action is required for the entity, and it may proceed with the change.

3. Secretary of risk to security: If the Secretary is satisfied there is a risk to the asset that would be prejudicial to security, the Secretary will issue a written notice to the entity which will:
 - advise the entity of that risk
 - set out the entity's obligation to protect the critical telecommunications asset
 - set out the consequences for the entity for not complying with that obligation.

The Secretary may also set out measures the entity could adopt to eliminate or reduce that risk.

A responsible entity must report on how they have addressed identified risks each year in their Risk Management Program annual report.

Applications for exemption from the notification requirement

The Telecommunications Act

Carriers and nominated carriage service providers could seek a full or partial exemption from their obligation to notify the CSC of proposed changes to a telecommunications system or service. The CSC could grant an exemption under subsections 314A(4) or (5) of the Telecommunications Act. If a carrier submitted a written application, the CSC was to have responded within 60 calendar days by either granting the exemption or refusing the exemption and providing written reasons for the refusal.

A carrier could apply to the Administrative Review Tribunal (ART) for review of a decision by the CSC not to grant an exemption.

SOCI Act

Under the SOCI Act, there are no exemption provisions in relation to notification obligations.

Directions powers

The Telecommunications Act

Until 4 April 2025, sections 315A and 315B of the Telecommunications Act allowed the Minister for Home Affairs, 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), or
- 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).²⁶³

The minister could only exercise the directions powers where the Australian Security Intelligence Organisation (ASIO) had provided an adverse security assessment.

An adverse security assessment is subject to the 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 ART.

As a last resort power, section 315A was 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 have consulted 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 Telecommunications Act was that the minister could only issue a direction if satisfied that all reasonable steps had 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.

263. 'Security' has the same meaning as in the Australian Security Intelligence Organisation Act 1979 and among other things, covers the protection of, the Commonwealth and the States and Territories (and their population) from espionage, sabotage, attacks on Australia's defence system and acts of foreign interference.

The SOCI Act

From 4 April 2025, section 30EF of the SOCI Act established a Ministerial directions power where the use or supply of carriage services are prejudicial to security. This power is broadly equivalent to the directions power set out in the former section 315A of the *Telecommunications Act 1997*. This is a last resort power, which may be used for significant security risks such as suspected espionage or foreign interference. The minister may issue a direction to a responsible entity for a critical telecommunications asset that proposes to use, or uses for the entity's own requirements or benefit, or proposes to supply or supplies to another person one or more carriage services and where that use or supply may be prejudicial to security.

Such a direction can only be issued if an adverse security assessment in respect of the carrier or carriage service provider has been given to the minister. The direction to the responsible entity may be a prohibition of the use or supply, or to cease using or supplying, that carriage service. The direction must:

- relate to a carriage service generally and cannot be expressed to apply to the supply of a carriage service to a particular person, particular persons or a particular class of persons
- specify the period within which the entity must comply with the direction.

The Minister must also give the Australian Communications and Media Authority a copy of the direction. The responsible entity must comply with the direction and will not be liable to an action or other proceeding for damages for or in relation to an act done or omitted in good faith in compliance with the direction. Further, an officer, employee or agent of an entity is not liable to an action or other proceeding for damages for or in relation to an act done or omitted in good faith in connection with an act done or omitted by the entity in compliance with such a direction issued by the Minister

Section 30EF does not give the minister the power to deny services to certain groups. This ensures that the power cannot be used to discriminate or deprive individuals from using services that are available to other Australians.

Information required under subsection 355J (1A) of the Telecommunications Act

Directions powers

The Minister for Home Affairs gave no directions under section 315A(1) of the Telecommunications Act in the financial year ending 30 June 2025.

The Minister for Home Affairs gave no directions under section 315B(2) of the Telecommunications Act in the financial year ending 30 June 2025.

The Minister for Home Affairs gave no directions under section 30EF of the SOCI Act in the financial year ending 30 June 2025.

Notification requirement

Telecommunications Act

The CAC/CSC received 51 notifications (including both new notifications, and further information submissions) under subsection 314A(3) of the Telecommunications Act in the financial year ending 30 June 2025. Two of the 51 submissions were further information submissions received after 4 April 2025, to notifications originating prior to 4 April 2025. These were both responded to within the reporting period under the Telecommunications Act parameters and are included in the statistics below.

In instances where the CAC/CSC did not require further information about a notified change, the average number of days taken to give a notice under subsection 314B(3) or (5) was 30 calendar days.

In instances where the CAC/CSC 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 28 calendar days. The average number of days taken to give a notice under subsection 314B(3) or (5) once further information was provided to the CSC was 25 calendar days.

The average number of days taken by the CAC/CSC after a notification was submitted under subsection 314A(3) to give a notice under subsection 314B(3) or (5), including both first and second stage assessments, was 27 calendar days.

100% 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/CSC requested further information from the carrier or provider, as soon as practicable and within 30 calendar days of receiving that further information.

97.92% of all cases were responded to within the reporting period and issued under subsection 314B(6). One ‘more information request’ was issued outside of the response period (under subsection 314B(6)) as a result of an administrative error.

SOCI Act

Between 4 April 2025 and 30 June 2025, the department received 5 submissions under section 30EC of the SOCI Act. Of these 5 notifications, 2 resulted in notices for more information under section 30EC(4) prior to 30 June 2025 and the remaining 3 notifications were still ongoing as of the end of the reporting period. 100% of notices that were issued within the reporting period were issued under section 30EC(5).

Further detail

Table 65: Breakdown of notices given by the CAC/CSC under subsections 314B(3) and (5)

Type of notice	Number of notices issued
Subsection 314B(3) ‘some risk’	13
Subsection 314B(5) ‘no risk’	10

The CAC/CSC required further information about 28 notified changes, which was 96.56% of all new notifications received during the reporting period.

Applications for exemption from the notification requirement

Telecommunications Act

The CAC/CSC received no applications for exemption under section 314A(5A) of the Telecommunications Act for the reporting period of 1 July 2024 to 3 April 2025.

SOCI Act

From 4 April 2025 to 30 June 2025, there are no provisions for notification exemptions under the SOCI Act.

Security capability plans

Telecommunications Act

The CAC/CSC did not receive any security capability plans under section 314C(1) of the Telecommunications Act for the reporting period of 1 July 2024 to 3 April 2025.

SOCI Act

From 4 April 2025 to 30 June 2025, there are no provisions for security capability plans under the SOCI Act.

Information-gathering powers

The Secretary gave three notices under subsection 315C(2) in the financial year ending 30 June 2024.

Since the commencement of Part 14 of the Telecommunications Act, a total of 13 notices have been issued.

Information sharing arrangements

Telecommunications Act

The Secretary of the department gave no notices under subsection 315C(2) of the Telecommunications Act in the financial year ending 30 June 2025.

While Part 14 of the Telecommunications Act was in force, a total of 13 notices were issued.

SOCI Act compliance activities

The SOCI Act obligations subject to compliance monitoring activities by the department in 2024–25 included asset registration and mandatory cyber incident reporting. All submissions for SOCI obligations go through initial checks for completeness and correctness, with those that do not pass these initial checks being further considered through audit and/or compliance investigations.

Funding for SOCI audit activity commenced in 2024–25. The department continued to build, test and refine its risk-based audit program throughout 202–25 and will seek to further mature its audit program in 2025–26.

In 2024–25, the department focused on trialling and introducing process audits. During the reporting period, a trial of 17 trials audits was conducted, and a further program of 26 process audits completed. As at 30 June 2025, the department had not identified any instances of non compliance with obligations under the SOCI Act via audit activity.²⁶⁴

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264. Not all audit reports for the 2024–25 program had been finalised by 30 June 2025. Statistics for reports completed after 1 July 2025 will be included in the 2025–26 Annual Report.

APPENDIX E: LEGAL SERVICES EXPENDITURE

Table 66 outlines the department’s legal services expenditure for 2024–25, in compliance with Paragraph 11.1(ba) of the Legal Services Directions 2017.

Table 66: Legal services expenditure for 2024–25

Description	2024–25 cost (excluding GST)	2023–24 cost (excluding GST)
Total legal services expenditure	\$142,319,137	\$114,999,873
Total external legal services expenditure	\$80,939,306	\$64,383,862
External expenditure on solicitors	\$74,102,518	\$57,760,760
External expenditure on counsel	\$5,696,725	\$5,642,112
Number of matters in which male counsel briefed	755	688
Estimated value of briefs to male counsel	\$4,351,908	\$4,089,099
Number of matters in which female counsel briefed	284	296
Estimated value of briefs to female counsel	\$1,344,816	\$1,553,013
Disbursements on external legal services	\$1,140,064	\$980,990
Total internal legal services expenditure	\$61,379,831	\$50,616,011
Employees	\$50,263,060	\$41,009,106
Overheads (for example, office stores and stationery, training and travel, property, and information technology related costs)	\$11,116,772	\$9,606,905

APPENDIX F: REPORTING ON THE BALI PROCESS UNDER SECTION 198AI OF THE *MIGRATION ACT 1958*

Background

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 the governments of Australia and Indonesia, the Bali Process membership includes 45 Member States and 4 International Organisations, as well as 18 Observer States and 9 Observer Organisations.

The Department of Foreign Affairs and Trade is the whole-of-government lead for the Bali Process, supported by the Department of Home Affairs (the department) and the Bali Process Regional Support Office (RSO), located in Bangkok, Thailand.

The RSO was established in 2012 to operationalise the Bali Process Regional Cooperation Framework (RCF) and to strengthen practical cooperation among Bali Process 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, and Indonesia co-manage the Regional Support Office of the Bali Process, with a departmental officer posted to the RSO.

In 2024–25, the department continued to utilise the services of the International Organization for Migration (IOM) Thailand to provide corporate and administrative services to the RSO.

