

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

As part of the 2016-17 Budget, DIBP's programs for Outcome 1 were re-structured to reflect the re-alignment of DIBP's activities and reporting of the onshore immigration network. Previously, funding was spread across multiple programs. Further details can be found in Figure 2 under Section 2.1 Budgeted Expenses and Performance for Outcome 1.

**Note:**

From 1 July 2015, performance reporting requirements in the Portfolio Budget Statements sit alongside those required under the enhanced Commonwealth Performance Framework. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read in conjunction with broader information provided in an entity's corporate plans and annual performance statements – included in Annual Reports from October 2016 – to provide an entity's complete performance story.

## 2.1 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 1

**Outcome 1: Protect Australia's sovereignty, security and safety by managing its border, including through managing the stay and departure of all non-citizens.**

### Linked Programs

The information provided below shows how Outcome 1 links with programs delivered by other Commonwealth entities to contribute to common government objectives.

#### **Attorney-General's Department**

Program 1.1: Attorney-General's Department Operating Expenses – Civil Justice and Legal Services

Program 1.2: Attorney-General's Department Operating Expenses – National Security and Criminal Justice

Program 1.7: National Security and Criminal Justice

#### **Contribution to Outcome 1 made by linked programs**

The Attorney-General's Department contributes to policy development and advice on transnational organised crime including people smuggling and human trafficking, law enforcement matters, provision of information of national security value, firearms, counter-terrorism, prohibited and restricted goods, illegal drug interdiction, money laundering and regional operations and intercountry adoption arrangements.

#### **Australian Crime Commission**

Program 1.1: Australian Crime Commission

#### **Contribution to Outcome 1 made by linked programs**

The Australian Crime Commission collects, correlates and analyses criminal information and intelligence, resulting in the dissemination of intelligence products. These products assist with the detection of harmful or illegal goods.

#### **Australian Federal Police**

Program 1.1: Federal Policing and National Security

#### **Contribution to Outcome 1 made by linked programs**

The Australian Federal Police support National Security and border enforcement activities through the provision of policing capability at major airports and Australia's external territories (e.g. Christmas Island).

<p><b>Australian Fisheries Management Authority</b></p> <p>Program 1.1: Australian Fisheries Management Authority</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Australian Fisheries Management Authority (AFMA) provides the fisheries focus within the Australian Government Civil Maritime Surveillance and Response Program and is responsible for the administration of legislation with respect to illegal foreign fishers. AFMA aims to deter and prevent illegal foreign fishing by carrying out capacity building projects and cooperative enforcement operations.</p>
<p><b>Australian Maritime Safety Authority</b></p> <p>Program 1.1: Seafarer and ship safety, environment protection and search and rescue</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Australian Maritime Safety Authority is responsible for improving the standard of foreign flagged ships and Australian flagged ships (regulated under the Navigation Act 2012). The implementation and enforcement of improved standards supports the work DIBP undertakes in processing vessels crossing the border.</p>
<p><b>Department of Agriculture and Water Resources</b></p> <p>Program 2.1: Biosecurity and Export Services</p> <p>Program 2.2: Plant and Animal Health</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of Agriculture and Water Resources (DAWR) manages biosecurity and imported food risks to ensure the safe movement into and out of Australia of people, animals, plants, food and cargo. DAWR also provide certification of exports to meet importing country requirements.</p>
<p><b>Department of Defence</b></p> <p>Program 3.1: Defence Contribution to National Support Tasks in Australia</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of Defence (Defence) undertake tasks that include: planning and conduct of operations to provide security of the Australian coastline from unauthorised maritime arrivals, smuggling, quarantine evasion and other intrusions to Australian sovereignty; counter-terrorism responses and search and rescue. Defence contributes to the surveillance program and Maritime Border Command tasking, providing maritime surveillance assets that are tasked routinely in accordance with the Government's direction.</p>

<p><b>Department of the Environment</b></p> <p>Program 1.4: Conservation of Australia's Heritage and the Environment</p> <p>Program 1.6: Management of Hazardous Wastes, Substances and Pollutants</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of the Environment and DIBP work together to control transboundary movements of hazardous wastes and their disposal and to regulate wildlife trade.</p>
<p><b>Department of Foreign Affairs and Trade</b></p> <p>Program 1.1: Foreign Affairs and Trade Operations</p> <p>Program 2.2: Passport Services</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of Foreign Affairs and Trade (DFAT) contributes to whole of government efforts bilaterally and regionally to counter people-smuggling and human trafficking. DFAT also negotiates, finalises and implements Australia's free trade agreement (FTA) agenda and explores opportunities for FTAs with other trading partners. DFAT provides high-quality passport services which support international traveller facilitation.</p>
<p><b>Department of Health</b></p> <p>Program 5.1: Protect the Health and Safety of the Community through Regulation</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of Health works with DIBP to protect the health of the Australian community by managing health risks at the border. This includes the monitoring of incoming travellers for symptoms of communicable disease and providing communicable disease advice to DIBP to inform pre-migration screening policies.</p>
<p><b>Department of Human Services</b></p> <p>Program 1.1: Services to the Community – Social Security and Welfare</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of Human Services supports individuals, families and communities to achieve greater self-sufficiency by providing access to payments and services on behalf of government. This includes providing assistance to people living in the community while their immigration status is resolved.</p>