Activities conducted under the Bali Process between 1 July 2024 and 30 June 2025

Table 67: Activities conducted under the Bali Process between 1 July 2024 and 30 June 2025

Event date	Activity/output
16–18 July 2024	RSO participation in External Event: The RSO supported the Bali Process Disruption of Criminal Networks Involved in People Smuggling and Trafficking in Persons (TIP) Annual Meeting (Hanoi, Vietnam)
29–30 July 2024	RSO participation in External Event: IOM and the Economic Cooperation Organization (ECO) Secretariat Workshop on Counter Trafficking in Persons (CTIP) (Tehran, Iran)
19–30 August 2024	RSO Capacity Building: International People Smuggling Investigations Program (Penang, Malaysia)
20–21 August 2024	RSO Event: Regional Consultation on Enhancing Trafficking in Persons Related Legal Frameworks (Bangkok, Thailand)
12 September 2024	RSO participation in External Event: International Justice Mission—Thailand Department of Special Investigation (IJM-DSI) Roundtable: Forging Partnerships in the Fight Against TIP for Forced Criminality along Thailand's Border (Bangkok, Thailand)
26–28 September 2024	RSO participation in External Event: International Criminal Police Organization (INTERPOL) Operation Liberterra II—pre-operational training (Manila, the Philippines)
29 September – 4 October 2024	RSO participation in External Event: INTERPOL Operation Liberterra II (Manila, the Philippines)
2 October 2024	RSO Event: RSO—Interagency Council Against Trafficking (IACAT) Thematic Dialogue on Preventing and Responding to Trafficking (Manila, the Philippines)
2 October 2024	RSO Event: Pre-Validation meeting: Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand (Online)
3 October 2024	RSO Event: Focus Group Discussion in Support of Australian Institute of Criminology (AIC), RSO and UN Women Research Report (Manila, the Philippines)
7–11 October 2024	RSO Event: Focus Group Discussion in Support of AIC—RSO—UN Women Research Report (Chiang Mai & Mae Sot, Thailand)
10–11 October 2024	RSO Event: RSO—Indonesian Ministry of Foreign Affairs (KEMLU) Technical Workshop on Investigating and Prosecuting Trafficking in Persons Syndicates Involved in Cyber Scams Centre Operations Across Southeast Asia (Bali, Indonesia)
10–11 October 2024	RSO participation in External Event: National Coordination Meeting of Bali Process Assisted Voluntary Return and Reintegration (AVRR) (Colombo, Sri Lanka)
28–30 October 2024	RSO participation in External Event: INTERPOL Global Conference (Belgrade, Serbia)
31 October – 1 November 2024	RSO Event: RSO—Organization for Security and Cooperation in Europe (OSCE) Report Launch of 'New frontiers: The use of generative artificial intelligence to facilitate trafficking in persons' (Vienna, Austria)
4–5 November 2024	RSO contribution to Border Control Agency Management Program (BCAMP): presentation and roundtable engagement at BCAMP 32 (Hanoi, Vietnam)
5–7 November 2024	RSO participation in External Event: International Border Management and Technologies Association (IBMATA) Summit Asia-Pacific (Manila, the Philippines)

Event date	Activity/output
6–7 November 2024	RSO participation in External Event: Mekong Development Dialogue (Bangkok, Thailand)
7–8 November 2024	RSO participation in External Event: Experience and Best Practices Sharing Forum on Identifying, Screening, Investigating, and Protecting Human Trafficking Victims (Bali, Indonesia)
14 November 2024	RSO—ASEAN Intergovernmental Commission on Human Rights (AICHR) Interface Meeting—AICHR Special Meeting 2/2024 (Luang Prabang, Laos PDR)
18–21 November 2024	RSO participation in External Event: Bali Process Working Group on Trafficking in Persons (WG-TIP) 10th Annual Meeting Report and the 8th Taskforce on Planning and Preparedness (TFPP) Annual Meeting (Bangkok, Thailand)
26–27 November 2024	RSO Event: Policy Roundtable - Improving the Response to People Going Missing Along Dangerous Routes in Asia (Bangkok, Thailand)
2–6 December 2024	RSO participation in External Event: Seventh Meeting of the Technical Experts Group on Returns and Reintegration (Phnom Penh, Cambodia)
9–11 December 2024	RSO participation in External Event: International People Smuggling Strategic Dialogue (Semarang, Indonesia)
9–13 December 2024	RSO participation in External Event: Coordinated Mekong Ministerial Initiative against Trafficking (COMMIT) Process Senior Officials Meeting (Suzhou, China)
12–13 December 2024	RSO participation in External Event: BMIC 7 - Workshop on Information Sharing and International Cooperation (Bangkok, Thailand)
21 January 2025	RSO Event: Webinar “Sailing Season Has Begun - What’s Next?” (Bangkok, Thailand)
28–29 January 2025	RSO Event: Third RSO Border Forum (Bangkok, Thailand)
30 January 2025	RSO Event: Alumni Day 2025 (Bangkok, Thailand)
3–6 February 2025	RSO Event: Outreach visit to Bangladesh (Dhaka, Bangladesh)
4–6 February 2025	RSO participation in External Event: Second Asia-Pacific Regional Review of the Global Compact on Safe, Orderly and Regular Migration (Bangkok, Thailand)
4–6 February 2025	RSO participation in External Event: Canadian Border Services Agency Symposium 2025 (Semarang, Indonesia)
25 February 2025	RSO Event: In-person launch of the Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand (Bangkok, Thailand)
25–26 February 2025	RSO Event: Third RSO Constructive Dialogue (Bangkok, Thailand)
25 February 2025	RSO Event: RSO Members’ Engagement Function (Bangkok, Thailand)
10–14 March 2025	RSO Event: Building Online Investigations Capacity to Address Trafficking in Persons into Cyber-Scam Centres & Related Transnational Crime in Southeast Asia (Bangkok, Thailand)
24 March 2025	RSO participation in External Event: UN Women: Regional Dialogue on Gender-Responsive Approaches to Address Trafficking in Persons for Forced Criminality: Applying a Women, Peace and Security Lens (Bangkok, Thailand)
25–28 March 2025	RSO participation in External Event: Debriefing Meeting of INTERPOL’s Operation Liberterra II (Hanoi, Vietnam)

Event date	Activity/output
26 March 2025	RSO Capacity Building: CTIP-COE Training Course Combating Trafficking in Persons 201: Corruption in Relation to Trafficking in Persons and Smuggling of Migrants (Bangkok, Thailand)
21–25 April 2025	RSO Event: Building Online Investigations Capacity to Address Trafficking in Persons into Cyber-scam Centres & Related Transnational Crime in South Asia (Colombo, Sri Lanka)
22 April 2025	RSO Event: Thematic Dialogue on Preventing and Responding to Trafficking in Persons into Cyber-scam Centres (Colombo, Sri Lanka)
30 April 2025	RSO Event: Webinar: Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand (Online)
14 May 2025	RSO Event: Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand - Briefing for Jakarta-based officials (Jakarta, Indonesia)
14–15 May 2025	RSO participation in External Event: Budapest Process Returns and Reintegration Working Group Meeting (Istanbul, Türkiye)
20 May 2025	RSO participation in External Event: Bali Process 19th Steering Group meeting (Bangkok, Thailand)
21 May 2025	RSO participation in External Event: 18th Bali Process Ad-hoc Group Senior Officials' Meeting (Bangkok, Thailand)
27–28 May 2025	RSO Event: Regional Meeting on Countering People Smuggling and Related Transnational Crime (Kuala Lumpur, Malaysia)
27 May 2025	RSO Event: Members' Engagement Function (Kuala Lumpur, Malaysia)
27–30 May 2025	RSO Event: Interregional Technical Workshop: Building Capacity to Coordinate Effective Online Investigations into Trafficking in Persons and Cyber-scam Centres (Chiang Saen, Thailand)
2 June 2025	RSO participation in External Event: Launching the ASEAN Guideline on the Implementation of the Non-Punishment Principle for Victims of TIP in the ASEAN Member States (Online)
9–10 June 2025	RSO contribution to BCAMP: contribution through a video knowledge segment and roundtable (Hanoi, Vietnam)
9 June 2025	RSO participation in External Event: Thailand Ministry of Foreign Affairs and United Nations High Commissioner for Refugees (UNHCR) Meeting - Reduction of foreign aid and its impact on assistance for key groups of displaced persons in Thailand (Bangkok, Thailand)
23–26 June 2025	RSO participation in External Event: The RSO participated in the Third Ministerial Conference on Civil Registration and Vital Statistics in Asia and the Pacific (Bangkok, Thailand)
23 June 2025	RSO participation in Bali Process Working Group Event: The RSO supported the Bali Process Disruption of Criminal Networks Involved in People Smuggling and Trafficking in Persons Tabletop Exercise (Bangkok, Thailand)
24 June 2025	RSO participation in External Event: The RSO presented at the Australian Government Interdepartmental Committee meeting on Human Trafficking and Slavery (Online)
24–26 June 2025	RSO Event: The RSO delivered an Introduction to Countering People Smuggling Course (Bangkok, Thailand)

Steps taken in relation to people smuggling, trafficking in persons and related transnational crime to support the Regional Cooperation Framework between 1 July 2024 and 30 June 2025

Bali Process research, meetings, events and training throughout 2024–25 provided opportunities for the key priorities of the RCF to be discussed and furthered by Bali Process Members.

The 18th Bali Process Ad Hoc Group Senior Officials' Meeting held on 21 May 2025 in Bangkok, Thailand brought together senior officials from across the Bali Process region to review progress made against the [Adelaide Strategy for Cooperation](#). Discussions over the 2 days acknowledged the increasingly complex and unpredictable environment Member States must navigate in considering international migration challenges, and noted irregular maritime movements in the Andaman Sea, and trafficking in persons into online scams, as the two continued priority challenges for the region.

Addressing irregular maritime movements will continue to be a priority for the RSO, through facilitation of dialogue, knowledge products, capacity development training and enhanced information-sharing mechanisms to be established throughout 2024–2026 as contained in the RSO [Strategy](#) and [Workplan](#). The *RSO 2024–2026 Strategic Plan* provides a roadmap for the RSO for the delivery of RSO Projects and Activities designed to support Members to counter people smuggling, trafficking in persons and related transnational crime. The *RSO 2024–2026 Work Plan* outlines the relevant, complementary and evidence-based actions that will be undertaken, in line with the RSO's Core Purposes and priority areas for Bali Process Members, as set out in the 2023 Adelaide Strategy for Cooperation.

The RSO continues to support Member States to provide timely and coordinated responses to trafficking for forced criminality into cyber-scam centres, through capacity building programs focusing on victim identification and online investigations, developing tools for officials that support victim identification and referral and research on emerging trends related to cyber-scam centres.

Bali Process Senior Official Co-chairs highlighted the active support provided by the RSO, and the progress made towards progressing the Adelaide Strategy areas of law enforcement, stakeholder engagement and border management. Co-chairs called on all members to continue to enhance efforts in line with the Adelaide Strategy for Cooperation, particularly in the areas of information sharing and public information campaigns, victim protection and migration management. Officials looked towards the ninth Bali Process Ministerial Conference slated to be held in 2026.

In addition, the 10th Annual Meeting of the Trafficking in Persons Working Group (18–21 November 2024) represented a decade of regional cooperation in responding to trafficking in persons. Co-chaired by Australia and Indonesia, the meeting finalised the Forward Work Plan 2024–2026, focusing on five priority areas: enhancing information sharing, building capacity building, fostering practical cooperation between Bali Process members, strengthening multilateral collaboration, and strengthening engagement with the private sector partners.

Table 68 highlights a number RSO activities conducted in the past year that supported the RCF.

Table 68: Activities that fall under the RCF

Event date	Meeting/Event Name
19–30 August 2024	<p>RSO Capacity Building: RSO, in collaboration with the Australian Federal Police, New Zealand Police, Royal Canadian Mounted Police, and Jakarta Centre for Law Enforcement Cooperation, delivered the International People Smuggling Investigations Program (Penang, Malaysia)</p> <ul style="list-style-type: none"> • <i>Build capacity and utilise resources to process mixed flows</i> • <i>Undermine the people smuggling model and create disincentives for irregular movement.</i>
20–21 August 2024	<p>RSO Event: Regional Consultation on Enhancing Trafficking in Persons Related Legal Frameworks (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy</i> • <i>Promote orderly, legal migration and provide appropriate opportunities for regular migration.</i>
2 October 2024	<p>RSO Event: RSO–IACAT Thematic Dialogue on Preventing and Responding to Trafficking (Manila, the Philippines)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy</i> • <i>Seek to address root causes of irregular movement and promote population stabilisation wherever possible.</i>
2 October 2024	<p>RSO Event: Pre-Validation meeting: Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand (Online)</p> <ul style="list-style-type: none"> • <i>Promote orderly, legal migration and provide appropriate opportunities for regular migration.</i>
10–11 October 2024	<p>RSO Event: RSO–KEMLU Technical Workshop on Investigating and Prosecuting Trafficking in Persons Syndicates Involved in Cyber Scams Centre Operations Across Southeast Asia (Bali, Indonesia)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy</i> • <i>Seek to address root causes of irregular movement and promote population stabilisation wherever possible</i> • <i>Promotes human life and dignity.</i>

Event date	Meeting/Event Name
31 October – 1 November 2024	<p>RSO Event: RSO–OSCE Report Launch of ‘New frontiers: The use of generative artificial intelligence to facilitate trafficking in persons’ (Vienna, Austria)</p> <ul style="list-style-type: none"> • <i>Promote orderly, legal migration and provide appropriate opportunities for regular migration.</i>
14 November 2024	<p>RSO–AICHR Interface Meeting – AICHR Special Meeting 2/2024 (Luang Prabang, Laos)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy</i> • <i>Seek to address root causes of irregular movement and promote population stabilisation wherever possible.</i>
26–27 November 2024	<p>RSO Event: Policy Roundtable - Improving the Response to People Going Missing Along Dangerous Routes in Asia (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Promote orderly, legal migration and provide appropriate opportunities for regular migration.</i>
21 January 2025	<p>RSO Event: Webinar “Sailing Season Has Begun - What’s Next?” (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Promote orderly, legal migration and provide appropriate opportunities for regular migration.</i>
28–29 January 2025	<p>RSO Event: Third RSO Border Forum (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy</i> • <i>Seek to address root causes of irregular movement and promote population stabilisation wherever possible.</i>
30 January 2025	<p>RSO Event: Alumni Day 2025 (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy.</i>
25 February 2025	<p>RSO Event: In-person launch of the Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Promote orderly, legal migration and provide appropriate opportunities for regular migration.</i>
25–26 February 2025	<p>RSO Event: Third RSO Constructive Dialogue (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy</i> • <i>Seek to address root causes of irregular movement and promote population stabilisation wherever possible.</i>
25 February 2025	<p>RSO Event: RSO Members’ Engagement Function (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Supports and promotes information exchange while respecting confidentiality and privacy.</i>
10–14 March 2025	<p>RSO Event: Building Online Investigations Capacity to Address Trafficking in Persons into Cyber-scam Centres & Related Transnational Crime in Southeast Asia (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • <i>Build capacity and utilise resources to process mixed flows</i> • <i>Undermine the people smuggling model and create disincentives for irregular movement.</i>

Event date	Meeting/Event Name
26 March 2025	<p>RSO Capacity Building: CTIP-COE Training Course Combating Trafficking in Persons 201: Corruption in Relation to Trafficking in Persons and Smuggling of Migrants (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • Build capacity and utilise resources to process mixed flows • Promote orderly, legal migration and provide appropriate opportunities for regular migration.
21–25 April 2025	<p>RSO Event: Building Online Investigations Capacity to Address Trafficking in Persons into Cyber-scam Centres & Related Transnational Crime in South Asia (Colombo, Sri Lanka)</p> <ul style="list-style-type: none"> • Build capacity and utilise resources to process mixed flows • Undermine the people smuggling model and create disincentives for irregular movement.
22 April 2025	<p>RSO Event: Thematic Dialogue on Preventing and Responding to Trafficking in Persons into Cyber-scam Centres (Colombo, Sri Lanka)</p> <ul style="list-style-type: none"> • Supports and promotes information exchange while respecting confidentiality and privacy • Seek to address root causes of irregular movement and promote population stabilisation wherever possible.
30 April 2025	<p>RSO Event: Webinar: Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand (Online)</p> <ul style="list-style-type: none"> • Promote orderly, legal migration and provide appropriate opportunities for regular migration.
14 May 2025	<p>RSO Event: Assessment of Community Perceptions and Information Needs of Persons at Risk of Irregular Migration: Evidence from Bangladesh, Indonesia, Malaysia, and Thailand - Briefing for Jakarta-based officials (Jakarta, Indonesia)</p> <ul style="list-style-type: none"> • Promote orderly, legal migration and provide appropriate opportunities for regular migration.
27–28 May 2025	<p>RSO Event: Regional Meeting on Countering People Smuggling and Related Transnational Crime (Kuala Lumpur, Malaysia)</p> <ul style="list-style-type: none"> • Build capacity and utilise resources to process mixed flows • Undermine the people smuggling model and create disincentives for irregular movement.
27 May 2025	<p>RSO Event: Members' Engagement Function (Kuala Lumpur, Malaysia)</p> <ul style="list-style-type: none"> • Supports and promotes information exchange while respecting confidentiality and privacy.
27–30 May 2025	<p>RSO Event: Interregional Technical Workshop: Building Capacity to Coordinate Effective Online Investigations into Trafficking in Persons and Cyber-scam Centres (Chiang Saen, Thailand)</p> <ul style="list-style-type: none"> • Build capacity and utilise resources to process mixed flows • Undermine the people smuggling model and create disincentives for irregular movement.
24–26 June 2025	<p>RSO Event: The RSO delivered an Introduction to Countering People Smuggling Course (Bangkok, Thailand)</p> <ul style="list-style-type: none"> • Undermine the people smuggling model and create disincentives for irregular movement.

Progress made in relation to people smuggling, trafficking in persons and related transnational crime under the Regional Cooperation Framework between 1 July 2024 and 30 June 2025

In 2024–25, the RSO continued to play a pivotal role in advancing national and regional efforts to counter people smuggling, trafficking in persons, and related transnational crime—supporting and strengthening practical cooperation among Bali Process Member States regarding refugee protection and international migration. Throughout the reporting period, Bali Process Member States engaged through the RSO to deepen their collective understanding of emerging and persistent regional challenges, and to translate this understanding into coordinated, practical, and impactful responses that reflect the holistic approach embodied in the Regional Cooperation Framework.

By fostering regional dialogue, strengthening cross-border communication and relationships, and delivering targeted capacity-building initiatives, the RSO has remained a trusted and central resource for Bali Process Members, observers, civil society, the private sector, academia, and other partners committed to addressing these complex issues. Guided by the Bali Process 2023 *Adelaide Strategy for Cooperation*, which sets out eight priority areas for joint action, Members have continued to advance work in:

- border management
- coordination and support
- information sharing and public information campaigns
- irregular migration and related transnational crime
- law enforcement
- returns and reintegration
- stakeholder engagement
- victim protection and migration management.

These priorities have shaped the RSO's activities in 2024–25, contributing to targeted efforts that are collaborative, and responsive to the evolving regional landscape. The RSO has continued to actively advance the implementation of the *Adelaide Strategy for Cooperation*, recognising that global efforts and strengthened regional collaboration to combat transnational crime, people smuggling, and trafficking in persons remain critically important. In 2024–25, this work has taken on renewed urgency considering evolving threats, including online-enabled crime, the expansion of forced scamming operations, and increasingly complex migration dynamics.