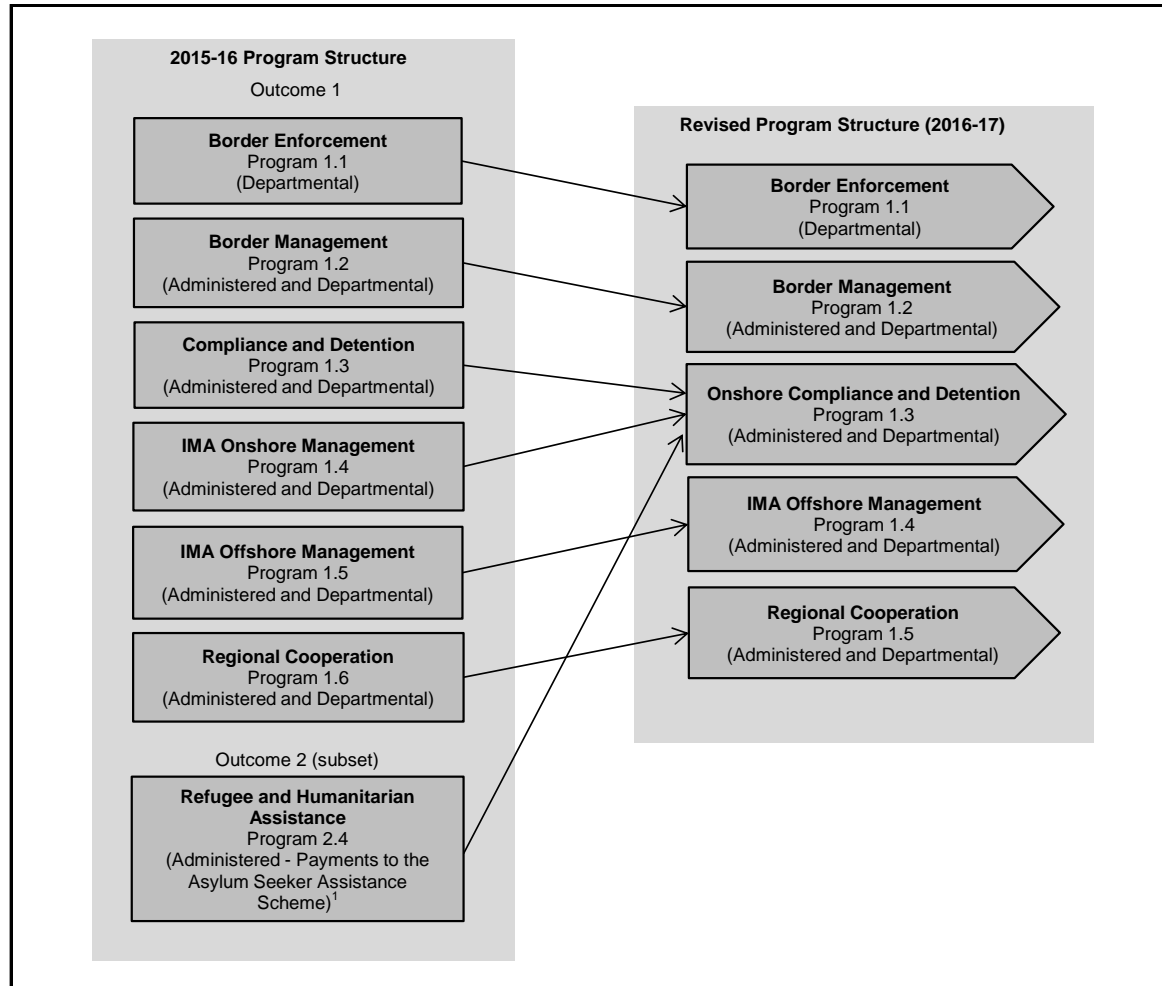
<p><b>Department of Industry, Innovation and Science</b></p> <p>Program 2: Growing Business Investment and Improving Business Capability</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of Industry contributes to policy development and advice on matters relating to intellectual property rights, trademarks, anti-dumping, preferential and non-preferential trade schemes, regulated, prohibited and restricted goods and industry assistance.</p>
<p><b>Department of the Prime Minister and Cabinet</b></p> <p>Program 1.1: Prime Minister and Cabinet</p> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of the Prime Minister and Cabinet provides policy advice in key areas including strategic priorities, foreign, trade and aid policy and national security matters.</p>

**Program changes**

**Table 2: Changes to the program structures since the last portfolio budget statement.**

Program No.	Program title	Description of change
1.3	Onshore Compliance and Detention	New program name. Merged the following programs under the former structure; - Program 1.3 Compliance and Detention; - Program 1.4 IMA Onshore Management; and - The ASAS component of Program 2.4 Refugee and Humanitarian Assistance.
1.4	IMA Offshore Management	PBS program reference amended from 1.5.
1.5	Regional Cooperation	PBS program reference amended from 1.6.

**Figure 2: Changes to the program structures since the last portfolio budget statement.**



1. Administered funding in 2016-17 for the Asylum Seeker Assistance Scheme will be merged into Program 1.3 Onshore Compliance and Detention from the 2016-17 financial year.

### Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.1.1: Budgeted expenses for Outcome 1**

	2015-16 Estimated actual \$'000	2016-17 Budget \$'000	2017-18 Forward estimate \$'000	2018-19 Forward estimate \$'000	2019-20 Forward estimate \$'000
<b>Program 1.1: Border Enforcement</b>					
Departmental expenses					
Departmental appropriation <sup>1</sup>	893,903	909,703	914,074	898,506	902,661
s74 Retained revenue receipts <sup>2</sup>	24,673	23,393	19,802	20,122	20,122
Expenses not requiring appropriation in the Budget year <sup>3</sup>	94,561	110,419	124,207	135,236	152,885
<b>Departmental total</b>	<b>1,013,137</b>	<b>1,043,515</b>	<b>1,058,083</b>	<b>1,053,864</b>	<b>1,075,668</b>
<b>Total expenses for Program 1.1</b>	<b>1,013,137</b>	<b>1,043,515</b>	<b>1,058,083</b>	<b>1,053,864</b>	<b>1,075,668</b>
<b>Program 1.2: Border Management</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	9,706	8	8	8	8
<b>Administered total</b>	<b>9,706</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>
Departmental expenses					
Departmental appropriation <sup>1</sup>	217,788	206,462	199,994	193,872	198,599
s74 Retained revenue receipts <sup>2</sup>	5,009	4,927	4,935	4,942	4,945
Expenses not requiring appropriation in the Budget year <sup>3</sup>	27,332	25,606	27,709	26,135	22,918
<b>Departmental total</b>	<b>250,129</b>	<b>236,995</b>	<b>232,638</b>	<b>224,949</b>	<b>226,462</b>
<b>Total expenses for Program 1.2</b>	<b>259,835</b>	<b>237,003</b>	<b>232,646</b>	<b>224,957</b>	<b>226,470</b>
<b>Program 1.3: Onshore Compliance and Detention (revised structure) <sup>4</sup></b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	-	1,138,280	689,156	578,737	552,895
Expenses not requiring appropriation in the Budget year <sup>3</sup>	-	73,142	73,144	73,146	72,171
<b>Administered total</b>	<b>-</b>	<b>1,211,422</b>	<b>762,300</b>	<b>651,883</b>	<b>625,066</b>
Departmental expenses					
Departmental appropriation <sup>1</sup>	-	445,639	399,991	352,921	339,205
s74 Retained revenue receipts <sup>2</sup>	-	8,436	6,354	6,350	6,341
Expenses not requiring appropriation in the Budget year <sup>3</sup>	-	25,121	22,486	20,199	15,832
<b>Departmental total</b>	<b>-</b>	<b>479,196</b>	<b>428,831</b>	<b>379,470</b>	<b>361,378</b>
<b>Total expenses for Program 1.3 (revised structure)</b>	<b>-</b>	<b>1,690,618</b>	<b>1,191,131</b>	<b>1,031,353</b>	<b>986,444</b>