The RSO's efforts in 2024–25 have been guided by the RSO Strategic Plan and Work Plan, which provides a structured roadmap for translating the principles of the Regional Cooperation Framework and the priorities of the Adelaide Strategy for Cooperation into action. Through 7 interlinked initiatives, the RSO is working to enhance regional capacity and strengthen practical cooperation across border management, countering trafficking in persons, and the protection of migrants and refugees. These 7 initiatives are designed to improve information exchange and promote coherent regional responses to shared challenges. By aligning activities with clearly defined objectives and measurable impacts, the RSO is delivering work that not only supports Bali Process Members in responding to immediate threats but also contributes to building long-term resilience and more effective systems of migration governance across the Asia-Pacific region.

Selected examples of the RSO's contributions to addressing people smuggling and trafficking in persons in the region during 2024–25 are outlined below:

Responding to Bali Process Member States' call for Evidence-Based Research and Action to Address Emerging Trends in the Asia-Pacific region

In February 2025, the RSO and the Mixed Migration Centre launched a comprehensive study examining the drivers of irregular migration across Bangladesh, Indonesia, Malaysia, and Thailand. Drawing on 612 surveys and key informant interviews with refugees, migrants, government officials, civil society and academia, the study revealed that 85.00% of respondents had not considered regular migration pathways, highlighting crucial gaps in accessing alternatives to irregular routes. The research has been socialised with relevant government counterparts to assist in responses to irregular migration challenges in the region. The findings will directly inform updates to the forthcoming Bali Process Handbook on Addressing Irregular Migration through Effective Campaigns.

Recognising 2024 as the deadliest year on record for migrants in Asia, the RSO co-organised a policy roundtable with the IOM, the UNHCR, and the International Committee of the Red Cross (ICRC) aimed to improve responses to persons missing along dangerous routes. Participants identified gaps in migration data collection and communication protocols between origin, transit, and destination countries. A key outcome of these discussions includes a set of recommendations for Member States to consider in their responses.

In collaboration with the Australian National University (ANU), the RSO also supported the conceptualisation of a comprehensive literature mapping exercise looking at the impact of natural and humanitarian disasters on irregular migration, and irregular labour migration in the Bali Process region. The mapping has provided an essential foundation for the RSO to identify existing policy gaps and will inform the RSO's forthcoming research strategy.

Together, these examples demonstrate the RSO's role in advancing evidence-based responses to irregular migration across the region. Through the provision of research and multi-stakeholder dialogue, the RSO has expanded the knowledge base available to Member States, informed practical policy development, and strengthened regional coordination. These efforts have yielded tangible outcomes: identifying critical gaps in migration pathways, improving data collection and communication mechanisms, and shaping research priorities that will guide future interventions. The RSO's contributions have reinforced the capacity of Member States to implement targeted, protection-sensitive, and coordinated measures, translating insights into actionable strategies that mitigate risks for migrants who may be in a vulnerable situation, and, support more effective migration governance across the Bali Process region.

Responding to Bali Process Member States' capacity building needs

During 2024–25, the RSO continued to strengthen the operational capacities of Bali Process Member States through a series of targeted capacity-building initiatives. A key highlight was the delivery of the International People Smuggling Investigations Program (IPSIP) held in Penang, Malaysia. This intensive two-week program brought together law enforcement and border agencies from across the region, providing officers with advanced investigative skills to effectively disrupt transnational people smuggling networks. The program was developed and delivered in partnership with leading international agencies, reinforcing the RSO's role as a facilitator of multi-agency cooperation and knowledge exchange.

In addition to IPSIP, the RSO led specialised training on Open-Source Intelligence (OSINT) in Colombo, Sri Lanka, in April 2025. This workshop enhanced the ability of law enforcement personnel from across South Asia to leverage online information in investigations, particularly targeting trafficking into cyber-scam centres and other technology-enabled transnational crimes. The training not only strengthened technical skills but also fostered collaboration across South and Southeast Asia, supporting a coordinated regional approach to emerging digital threats.

The RSO also maintained an active role in the development of the Counter Trafficking in Persons Centre of Excellence (CTiP CoE) in Bangkok, a regional training hub established through collaboration between Thailand, Australia, ASEAN–Australia Counter Trafficking (ASEAN–ACT), and other partners. Through its participation on the Centre’s Steering Committee, the RSO contributed operational expertise, supporting the Centre to deliver practical, needs-based learning to strengthen regional responses to trafficking in persons.

Collectively, these initiatives underscore the RSO’s role in equipping Member States with the specialised tools, knowledge, and partnerships required to address contemporary challenges—whether dismantling people smuggling networks, countering technology-enabled trafficking, or embedding sustainable training mechanisms through regional institutions. This integrated approach ensures that Bali Process Member States are better prepared to respond to complex and evolving forms of transnational crime, while reinforcing the region’s collective capacity to safeguard migrants and uphold protection-sensitive responses.

The Third RSO Border Forum held in February 2025 convened practitioners on a larger scale, with 120 delegates from 20 countries, focused on the practical challenges across the migration continuum. Delegates engaged in cross-country problem-solving sessions, creating visibility into trafficking dynamics and emerging operational patterns observed across both South and Southeast Asia and Pacific Islands states.

Frontline perspectives on operational challenges and opportunities for stronger cross-border cooperation identified at the Third RSO Border Forum, were presented to Senior Officials at the Third RSO Constructive Dialogue in February 2025 through a series of focused small group sessions. This aimed to support identification of pathways to address challenges brought forward by frontline officials, including around strengthening information and intelligence sharing mechanisms, risks and rewards around border technology and automation, technology-enabled smuggling and trafficking and understanding motivations and influences that may lead to people smuggling or trafficking in persons.

Responding to Bali Process Member States’ challenges related to technology-enabled trafficking into cyber-scam centres

To respond to the ongoing challenges of technology-facilitated trafficking into cyber scam centres, on 10–11 October 2024 the RSO held a Technical Workshop on Investigating and Prosecuting Trafficking in Persons Syndicates Involved in Cyber Scams Centre Operations Across Southeast Asia. During the event, 60 law enforcement officials, prosecutors, social media and private sector representatives, and financial crime specialists from Southeast Asia received training on investigating and prosecuting trafficking syndicates operating cyber-scam centres. The workshop was jointly organised with the Ministry of Foreign Affairs of the Republic of Indonesia.

Since 2024, the RSO has focused on equipping law enforcement officers from across South and Southeast Asia with OSINT skills to detect, investigate, and disrupt cyber-scam centre recruitment networks and investigations into a range of related crimes. The training responds to calls from Bali Process Member States to gain a much-needed advantage in the face of tech-powered organised crime groups as it enhances online investigations to counter trafficking in persons into cyber-scam centres. First piloted in Mongolia in 2024, the training has been rolled out in Sri Lanka and Thailand in 2025, covering attendees from 17 nations across the Bali Process membership.

In collaboration with the OSCE, the RSO jointly developed a policy brief *New Frontiers: The Use of Generative Artificial Intelligence (AI) to Facilitate Trafficking in Persons* which provides insights into the way in which AI is changing both who is targeted for trafficking and how they are recruited.

These RSO initiatives have delivered a tangible contribution to the region's capacity to respond to technology-facilitated trafficking. By equipping law enforcement, prosecutors, and private sector partners with advanced investigative skills and policy insights, the RSO has been able to strengthen Member States' ability to detect, disrupt, and prosecute transnational trafficking networks, particularly those exploiting emerging digital technologies.

RSO workshops and policy guidance have also supported the fostering of regional collaboration enhancing information-sharing and promoting a coordinated approach to countering cyber-enabled crimes. Aligned with the objectives of the RSO Strategic Plan and Work Plan, these efforts reflect a deliberate strategy to build operational readiness, deliver measurable outcomes, and reinforce the Bali Process commitment to protecting vulnerable populations while responding to evolving threats in a rapidly changing technological environment.

Strategic planning, relationship building and collaboration

To effectively support Bali Process Member States, the RSO's 2024–2026 Strategic Plan and accompanying Work Plan set forth a practical and forward-looking framework designed to advance the RCF objectives. Anchored by seven key initiatives, these plans are aligned with the 2023 Adelaide Strategy for Cooperation, promoting a harmonised and comprehensive regional approach to addressing complex challenges and priorities relating to international migration, people smuggling, trafficking in persons, and related transnational crimes. This strategic alignment has fostered greater coherence and synergy across multiple priority areas, enabling Member States to respond in a coordinated, agile, and impactful manner.

In parallel, the RSO deepened its collaborative efforts through a partnership with Mahidol University International College in Thailand, establishing a sustained academic-practitioner interface. This collaboration serves as a platform for knowledge sharing, capacity development, fostering internship opportunities for early career graduates and bridging theoretical insights with practical policy implementation.

The RSO Secondment Programme has continued to be a cornerstone of practical collaboration and capacity building. By hosting placements in the RSO of 4 to 6 months, the programme facilitates immersive knowledge exchange and skills development between frontline immigration officers and other participating Member States. These placements emphasise hands-on project work, fostering cross-jurisdictional learning, and promoting best practices in border management and protection-sensitive migration processes.

Through these coordinated initiatives, the RSO has expanded opportunities for Bali Process Member States to engage in knowledge exchange, and the practical application of best practices across border management, counter trafficking in persons, counter people smuggling and refugee protection. Partnerships with academic institutions and government secondments have not only built individual capacity but also fostered a culture of collaboration, innovation, and shared learning across jurisdictions. Together, these efforts have supported operational readiness, promoted evidence-based decision-making and reinforced the Bali Process commitment to coordinated, protection-sensitive responses in an evolving regional landscape.

Supporting Bali Process Working Group

In 2024–25, the RSO continued to facilitate technical cooperation and policy dialogue through the Bali Process Working Groups, supporting Member States and Organisations to address priority challenges and priorities relating to international migration, people smuggling, trafficking in persons, and related transnational crime. The RSO reviewed and provided feedback to the Working Group on Trafficking in Persons (WG-TIP) Forward Work Plan and the Technical Experts Group on Returns and Reintegration (TEG-RR) Forward Work Plan, ensuring activity alignment with the RSO's regional priorities.