**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2015-16 Estimated actual \$'000	2016-17 Budget \$'000	2017-18 Forward estimate \$'000	2018-19 Forward estimate \$'000	2019-20 Forward estimate \$'000
<b>Program 1.3: Compliance and Detention (2015-16 structure)<sup>5</sup></b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	219,069	-	-	-	-
Expenses not requiring appropriation in the Budget year <sup>3</sup>	23,948	-	-	-	-
<b>Administered total</b>	<b>243,017</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Departmental expenses					
Departmental appropriation <sup>1</sup>	213,669	-	-	-	-
s74 Retained revenue receipts <sup>2</sup>	3,114	-	-	-	-
Expenses not requiring appropriation in the Budget year <sup>3</sup>	11,451	-	-	-	-
<b>Departmental total</b>	<b>228,234</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total expenses for Program 1.3 (2015-16 structure)</b>	<b>471,251</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Program 1.4: IMA Onshore Management (2015-16 structure)<sup>5</sup></b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	841,697	-	-	-	-
Expenses not requiring appropriation in the Budget year <sup>3</sup>	46,701	-	-	-	-
<b>Administered total</b>	<b>888,398</b>	<b>-</b>			
Departmental expenses					
Departmental appropriation <sup>1</sup>	332,521	-	-	-	-
s74 Retained revenue receipts <sup>2</sup>	3,763	-	-	-	-
Expenses not requiring appropriation in the Budget year <sup>3</sup>	15,863	-	-	-	-
<b>Departmental total</b>	<b>352,147</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total expenses for Program 1.4 (2015-16 structure)</b>	<b>1,240,545</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Program 1.4: IMA Offshore Management</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	965,420	829,722	314,606	337,965	327,784
Expenses not requiring appropriation in the Budget year <sup>3</sup>	70,691	13,233	13,234	13,234	12,902
<b>Administered total</b>	<b>1,036,111</b>	<b>842,955</b>	<b>327,840</b>	<b>351,199</b>	<b>340,686</b>
Departmental expenses					
Departmental appropriation <sup>1</sup>	40,500	31,911	28,452	28,626	28,897
s74 Retained revenue receipts <sup>2</sup>	1,377	5,573	688	690	690
Expenses not requiring appropriation in the Budget year <sup>3</sup>	76	70	64	58	79
<b>Departmental total</b>	<b>41,953</b>	<b>37,554</b>	<b>29,204</b>	<b>29,374</b>	<b>29,666</b>
<b>Total expenses for Program 1.4</b>	<b>1,078,064</b>	<b>880,509</b>	<b>357,044</b>	<b>380,573</b>	<b>370,352</b>



**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2015-16 Estimated actual \$'000	2016-17 Budget \$'000	2017-18 Forward estimate \$'000	2018-19 Forward estimate \$'000	2019-20 Forward estimate \$'000
<b>Program 1.5: Regional Cooperation</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	73,498	87,761	27,196	27,878	28,575
<b>Administered total</b>	<b>73,498</b>	<b>87,761</b>	<b>27,196</b>	<b>27,878</b>	<b>28,575</b>
Departmental expenses					
Departmental appropriation <sup>1</sup>	10,730	16,956	16,316	11,835	11,946
s74 Retained revenue receipts <sup>2</sup>	2,373	2,486	2,487	2,487	2,487
Expenses not requiring appropriation in the Budget year <sup>3</sup>	757	697	622	560	514
<b>Departmental total</b>	<b>13,860</b>	<b>20,139</b>	<b>19,425</b>	<b>14,882</b>	<b>14,947</b>
<b>Total expenses for Program 1.5</b>	<b>87,358</b>	<b>107,900</b>	<b>46,621</b>	<b>42,760</b>	<b>43,522</b>
<b>Outcome 1 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	2,109,390	2,055,771	1,030,966	944,588	909,262
Expenses not requiring appropriation in the Budget year <sup>3</sup>	141,340	86,375	86,378	86,380	85,073
<b>Administered total</b>	<b>2,250,730</b>	<b>2,142,146</b>	<b>1,117,344</b>	<b>1,030,968</b>	<b>994,335</b>
Departmental expenses					
Departmental appropriation <sup>1</sup>	1,709,111	1,610,671	1,558,827	1,485,760	1,481,308
s74 Retained revenue receipts <sup>2</sup>	40,309	44,815	34,266	34,591	34,585
Expenses not requiring appropriation in the Budget year <sup>3</sup>	150,040	161,913	175,088	182,188	192,228
<b>Departmental total</b>	<b>1,899,460</b>	<b>1,817,399</b>	<b>1,768,181</b>	<b>1,702,539</b>	<b>1,708,121</b>
<b>Total expenses for Outcome 1</b>	<b>4,150,190</b>	<b>3,959,545</b>	<b>2,885,525</b>	<b>2,733,507</b>	<b>2,702,456</b>
<b>Movement of administered funds between years</b>					
	2015-16	2016-17	2017-18	2018-19	2019-20
Outcome 1:					
Program 1.4: IMA Onshore Management (2015-16 structure) <sup>5,6</sup>	(34,477)	34,477			
<b>Total movement of administered funds</b>	<b>(34,477)</b>	<b>34,477</b>	<b>-</b>	<b>-</b>	<b>-</b>

	2015-16	2016-17
<b>Average Staffing Level (number)</b>	<b>8,244</b>	<b>8,050</b>

1. Departmental Appropriation combines Ordinary annual services Appropriation Act No. 1 and Bill No. 3.
2. Estimated expenses incurred in relation to receipts retained under section 74 of the *PGPA Act 2013*.
3. Expenses not requiring appropriation in the Budget year are made up of Depreciation Expense, Amortisation Expense, Make Good Expenses, Audit Fees and Cost Recovery Expense.
4. This includes funding for Status Resolution Support Services which was formerly recorded under Program 2.4 Refugee and Humanitarian Assistance.
5. 2015-16 figures are shown according to the structure in place during the 2015-16 year. The figures are for comparison purposes only. Under the 2016-17 structure funds have moved to Program 1.3: Onshore Compliance and Detention.
6. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds. The movement of funds was undertaken under the 2015-16 program structure.

**Table 2.1.3: Performance criteria for Outcome 1**

Table 2.1.3 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2016-17 Budget measures have created new programs or materially changed existing programs.

<b>Outcome 1 – Protect Australia's sovereignty, security and safety by managing its border, including through managing the stay and departure of all non-citizens.</b>	
<b>Program 1.1 Border Enforcement</b>	
To protect Australia's sovereignty, security and safety through the streamlining of legitimate trade and travel, prevention of illegal movement of people and goods, and coordination of whole-of-government efforts to detect and deter illegal activity in the maritime domain.	
<b>Delivery</b>	<p>Mechanisms through which program 1.1 will be delivered include:</p> <ul style="list-style-type: none"> <li>• processing international air and sea passengers and crew;</li> <li>• providing eligible travellers with the option for self-processing and clearance through automated border control at a range of Australian international airports and seaports;</li> <li>• undertaking inspection and examination activity in the international mail, air cargo and sea cargo environments, to detect and prevent the import or export of prohibited items and control the movement of restricted items;</li> <li>• processing vessels crossing the border;</li> <li>• conducting land-based patrol and surveillance of the waterfront, remote areas and regional ports, including through the deployment of mobile teams;</li> <li>• investigating and potentially prosecuting breaches of Australian border laws; and</li> <li>• coordinating whole-of-government efforts to mitigate, or eliminate, the risks posed by civil maritime security threats by detecting, reporting and responding to potential or actual non-compliance with relevant laws in the Australian maritime jurisdiction.</li> </ul>

<b>Program 1.1 Border Enforcement - Key Performance Indicators</b>	
<b>Key Performance Indicators</b>	<b>2015-16 Estimated Actual</b>
Percentage of passengers processed within 30 minutes of joining the inwards queue.	92%
Number of arriving international air passenger referrals to the Department of Immigration and Border Protection. <sup>1</sup>	-
Traveller satisfaction with primary line services.	95%
Percentage of arriving travellers who successfully cleared automated border control systems.	40%
Number of apprehensions of illegal foreign fishing vessels. <sup>1,4</sup>	-
Number of illegal foreign fishers apprehended and processed. <sup>1</sup>	-
Percentage of departing travellers who successfully cleared automated border control systems. <sup>1</sup>	-
Percentage of reported vessels risk assessed at first port.	100%
Percentage of high risk vessels where targeted operational responses were performed. <sup>1</sup>	-
Number and weight of illicit tobacco in the sea cargo stream. <sup>1</sup>	-

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Number of undeclared detections of conventional firearms, parts and accessories and magazines. <sup>1,5</sup>	-
Value of undeclared currency. <sup>1</sup>	-
Number and weight of illicit drug detections. <sup>1</sup>	-
Percentage of referrals accepted for formal investigation. <sup>2</sup>	18-25%
Percentage of high-priority cases accepted for formal investigation.	80-90%
Percentage of prosecution briefs completed as the result of a formal investigation that resulted in a conviction. <sup>3</sup>	85-95%
Number of potential irregular, unregulated and unreported vessels detected in Australia's Exclusive Economic Zone in the Southern Ocean. <sup>1</sup>	-
Number of irregular, unregulated and unreported vessels boarded in the Southern Ocean. <sup>1</sup>	-
Number of irregular, unregulated and unreported vessels apprehended in the Southern Ocean. <sup>1</sup>	-
Number of sightings of potentially illegal foreign fishing vessels in Australian northern waters. <sup>1,6</sup>	-
Ensure less than 0.015% of the total passenger and crew arrivals are refused immigration clearance at airports and seaports. <sup>1</sup>	0.015%