During the reporting period, the RSO provided technical and logistical support for the tenth annual WG-TIP meeting, which provided a platform for members and observers to share national updates on trafficking responses, with an emphasis on strengthening law enforcement cooperation, enhancing stakeholder engagement, and improving victim support. The RSO also supported the 8th Annual Taskforce on Planning and Preparedness meeting. TFPP members discussed best practices for improving crisis response systems and strengthening regional cooperation on prevention, disruption, and victim support. This meeting highlighted the importance of coordinated efforts to address the complexities of human trafficking in the region. In close collaboration with the Co-Chairs of the TEG-RR, the RSO also supported the design and delivery of the seventh TEG-RR meeting in December 2024, as well as ad-hoc support as requested.

The RSO also worked closely with the Working Group on the Disruption of Criminal Networks Involved in People Smuggling and Trafficking in Persons to deliver operationally focused activities. This included support for the Joint Period of Action (JPoA), which engaged law enforcement, immigration, and other relevant agencies from 12 Member States in coordinated action to target people smuggling and trafficking syndicates and concluded in July 2024. Activities under the JPoA included information exchange, coordinated investigations, and the development of follow-up actions for sustained disruption. A further direct outcome from the JPoA was the formalisation of a Sri Lanka Seconded appointment in the RSO to support the ongoing objectives of the JPoA.

This coordinated support from the RSO has advanced the RCF by further enabling Bali Process Members to share information, coordinate investigations, strengthen victim support mechanisms, and implement targeted actions against trafficking and people smuggling networks.

Strengthening and Growth: RSO Alumni Network

In 2024–25, the RSO Alumni Network continued to grow as a mechanism for sustaining engagement with former participants of RSO training programmes and activities. The network has strengthened professional linkages across the region, providing a structured platform for peer-to-peer learning, collaboration, and the exchange of best practices.

Alumni benefit from continued access to RSO resources, including regular updates on regional developments, opportunities for skills enhancement, and a network of professional contacts. Weekly regional highlights and headlines are disseminated to maintain awareness of emerging trends and operational priorities.

The annual RSO Alumni Day served as a key event for reinforcing these connections, bringing alumni together in person to share experiences in applying RSO-developed approaches within their respective agencies. 24 alumni from 8 Bali Process Member States participated in the RSO 2025 Alumni Day, undertaking mapping exercises which led to the identification of operational barriers at day-to-day levels, enhanced understanding of high-risk corridors, and reinforced emphasis on stronger bilateral and multilateral cooperation. Selected alumni also presented examples of successful integration of new practices into operational contexts, contributing to broader knowledge-sharing and strengthening regional cooperation.

Conclusion

During 2024–25, the RSO continued its long-term implementation of the Regional Cooperation Framework by supporting Bali Process Member States in their efforts to challenges and priorities relating to international migration, people smuggling, trafficking in persons and related transnational crime.

Evidence-based research provided data and analysis to inform regional policy and operational responses to irregular migration. Targeted capacity-building activities, such as the International People Smuggling Investigations Program (IPSIP), OSINT training, and workshops on cyber-scam center trafficking, enhanced the skills of law enforcement, border officials, and other relevant stakeholders, while promoting cross-border collaboration.

Engagement with external partners such as the Counter Trafficking in Persons Centre of Excellence, Mahidol University, and the Jakarta Centre for Law Enforcement Cooperation supported knowledge exchange and practical application of best practices across jurisdictions. Support to Bali Process Working Groups, the RSO Secondments Programme and the RSO Alumni Network strengthened operational coordination, information sharing, and cross-border collaboration. These combined efforts have supported Bali Process Member States to respond more effectively to regional challenges related to trafficking in persons, people smuggling and related transnational crime.

Annex A—Glossary:

- ANU: Australian National University
- ASEAN–ACT: ASEAN–Australia Counter Trafficking
- BCAMP: Border Control Agency Management Program
- CIFAL: International Training Centre for Authorities and Leaders
- COMMIT: Coordinated Mekong Ministerial Initiative against Trafficking
- CTiP COE: Counter Trafficking in Persons Centre of Excellence
- ECO: Economic Cooperation Organization
- IACAT: Interagency Council Against Trafficking
- IBMATA: International Border Management and Technologies Association
- ICRC: International Committee of the Red Cross
- INTERPOL: International Criminal Police Organization
- IOM: International Organization for Migration
- JCLEC: Jakarta Centre for Law Enforcement Cooperation
- JPoA: Joint Period of Action
- OSCE: Organization for Security and Cooperation in Europe

- OSINT: Open Source Intelligence
- PPA: People's Police Academy of Viet Nam
- RCF: Regional Cooperation Framework
- RSO: Regional Support Office of the Bali Process
- TIP: Trafficking in Persons
- UNHCR: United Nations High Commissioner for Refugees
- UNITAR: United Nations Institute for Training and Research
- UNODC: United Nations Office on Drugs and Crime.

APPENDIX G: ADMINISTRATION OF THE OFFICE OF THE MIGRATION AGENTS REGISTRATION AUTHORITY

Overview of the Office of the Migration Agents Registration Authority

The Office of the Migration Agents Registration Authority (OMARA) regulates the activities of Australian Registered Migration Agents (RMAs) providing immigration assistance. This provides protection and assurance to consumers who receive immigration assistance from RMAs.

Functions of the OMARA

The OMARA safeguards consumers of migration advice services by regulating RMAs. As outlined in section 316 of the *Migration Act 1958*, OMARA's key functions include:

- assessing and deciding applications for registration
- monitoring the conduct of RMAs
- investigating complaints related to immigration assistance. Where appropriate, the OMARA also undertakes disciplinary action against RMAs or former RMAs.

Information about Registered Migration Agents

Overview of the profession

At 30 June 2025, 5,337 people were registered as migration agents by the OMARA. This represents a 5% increase from 5,081 on 30 June 2024.

Profile of registered migration agents:

As at 30 June 2025, the profile of RMAs consisted of:

- average age, 47 years
- 47% female and 53% male.

Table 69: Experience of registered migration agents, at 30 June 2025

Experience (years)	Agents	Per cent (of total agents)
< 1	459	9%
1–3	827	15%
4–6	401	8%
7–9	1,261	24%
> 10	2,389	45%
Total	5,337	

Registration refusals and withdrawals

During 2024–25, 8 registration applications that were received prior to 1 July 2025 were refused and a further 7 that were lodged prior to 1 July 2025 were withdrawn. Additionally, a further 18 applications that were lodged between 1 July 2024 and 30 June 2025 were withdrawn. This is in comparison to 11 and 27 respectively in 2023–24.

In 2024–25, the primary reason for refusing an applicant’s request for registration was that they were found not to be fit and proper to provide immigration assistance. During the same period, the primary reason for applicants withdrawing their registration applications was that the applicant did not meet the non-commercial registration requirements.

Complaint processing

Throughout 2024–25, the OMARA received 363 complaints relating to RMAs and finalised 267 complaints; this is a slight increase from the 361 complaints received and a decrease from the 343 complaints finalised in 2023–24.

Complaint outcomes

Table 70: Complaint outcomes for the period 1 July 2024 to 30 June 2025

Outcome	1 July 2024 to 30 June 2025
Resulted in sanction decision	60
Suspected breach notice issued	24
Addressed with RMA	36
No breach found	12
Dismissed ²⁶⁵	135
Total complaints finalised	267

Sanction outcomes

In 2024–25, the OMARA sanctioned 20 RMAs.

Of those:

- 8 had their registration cancelled, in comparison to 3 in 2023–24
- 6 had their registration suspended, in comparison to 3 in 2023–24
- 3 were cautioned, in comparison to one in 2023–24
- the OMARA barred 3 former registered migration agents from being registered for periods of 2, 3 and 1 year/s respectively, compared to 3 former agents being barred for 2, 5 and 2 years in 2023–24.

The increase in sanction decisions in 2024–25 is attributable to an increase in OMARA's investigative resources, following the 2022 decision to expand the OMARA and uplift its regulatory capabilities.

265. Complaints are dismissed for a number of reasons including when the substance of a complaint is outside the OMARA's jurisdiction, such as a complaint against a legal practitioner. Other reasons to dismiss a complaint include there being no merit to the complaint; there being insufficient evidence to make a finding; or the complaint being withdrawn.

APPENDIX H: SCREENING OFFICER REQUIREMENT EXEMPTIONS

As required under Section 94D of the *Aviation Transport Security Act 2004* (Aviation Act), 2 exemptions to screening officer requirements were provided under section 94B(1) of the Aviation Act to an aviation industry participant during the reporting period. No exemptions to screening officer requirements were provided under section 165B(1) of the *Maritime Transport and Offshore Facilities Security Act 2003* during this reporting period.

APPENDIX I: ANNUAL CHILD SAFETY STATEMENT 2024–25 (COMMONWEALTH CHILD SAFE FRAMEWORK)

The department acknowledges that its work, and its staff directly or indirectly impacts or requires engagement with children. As a result, the department is committed to ensuring that child safety is at the core of our business as usual activities. This commitment 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 the lowest tolerance policy towards abuse and exploitation of children.

The Framework is tailored to the department's operating context and aligns with the requirements and standards of the *Commonwealth Child Safe Framework* (CCSF). The department delivers foundational eLearning, training tailored to business needs and has an extensive catalogue of policy and procedural instructions that underpin the Framework. The department has a dedicated child wellbeing team that provides advice, develops training, and builds the capability of staff and business areas to keep children safe. The department's annual child safeguarding risk and assurance cycle also provides internal assurance of compliance with its child safeguarding requirements and identifies areas for continuous improvement.

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.

In 2024–25, a range of initiatives were undertaken to ensure a preventative, proactive and participatory approach to safeguarding children including:

- ongoing engagement with state and territory Child Welfare Agencies through a
- 6-monthly national forum to discuss child related issues in the updated child-related role eLearning module
- provision of both general and bespoke child safeguarding training and information sessions

- review of the Child Safeguarding Framework and Child Safety and Wellbeing Policy Statement in collaboration with the National Office for Child Safety and the National Children's Commissioner (to be released in 2025-26)
- engagement with external stakeholders through the Unaccompanied Humanitarian Minor Conference and the Information Sharing Working Group convened by the National Office for Child Safety
- initiated a Keeping Children Safe and Well employee survey, providing further insight into staff understanding of their child-safeguarding obligations and improving organisational capability in handling child-related matters.

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 settlement, case management and immigration detention services. The department reinforces our commitment to child safety through inclusion of child safety requirements in written agreements with these funded third-party organisations.

Key risks to children arising from departmental 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 is based on an assessment of potential risk consequences and the residual likelihood that departmental staff, contracted service providers and grant recipients' may not comply with child safeguarding requirements however, acknowledges the current controls and mitigation strategies in place.

APPENDIX J: CYBER INCIDENT REVIEW BOARD REPORTING

Part 5 of the *Cyber Security Act 2024*²⁶⁶ establishes the Cyber Incident Review Board (the Board) as an independent advisory body to conduct no-fault, post-incident reviews of significant cyber security incidents in Australia. An Expert Panel, drawn from a pool of industry sector experts according to the specific review, will support the Board.

As at 30 June 2025, the Board is being established and there have been no reviews conducted in relation to a cyber security incident, or a series of related cyber security incidents.²⁶⁷

266. The Cyber Security Act 2024 received Royal Assent and became Law on 29 November 2024.

267. Ministerial appointments to the Cyber Incident Review Board were awaiting the beginning of the Cyber Security (Cyber Incident Review Board) Rules 2025 on 30 May 2025.

PART 7:

REFERENCE MATERIAL

ABBREVIATIONS AND ACRONYMS	316
GLOSSARY	323
PGPA RULE LIST OF REQUIREMENTS	327
INDEX	335

ABBREVIATIONS AND ACRONYMS

A	
AARs	After Action Review
ABF	Australian Border Force
ACIC	Australian Criminal Intelligence Commission
ACSC	Australian Cyber Security Centre
ACSIAF	Air Cargo Security Industry Advisory Forum
ADF	Australian Defence Force
ADV	Australian Declaratory Visa
AEZ	Australia's Exclusive Economic Zone
AFP	Australian Federal Police
AGD	Attorney-General's Department
AHRC	Australian Human Rights Commission
AI	Artificial Intelligence
AIB	AusCheck Issuing Body
AMEP	Adult Migrant English Program
ANAO	Australian National Audit Office
ANZCTC	Australia-New Zealand Counter-Terrorism Committee
AO	Officer of the Order of Australia
APC	Annualised Program of Care
APM	Australian Police Medal
APOD	<i>Alternative Places of Detention</i>
APS	Australian Public Service
APSC	Australian Public Service Commission
ASAF	Aviation Security Advisory Forum

ASD	Australian Signals Directorate
ASEAN	Association of Southeast Asian Nations
ASICs	Aviation Security Identification Cards
ASIO	Australian Security Intelligence Organisation
ATSA	<i>Aviation Transport Security Act 2004</i>
ATT	Australian Trusted Trader Program
B	
BCAMP	Border Control Agency Management Program
BCD	Border controlled drug
C	
CAC	Communications Access Coordinator (formerly Communications Security Coordinator)
CCD	Commonwealth Climate Disclosure
CCSF	Commonwealth Child Safe Framework
ChAFTA	China–Australia Free Trade Agreement
CIAC	Critical Infrastructure Advisory Council
CIRMP	Critical Infrastructure Risk Management Program
CLO	Community Liaison Officer
CMAL	Central Migration Alert List
CMP	Compliance Monitoring Program
CPRs	Commonwealth Procurement Rules
CRO	Chief Risk Officer
CROMP	Climate Risk and Opportunity Management Program
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CSO	Chief Sustainability Officer
CSP	Carriage Service Provider
CSR	Contract Status Report
CVAL	<i>Customs Value of Goods</i>
CVE	Counter Violent Extremism

D	
DEX	Data Exchange
DHSP	Detention Health Service Provider
DSS	Department of Social Services
E	
EA	Enterprise Agreement
ECISO	Enhanced Cyber Security Obligations
EDN	Export Declaration Number
EEGs	Excise Equivalent Goods
EPBC	<i>Environment Protection and Biodiversity Conservation Act 1999</i>
ERP	Emissions Reduction Plan
ERP Act	<i>Security of Critical Infrastructure and Other Legislation Amendment (Enhanced Response and Prevention) Act 2024</i>
F	
FARAS	Framework for the Assessment of Risk and Protection in Offenders on the Autistic Spectrum
FBT	Fringe Benefits Tax
FDSP	Facility and Detainee Services Provider
FID	Foreign Investment Division
FFSP	<i>Financial Framework (Supplementary Powers) Act 1997</i>
FOI	Freedom of Information
FSP	Facilities Service Provider
FTE	Full Time Equivalent
H	
HSP	Humanitarian Settlement Program
I	
IACAT	Interagency Council Against Trafficking
IAP	Internal Audit Program
IB	Issuing Body
IBMATA	International Border Management and Technologies Association
ICS	Integrated Cargo System
IDF	Immigration Detention Facility
IDN	Immigration Detention Network

IFFs	Illegal Foreign Fishers
IHMS	International Health and Medical Services
IJM	International Justice Mission
IOM	International Organization for Migration
IPC	Import Processing Charge
IPP	Indigenous Procurement Policy
IPS	Information Publication Scheme
IPSIP	International People Smuggling Investigations Program
ISGU	Increased Usage Project
ISPS	<i>International Ship and Port Facilities Security Code 2003</i>
J	
JATF OSB	Joint Agency Taskforce Operation Sovereign Borders
JPoA	Joint Period of Action
K	
KMP	Key Management Personnel
KPIs	Key Performance Indicators
L	
LPOC	Last Ports of Call
M	
MBC	Maritime Border Command
MISCF	Maritime Industry Security Consultative Forum
MoF	Movement of Funds
MOU	Memorandum of Understanding
MSIC	Maritime Security Identification Cards
MTOFSA	<i>Maritime Transport and Offshore Facilities Security Act 2003</i>
N	
NAATI	National Accreditation Authority for Translators and Interpreters
NAM	National Allocation Model
NDPM	National Detention Placement Model
NII	<i>Non-Intrusive Inspection</i>
NTCA	National Trade Advice Centre

O	
OMARA	Office of the Migration Agents Registration Authority
OSB	Operation Sovereign Borders
OSINT	Open-Source Intelligence
P	
PAES	Portfolio Additional Estimates Statements
PARs	Post Activity Reports
PBS	<i>Portfolio Budget Estimates</i>
PCI	Per Clearance Interventions
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PM&C	Department of the Prime Minister and Cabinet
PMC	Passenger Movement Charge
PSM	Public Service Medal
PSPF	Protective Security Policy Framework
PTV	Post Transaction Verifications
PwC	PricewaterhouseCoopers
PWP	People and Workforce Plan 2025
Q	
QA	Quality Assurance
QC	Quality Control
QF	Quality Failure
R	
RASAF	Regional Aviation Security Advisory Forum
RCF	Regional Cooperation Framework
RMA	Registered Migration Agent
ROCs	Reports of Crime
ROM bill	Migration Amendment (Removal and Other Measures) Bill 2024
RSO	Regional Support Office of the Bali Process

S	
SASM	Strategic Aviation Security Meeting
SCIM	Streamlining the Cargo Intervention Model
SCORE	Standard Client Outcomes Reporting
SETS	Settlement Engagement and Transition Support
SID	Skills in Demand
SIEVs	Suspected Irregular Entry Vessels
SME	Small and Medium Enterprises
SOCI Act	<i>Security of Critical Infrastructure Act 2018</i>
SOLAS	<i>International Convention for Safety of Life at Sea 1974</i>
SoNS	System of National Significance
SRO	Status Resolution Officer
T	
TechFIT	Technology Foreign Interference Taskforce
TEG-RR	Technical Experts Group on Returns and Reintegration
TEU	Twenty-foot Equivalent Unit
TIAG	TechFIT Industry Advisory Group
TISN	Trusted Information Sharing Network
TRS	Tourist Refund Scheme
TSS	Temporary Skills Shortage
TSSR	Telecommunications Sector Security Reforms
U	
UFIT	University Foreign Interference Taskforce
UHM	Unaccompanied Humanitarian Minor
UMA	Unauthorised Maritime Arrival
UNHCR	United Nations High Commissioner for Refugees
UNITAR	United Nations Institute for Training and Research
UNODC	United Nations Office on Drugs and Crime

V	
VEVO	Visa Entitlement Verification Online
W	
WCO	World Customs Organization
WG-TIP	Working Group on Trafficking in Persons
WHS	Work health and safety
WSA	Western Sydney Airport
WSI	Western Sydney International

GLOSSARY

Term	Definition
A	
Auditor-General	The Auditor-General for Australia is an independent officer of the Parliament with responsibility under the <i>Auditor-General Act 1997</i> for auditing Commonwealth entities and reporting to the Australian Parliament. The Auditor-General is supported by the Australian National Audit Office (ANAO).
AusCheck	Provides background checking services for security-sensitive critical infrastructure sectors in Australia.
AusTender	The Australian Government's tendering system.
Australian Trusted Trader	A voluntary trade facilitation initiative open to all eligible Australian businesses active in the international trade supply chain.
B	
Border continuum	The department's approach which views the Australian border as a continuum that includes its overseas, maritime, physical and domestic dimensions.
C	
Child safeguarding framework	Outlines the principles, policies and procedures for the department's staff and contracted service providers to safeguard the children who receive its services. The development of this framework was a focus of the independent Child Protection Panel.
Comcare	The statutory authority that administers the Australian Government's workers compensation scheme.
<i>Commonwealth Fraud Control Policy</i>	Supports accountable authorities of non-corporate Commonwealth entities to effectively discharge their responsibilities under the <i>Public Governance, Performance and Accountability Act 2013</i> and section 10 of the <i>Public Governance, Performance and Accountability Rule 2014</i> .
<i>Commonwealth Grant Rules and Principles 2024</i>	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> .
Commonwealth Procurement Rules	Governs how entities buy goods and services and are designed to ensure the government and taxpayers get value for money.
Countering foreign interference	A whole of nation effort to raise the cost and reduce the benefit to foreign actors interfering in Australian society.
Countering Terrorism	The effort to safeguard Australia, its people and its interests from the harms of terrorism and violent extremism.