1. Performance cannot be reliably forecast. Actual results will be included in the Annual Report.
2. Formal investigations are conducted by the Investigations Division and refer to suspected breaches of Australia's border controls.
3. This indicator refers to prosecution briefs prepared in response to a formal investigation and dealt with by the courts. Formal investigations are conducted by the Investigations Division. 'Conviction' includes guilty verdicts where no conviction is recorded.
4. The total number of apprehensions by DIBP/ABF and Defence Force assets.
5. The term 'conventional firearms' does not include firearm categories such as imitation, airguns, BB guns and paintball guns, but does include all other firearms.
6. Sightings of Type 3 and 4 fishing vessels are generated from reports by Maritime Border Command surveillance units, including DIBP/ABF and Defence Force.

Performance information		
Year	Performance criteria	Targets
2016-17	Threats are detected ahead, at and after the border.	85%-100% of high risk vessels where targeted operational responses were performed.
	The border is strengthened through the control and surveillance of the maritime domain.	3320 vessel patrol days. Joint ABF and ADF aircraft coverage of 136 million (nm <sup>2</sup> ).
	The movement of people and goods is strengthened by effective regulatory and enforcement activities.	85%-95% of prosecution briefs completed as the result of a formal investigation resulted in a conviction.
	Seamless border management facilitates the flow of legitimate travellers and goods.	92% of passengers processed within 30 minutes of joining the inwards queue.  Traveller satisfaction with primary line services 95% or above.  Less than 0.015% of the total passenger and crew arrivals are refused immigration clearance at airports and seaports.

2017-18 and beyond	As per 2016-17.	As per 2016-17
Purposes <sup>1</sup>	Manage the border to promote a safer, secure Australia. Manage the movement of people and goods to ensure a strong economy.	
Material changes to Program 1.1 resulting from the following measures: Nil		

Note: Targets relating to key performance indicators across the forward estimates have been developed on the basis of the operational risks and environment that existed when the 2016-17 Portfolio Budget Statements were developed. Due to the dynamic nature of the operational environment, future targets may need to be varied depending on the risks faced at that time.

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.

<b>Program 1.2 Border Management</b> To protect Australia's sovereignty, security and safety by developing strategy, legislation and policy that supports legitimate border movements, ensures compliance with border controls, strengthens visa and citizenship system integrity, and protects the Australian community from health risks.	
<b>Delivery</b>	Program 1.2 will be delivered by regulating and facilitating legitimate trade, migration and travel by: <ul style="list-style-type: none"> <li>development and delivery of portfolio strategy, legislation and policy, issuing broker, depot and warehouse licenses;</li> <li>working with partner agencies to influence and develop policy and regulatory models in relation to community protection and consumer safety;</li> <li>effective management of migration, traveller and cargo processes and information systems;</li> <li>provision of migration, travel and import and export data and statistics; and</li> <li>undertaking effective risk-based compliance activities to promote observance of Australian border laws as they relate to the movement of people and goods.</li> </ul>

Program 1.2 Border Management - Key Performance Indicators	
Key Performance Indicators	2015-16 Estimated Actual
Further develop and effectively manage strategies to deliver on government priorities. <sup>1</sup>	-
Effectiveness of strategies developed in delivering priorities. <sup>1</sup>	-
Travellers, traders and visa holders and other entities subject to portfolio legislation demonstrate increased levels of compliance with requirements. <sup>1</sup>	-
Border management strategies are developed to maximise voluntary compliance and provide robust data on border movements and the impact of management strategies. <sup>1</sup>	-
Proportion of customs broker licence applications processed in accordance with client service standards.	100%
Proportion of depot licence applications processed in accordance with client service standards.	100%
Proportion of warehouse licence applications processed in accordance with client service standards.	100%

1. These indicators are not numeric in nature. Further discussion regarding performance against these indicators will be included in the Annual Report.