Term	Definition
Countering violent extremism	Involves a range of activities which aim to address the drivers of violent extremism and help individuals disengage from violent extremism. A violent extremist is someone who believes their fringe ideological goals can only be achieved through the use of violence.
Corporate plan	The Corporate Plan is the department's primary planning document. It sets out our purposes, priorities and performance measures over a 4-year period, and supports the department's annual business planning cycle, and informs individual performance agreements.
COVID-19	A disease caused by a strain of coronavirus, formerly referred to as '2019 novel coronavirus'.
Cyber Security Policy	The policy outlines technology and information assets that you need to protect. threats to those assets. rules and controls for protecting them and your business.
D	
Data Limitations	A data limitation acknowledges potential limits to the accuracy of a claim within a performance target
F	
Fraud and Corruption Control Plan	The department's plan for managing fraud and corruption.
Foreign interference	Foreign interference risks refer to the risks of foreign governments affecting academic freedoms and/or the ability of Australian universities and society to benefit from knowledge creation in areas of critical technology.
G	
GrantConnect	Provides centralised publication of forecast and current Australian Government grant opportunities and grants awarded.
H	
Humanitarian Settlement Program	The Humanitarian Settlement Program (HSP) supports humanitarian entrants and other eligible visa holders integrate into Australian life. It does this by helping new arrivals build the skills and knowledge they need to become self-reliant and active members of the community.
Humanitarian Program	Australia operates a dedicated Humanitarian Program that offers resettlement for refugees and others overseas who are in humanitarian need; and protection for people who arrive lawfully in Australia and engage Australia's protection obligations.
I	
Immigration Detention Network	Immigration detention facilities (including immigration detention centres and alternative places of detention).
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, including examinations and inspections.

Term	Definition
L	
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.
M	
Migration Program	The annual planned permanent intake determined by the Australian Government in a budgetary context which governs the number of visas granted for permanent entry from offshore and for permanent resident status onshore. It does not include New Zealand citizens intending to settle permanently in Australia.
<i>Migration Strategy</i>	<i>The Migration Strategy: Getting migration working for the nation</i> was released on 11 December 2023 and outlines the Australian Government's commitment to build a migration system that matches the needs of the nation, delivering for Australia and migrants.
O	
Office of the Migration Agents Registration Authority	An office within the department of Home Affairs that regulates the migration advice industry to provide appropriate protection and assurance to people using migration advice services.
Operation AEGIS	Established to coordinate efforts for the new compliance and enforcement of visa conditions, including electronic monitoring and preventative detention under distinct lines of effort.
Operation Sovereign Borders	Operation Sovereign Borders is a military-led, whole-of-government border security operation to combat maritime people smuggling.
P	
Portfolio Additional Estimate Statements	Documents that inform Senators and Members of Parliament of the proposed allocation of resources to government outcomes by entities within the portfolio.
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 (PGPA Act)</i>	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.
<i>Protective Security Policy Framework</i>	The Protective Security Policy Framework (PSPF) sets the Australian Government's minimum protective security standards to achieve effective and efficient secure delivery of government business, both domestically and internationally.
R	
Refugee	A person recognised as needing protection under the <i>1951 United Nations Convention Relating to the Status of Refugees</i> .

Term	Definition
Registered Migration Agents	A person who has met certain knowledge and character requirements to be able to help an applicant with their visa application.
S	
SmartGate	The department's automated border processing system.
Social cohesion	Australia's social cohesion and democratic resilience are underpinned by our commitment to the inclusion of all Australians and our shared values. This includes respect for individual freedoms and equality of opportunity for all people.
T	
Tariff classification	Goods imported into Australia require classification under the <i>Customs Tariff Act 1995</i> .
U	
Unauthorised Maritime Arrival	Under section 5AA(1) of the <i>Migration Act 1958</i> , an unauthorised maritime arrival is a person, (other than an 'excluded maritime arrival') who entered Australia by sea at either an excised offshore place or any other place at any time after 1 June 2013, and the person became an unlawful non-citizen because of that entry into Australia.

PGPA RULE LIST OF REQUIREMENTS

PGPA rule reference	Part of report	Description	Requirement
17AD(g)	Letter of transmittal		
17AI	Letter of transmittal	A copy of the letter of transmittal signed and dated by Accountable Authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)	Aids to access		
17AJ(a)	Contents	Table of contents (print only).	Mandatory
17AJ(b)	Part 7: Reference Material	Alphabetical index (print only).	Mandatory
17AJ(c)	Part 7: Reference Material	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	Part 7: Reference Material	List of requirements.	Mandatory
17AJ(e)	Page ii	Details of contact officer.	Mandatory
17AJ(f)	Page ii	Entity's website address.	Mandatory
17AJ(g)	Page ii	Electronic address of report.	Mandatory
17AD(a)	Review by accountable authority		
17AE(1)(a)(i)	Roles and functions of the department	A description of the role and functions of the entity.	Mandatory
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	Roles and functions of the department	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	Organisational structure and key executive	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	Performance results	A description of the outcomes and programmes administered by the entity.	Mandatory

PGPA rule reference	Part of report	Description	Requirement
17AE(1)(a)(iv)	Performance results	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	Accountable Authority	Name of the Accountable Authority or each member of the Accountable Authority.	Mandatory
17AE(1)(aa)(ii)	Accountable Authority	Position title of the Accountable Authority or each member of the Accountable Authority.	Mandatory
17AE(1)(aa)(iii)	Changes to the executive team	Period as the Accountable Authority or member of the Accountable Authority within the reporting period.	Mandatory
17AE(1)(b)	Roles and functions of the portfolio	An outline of the structure of the portfolio of the entity.	Portfolio departments - mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
17AD(c)	Report on the performance of the entity		
	<i>Annual performance Statements</i>		
17AD(c)(i); 16F	Statement by the Accountable Authority	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and Section 16F of the Rule.	Mandatory
17AD(c)(ii)	<i>Report on financial performance</i>		
17AF(1)(a)	Part 3: report on financial performance	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	Part 4: Financial statements	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.

PGPA rule reference	Part of report	Description	Requirement
17AD(d)	Management and accountability		
	Corporate governance		
17AG(2)(a)	Fraud control and anti-corruption measures	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
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)	Home Affairs enterprise governance arrangements	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	Significant non-compliance issues with finance law	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory.
	Audit committee		
17AG(2A)(a)	Audit and risk committee	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	Audit and risk committee	The name of each member of the entity's audit committee.	Mandatory
17AG(2A)(c)	Audit and risk committee	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A)(d)	Audit and risk committee	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A)(e)	Audit and risk committee	The remuneration of each member of the entity's audit committee.	Mandatory
	External scrutiny		
17AG(3)	Notable decisions	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory

PGPA rule reference	Part of report	Description	Requirement
17AG(3)(a)	Notable 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)	Reports by external bodies	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 review and broader transformation agenda	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of human resources			
17AG(4)(a)	Workforce profile People strategies People management, learning and development	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	Employee statistics	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
17AG(4)(b)	Employee statistics	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: <ul style="list-style-type: none"> • statistics on staffing classification level; • statistics on full-time employees; • statistics on part-time employees; • statistics on gender; • statistics on staff location; • statistics on employees who identify as Indigenous. 	Mandatory
17AG(4)(c)	Workplace agreements	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under Subsection 24(1) of the Public Service Act 1999.	Mandatory
17AG(4)(c)(i)	Workplace agreements	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory

PGPA rule reference	Part of report	Description	Requirement
17AG(4)(c)(ii)	Salary ranges	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	Employee entitlements	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets management			
17AG(5)	Assets management	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory
Purchasing			
17AG(6)	Purchasing and procurement	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory
Reportable consultancy contracts			
17AG(7)(a)	Reportable consultancy contracts	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable 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(7)(b)	Reportable consultancy contracts	<i>A statement that "During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]"</i> .	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

PGPA rule reference	Part of report	Description	Requirement
17AG(7)(d)	Reportable consultancy contracts page 206	A statement that "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."	Mandatory
Reportable non-consultancy contracts			
17AG(7A)(a)	Reportable non-consultancy contracts	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	Reportable non-consultancy contracts	A statement that "Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website."	Mandatory
17AD(daa)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		
17AGA	Reportable consultancy contracts Reportable non-consultancy contracts	Additional information, in accordance with Section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
Australian National Audit Office Access Clauses			
17AG(8)	Australian National Audit Office 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
Exempt contracts			
17AG(9)	Exempt contracts	If an entity entered into a contract or there is a standing offer with a value greater than \$10,000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory

PGPA rule reference	Part of report	Description	Requirement
Small business			
17AG(10)(a)	Small business 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 business 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)	N/A	If the entity is considered by the department administered by the Finance Minister as material in nature, a statement that "[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."	If applicable, Mandatory
Financial statements			
17AD(e)	Part 4: Financial Statements	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
Executive remuneration			
17AD(da)	Executive remuneration	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory
17AD(f)	Other mandatory information		
17AH(1)(a)(i)	Advertising and market research expenditure	If the entity conducted advertising campaigns, a statement that "During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the department of Finance. Those reports are available on the department of Finance's website."	If applicable, Mandatory
17AH(1)(a)(ii)	N/A	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	Grants	A statement that "Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."	If applicable, Mandatory
17AH(1)(c)	Disability report-ing mechanism	Outline of mechanisms of disability reporting, including reference to web-site for further information.	Mandatory

PGPA rule reference	Part of report	Description	Requirement
17AH(1)(d)	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)	Work health and safety Appendix B Appendix C Appendix D Appendix E Appendix F Appendix G Appendix H Appendix I Appendix J	Information required by other legislation.	Mandatory