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Performance Information		
Year	Performance Criteria	Targets
2016-17	Seamless border management facilitates the flow of legitimate travellers and goods.	Percentage of import declarations assessed pre-clearance through the general monitoring program that are compliant. <sup>2</sup>  Percentage of export declarations assessed pre-clearance through the general monitoring program that are compliant. <sup>2</sup>  Number of tariff classification rulings completed.  Number of valuation and origin rulings competed. <sup>2</sup>  Proportion of compliance activities identifying a significant breach. <sup>2</sup>
	The movement of people and goods is strengthened by effective regulatory and enforcement activities.	More than 99% of temporary visa holder entries remain lawful whilst in Australia.  Number of Illegal Warning Notices and/or Infringements issued under Employer Sanctions, Payment for Visa and Business Sponsor Obligations legislation frameworks. <sup>2</sup>  Percentage of prosecution briefs completed as the result of a formal investigation under Employer Sanctions, Payment for Visa and Business Sponsor Obligations legislation frameworks. <sup>2</sup>
2017-18 and beyond	As per 2016-17.	As per 2016-17.
Purposes <sup>1</sup>	Manage the movement of people and goods to ensure a strong economy.	
Material changes to Program 1.2 resulting from the following measures: Nil		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.

2. Targets cannot be forecast reliably. Actual results will be included in the Annual Report.

<b>Program 1.3 Onshore Compliance and Detention</b>	
To protect Australia's sovereignty, security and safety by maximising adherence to the entry and stay requirements through an effective and appropriate program of prevention, deterrence and enforcement and resolving the immigration status of the legacy cohort of IMAs.	
<b>Delivery</b>	<p>Program 1.3 will be delivered by regulating and facilitating legitimate trade, migration and travel by:</p> <ul style="list-style-type: none"> <li>• promoting voluntary compliance by Australian employers with employer sanctions legislation through the provision of targeted education and engagement activities;</li> <li>• transferring of eligible IMAs to a Regional Processing Centre (RPC);</li> <li>• providing services that facilitate status resolution including voluntary return to the person's country of origin and, where appropriate, reintegration assistance packages; and</li> <li>• providing health and other support services for non-citizens awaiting status resolution.</li> </ul>

<b>Program 1.3 Onshore Compliance and Detention - Key Performance Indicators<sup>1</sup></b>
<b>Key Performance Indicators 2015-16</b>
<ul style="list-style-type: none"> <li>• Voluntary compliance is maintained as the primary approach to resolving breaches.</li> <li>• The management of non-compliance does not lead to an unacceptable increase in non-compliant activity. Employers voluntarily comply with their obligations to engage in legal work hire practices.</li> <li>• The immigration status of the majority of non-citizens located in the Australian community for breaches of immigration law is resolved in a timely way.</li> <li>• The immigration detention network meets operational requirements and is maintained to a standard that supports the health, safety and security of detainees and staff.</li> <li>• Non-citizens in immigration detention and in the community have access to services consistent with relevant laws and standards.</li> <li>• Eligible IMAs are transferred to an RPC in a safe and timely manner.</li> <li>• Breaches of the Code of Behaviour by non-citizens residing in the community on a bridging visa are actioned in a timely manner.</li> <li>• IMAs have appropriate access to services that support timely return to their country of origin.</li> </ul>

1. These indicators are not numeric in nature. Further discussion regarding performance against these indicators will be included in the Annual Report.

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Performance Information		
Year	Performance Criteria	Targets
2016-17	The movement of people and goods is strengthened by effective regulatory and enforcement activities.	<p>Unlawful non-citizens seeking status resolution are appropriately accommodated based on risk.</p> <p>Voluntary compliance is the primary approach to avoiding breaches of visa conditions, evidenced by:</p> <ul style="list-style-type: none"><li>• Number of VEVO organisation checks</li><li>• Number of VEVO self-checks</li><li>• New VEVO registrations</li></ul> <p>Employers are encouraged to voluntarily comply through the delivery of employer awareness activities.</p>
2017-18 and beyond	As per 2016-17.	As per 2016-17.
Purposes <sup>1</sup>	Manage the movement of people and goods to ensure a strong economy.	
Material changes to Program 1.3 resulting from the following measures: <sup>2</sup>		
<ul style="list-style-type: none"><li>• Onshore Immigration Detention Network — consolidation</li><li>• Onshore Immigration Detention Network — enhancement</li></ul>		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.
2. The *Asylum Seeker Support – additional funding* measure was terminating in the 2015-16 year and has been extended until 2016-17. This measure existed in 2015-16 and was included in the 2015-16 performance criteria and as such does not represent a material change to the program for performance purposes.