INDEX

A

abbreviations and acronyms, 316–322

About the Portfolio

- roles and functions of the Portfolio, iv, 4–5, 327–328
- Portfolio ministry, 2, 3

accountable authority, iii, iv, x, 7, 128–129, 213, 249, 263–264, 327–329

- review by the accountable authority, 15–17
- statement by the accountable authority, 20

Adult Migrant English Program, 70–71, 316

advertising and market research expenditure, viii, 255–256, 333

Annual Child Safety Statement, 312–313

- Child Safeguarding Framework, 312–313, 323

Annual Performance Statement, 19–94

Annual Report 2023–24, v, xi, 46, 100, 262

- correction of material errors, v, viii, xi, 262, 334

anti-corruption measures, 212, 329

assets management, 250–258, 331

Audit and Risk Committee, v, 211, 213–215, 329

Audits, see also Australian National Audit Office

- internal audit, 211–214, 318

AusCheck, 9, 36, 37, 316, 323

AusTender, 249, 252–258, 323, 332

Australian Border Force, 7, 8, 13, 82, 91, 95, 97, 99, 100, 103, 105, 106, 109, 114, 115, 138, 211, 222, 227, 238, 239, 250, 316, 324

- ABF Commissioner, 12, 226, 233, 235, 240, 241

Australian Cyber Security Strategy (2023–2030), 15, 23, 28, 38, 39, 42, 43

Australian Federal Police, 4, 9, 87, 88, 105, 296, 316

Australian Human Rights Commission, 92, 121, 220, 316

Australian Institute of Criminology, 4, 5, 292

Australian National Audit Office, 9, 219, 258, 316, 323, 332

- Independent Auditor's Report, iv, 126–129

Australian Security Intelligence Organisation, 4, 5, 19, 10, 37, 215, 284, 317

Australian Trusted Trader, 96, 97, 317, 323

B

Bali process, v, 291–307

- people smuggling, 114–116, 119, 291–307, 319, 325

border fees, charges and taxes, see revenue collection

border management, 26, 95, 97, 98, 119, 204, 262, 265, 292, 295, 299, 300, 304, 306, 318

border protection, 8, 88, 107, 215

C

cargo

- air cargo, 29, 30, 31, 37, 95, 96, 98, 101, 102, 316
- sea cargo, 95, 96, 98, 100, 101, 102

citizenship

- application, 16, 64
- ceremony, 64
- decisions, 62, 63, 88
- policy and programs, 4, 6, 24, 26, 54–56, 62, 63, 64, 201, 203

civil litigation, 217

civil maritime security/threats, 5, 16, 25, 94, 111–114

- aerial surveillance, 111–112

Comcare, viii, 90, 248, 323

Commonwealth Climate Disclosure, v, 263–271, 317

Community Liaison Officer, 74, 317

Commonwealth Ombudsman, 218, 330

compliance activities, 25, 31, 35, 94, 96, 97, 100, 103, 127, 275, 288

consultancy, viii, 252–254, 330–332

corporate governance, see enterprise governance

countering violent extremism, 23, 28, 44, 46–48, 317

counter-terrorism, 8, 9, 16, 23, 28, 44, 45, 48, 199, 323

COVID-19, 99, 105, 222, 228, 324

- Commonwealth Government COVID-19 Response Inquiry, 223

Critical infrastructure, v, 4, 10, 12, 15, 23, 28, 29, 32–39, 272–279

customs duty, see revenue collection

cyber incident, v, 35, 39, 41–43, 272–288, 314

Cyber Security Act 2024, 9, 15, 39, 313

Cyber Security Strategy, 15, 23, 28, 38, 39, 42, 43

D

Department of Home Affairs

- department at a glance, 14
- changes to the executive team, 13
- governance, see enterprise governance
- organisational structure, 12
- roles and functions of the department, 8

detention, see immigration detention

disability reporting mechanism, 237, 333

E

emissions, viii, 263–273, 318

emergency management, 2, 4, 8

employee entitlements, 238–239, 331

enterprise governance, 210–211, 329

enterprise risks see risk management

Environment Protection and Biodiversity Conservation Act 1999, 259, 267, 318

exempt contracts, 258, 332

export/s, 97, 104, 109, 111, 113, 135, 137, 318, 324

external scrutiny

- notable decisions, 216, 329
- parliamentary committee reports, 221, 330

F

financial performance,

- report on financial performance, v, 123–124
- financial resource statement, 197–207

financial statements, iv, 125–207
foreign interference, 4, 15, 23, 28, 48–53,
272, 280, 284, 285, 321, 323, 324
fraud control, iii, 129, 164, 166, 212,
214, 323, 329
freedom of information, v, vii, viii,
224–226, 318, 332, 334
• Information Publication Scheme,
226, 219, 334
functions, see roles and functions

G

glossary, v, 306, 323–326, 327
governance, see enterprise governance

H

Home Affairs Portfolio, 4, 5, 223, 252
humanitarian and refugee programs,
• Humanitarian program, 16, 24,
54, 64–70, 98, 324
• Humanitarian Settlement
Program, 16, 66, 69, 318, 324
• Settlement engagement and
transition support, 16, 68, 321

I

illegal foreign fishers/fishing, 92, 319
immigration detention, 17, 25, 53, 86,
88–93, 121, 216, 218–220, 259,
313, 318, 324
• Detainees, 17, 89–93, 121,
220, 250
integrity, 4, 6, 8, 16, 24, 37, 53, 54,
55, 59, 77, 79, 82, 84, 85, 104,
105, 115, 201, 216–217, 222,
229, 263, 273, 278, 280
international engagement, 34, 113, 115

K

Key Management Personnel, vii, 145,
239, 240, 319

L

legacy caseload, 79, 80, 325
legal services expenditure, v, ix, xi,
254, 290
legislation, iv, 9, 10, 11, 32, 24, 66,
87, 90, 118, 127, 221, 272, 280,
281, 318, 326
letter of transmittal, iii, iv, 327, 329

M

management and accountability, v, xi,
210–251, 329
Migration Act 1958, v, 10, 66, 67, 69,
79, 80, 83, 84, 85, 88, 92, 93, 291,
308, 326
migration program, vii, 4, 12, 16, 55, 56,
60, 64, 83, 84, 313, 325
Minister for Home Affairs, iii, x, 2, 75, 77,
126, 274, 275, 284, 286

N

Nauru, 116–119
non-citizens, 83–86, 216, 217

O

Office of the Migration Agents
Registration Authority (OMARA)
79–82, 83, 308–310, 320
• registered migration agents ix,
24, 53, 77–79, 308–310, 326
Operation Sovereign Borders, 16, 25, 94,
112, 114–116, 319–320, 325
other highly paid staff, viii, 245, 244
Outcome 1
• performance measures, 28

- performance information, 29–52

Outcome 2

- performance measures, 53
- performance information, 54–93

Outcome 3

- performance measures, 94
- performance information, 95–119

P

performance reporting, see annual performance statement

- see also environmental performance;
- see also financial performance

plans and planning

- 2024–25 corporate plan, x, 15, 26, 35, 83, 85, 88, 91, 92, 115, 116
- fraud control, 212, 214, 323, 329

Portfolio Budget Statements, x, 6, 23–25, 30, 31, 36, 38, 44, 56, 58, 60, 64, 65, 88, 89, 94, 96–98, 100, 103, 114, 198–207, 325

procurement, v, xi, 107, 112, 209, 211, 219, 230, 249, 251, 254, 271, 317, 319, 323, 331, 333

Public Governance, Performance, and Accountability Act 2013, iii, 7, 20, 128, 197–207, 210, 213, 252, 263, 320, 323, 325

Public Governance, Performance, and Accountability Rule 2014, v, vii, viii, xi, 212, 213, 243, 245, 253–254, 315, 327–334

Public Service Act 1999, viii, 233, 238, 242, 261, 325, 330

R

recruitment, 40, 118, 227, 228, 303

regional cooperation, 25, 120, 201, 291,

295–296, 299–300, 304–307, 320

regional processing, 25, 89, 94, 114–119, 217, 325

remuneration, viii, 145, 213–215, 240–245, 329, 333

Remuneration Tribunal, 240–241

revenue collection, 127, 205,

- customs duty, 103–104, 110, 127
- revenue leakage, vii, 103–104,

risk management, xi, 40, 45, 59, 104, 212, 214, 246, 263–264, 266–267, 273, 278, 281–282

S

salaries, see remuneration

Secretary

- remuneration, 241
- statement, iv, 125, 131

service delivery, 47, 67–69, 117, 214, 228, 265

SmartGate, 99, 326

social cohesion, 8, 24, 50, 53, 73–77, 119, 223, 312, 326

Systems of National Significance, 15, 23, 28, 33–34, 279

T

Telecommunications Act 1966, 34–35, 280–288

temporary visas, 54–55, 57–60, 62

terrorism, 4, 16, 23, 44–45, 48, 111, 113, 199, 323

trade and customs, 4, 6, 8, 9, 25, 26, 94, 95–100, 102–5, 106–110, 127, 204,

trafficking see people smuggling, 262, 291–307, 318, 322

training, 84, 114, 222, 228–229, 239, 251, 271, 290, 292–295, 298, 301–303, 305–307, 312

translating and interpreting services, 24,
53, 66, 72

Transformation, 222, 330

transnational crime, 291, 293-306

transport security, 9, 10, 15, 23, 28,
29-32, 198, 221, 311, 317

U

UMA, 89, 202, 321, 325

V

visas

- application/s, 24, 59, 65-66, 81,
127, 216-217, 326
- cancellation/s, 24, 53, 62,
82-85, 92
- granted, 56, 59, 61, 64-66, 83,
217, 325
- permanent, 54-60, 64, 88-89,
311, 324
- processing, 57, 59-60, 216
- programs, see migration program,
52, 59-62, 79
- refused, 59, 65-66, 83
- temporary, 54-55, 57-60, 62

W

work health and safety, v, 90, 114, 209,
210, 246, 248, 322, 334