Program 1.4 IMA Offshore Management	
To protect Australia's sovereignty, security and safety by supporting regional processing and settlement countries (partner countries) to implement the Memoranda of Understanding agreed with Australia, including building regional processing country capability to manage regional processing and settlement arrangements.	
<b>Delivery</b>	<p>Mechanisms through which program 1.4 will be delivered include:</p> <ul style="list-style-type: none"> <li>• capability development for partner countries through training and mentoring;</li> <li>• construction and maintenance of facilities that support partner countries to manage and accommodate transferees and refugees and deliver services to these cohorts;</li> <li>• supporting the management of transferees and refugees residing in partner countries, including health, welfare and settlement services (as required);</li> <li>• supporting partner countries to determine the refugee status of transferees; and</li> <li>• support partner countries to voluntarily return persons or remove those found not to be refugees.</li> </ul>

Program 1.4 IMA Offshore Management - Key Performance Indicators <sup>1</sup>	
Key Performance Indicators 2015-16	
<ul style="list-style-type: none"> <li>Services delivered are consistent with the Memoranda of Understanding and Administrative Arrangements agreed between respective regional processing and settlement countries and Australia and relevant local standards.</li> <li>Facilities in regional processing countries are constructed and maintained in a manner that meets operational requirements and relevant local standards.</li> <li>Refugee Status Determination capacity building support enables regional processing countries to develop and deliver a scalable and responsive framework that provides for timely resolution of status in accordance with the countries' international obligations.</li> <li>Regional settlement countries are supported to develop and deliver, needs-based settlement services to support the settlement and integration of refugees into the host societies in a durable and sustainable manner.</li> </ul>	

1. These indicators are not numeric in nature. Further discussion regarding performance against these indicators will be included in the Annual Report.

Performance Information		
Year	Performance Criteria	Targets
2016-17	Collaboration with partners within and outside Australia improves border security.	Arrangements in place that: <ul style="list-style-type: none"><li>• support the regional processing country to assess the protection claims of transferees.</li><li>• support the regional processing country to accommodate and provide services, including welfare and health, to transferees pending assessment of protection claims.</li><li>• support regional partners to settle transferees found to be in need of international protection.</li><li>• support regional processing countries to voluntarily return or remove those found not to be refugees.</li></ul>
2017-18 and beyond	As per 2016-17.	As per 2016-17.
Purposes <sup>1</sup>	Manage the border to promote a safer, secure Australia.	
Material changes to Program 1.4 resulting from the following measures: <sup>2</sup>		
<ul style="list-style-type: none"><li>• Supporting Regional Processing Arrangements – additional funding</li></ul>		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.

2. In accordance with the program structure in place in 2016-17.



<b>Program 1.5 Regional cooperation</b>	
Protect Australia's sovereignty, security and safety by strengthening relationships with partner governments to improve migration and border management capabilities and by working collaboratively with international organisations providing services for irregular migrants.	
<b>Delivery</b>	<p>Mechanisms through which program 1.5 will be delivered include:</p> <ul style="list-style-type: none"> <li>• supporting the Bali Process by co-managing and contributing to the Regional Support Office which implements a range of practical initiatives to combat people smuggling, human trafficking and transnational crime;</li> <li>• supporting through the International Organisation for Migration (IOM), the management of potential illegal immigrations in Indonesia under the Regional Cooperation Arrangement (RCA) program;</li> <li>• working collaboratively with the international community to enhance the migration, identity, immigration intelligence and border management capabilities of partner governments;</li> <li>• facilitating international exchanges on approaches to trade and revenue techniques and best practice; and</li> <li>• enhancing international systems, information sharing and analytical capabilities to support better threat and risk assessments in the flow of people and goods.</li> </ul>

<b>Program 1.5 Regional Cooperation - Key Performance Indicators<sup>1</sup></b>
<b>Key Performance Indicators 2015-16</b>
<ul style="list-style-type: none"> <li>• The enhanced capacity of states to manage irregular migration through the region, including that of asylum seekers.</li> <li>• The Regional Support Office is effectively acting as a key coordination point for migration management and increased protection capacity in the region.</li> </ul>

1. These indicators are not numeric in nature. Further discussion regarding performance against these indicators will be included in the Annual Report.

Performance Information		
Year	Performance Criteria <sup>1</sup>	Targets
2016-17	Collaboration with partners within and outside Australia improves border security.	50% of states receiving Australian assistance have implemented processes and/or systems that have led to an improvement in the management of migration and border outcomes, including the management of refugees.  Training and capability development is successfully delivered to 1,500 counterparts globally, to enrich foreign counterpart and partner agency activities.
2017-18 and beyond	As per 2016-17	As per 2016-17.
Purposes <sup>1</sup>	Manage the movement and stay of people to ensure a cohesive society.	
Material changes to Program 1.5 resulting from the following measures: Nil <sup>2</sup>		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.
2. All measures relating to Program 1.5 were terminating measures in the 2015-16 year but were extended until 2016-17. These measures existed in 2015-16 and were included in the 2015-16 performance criteria and as such do not represent a material change to the program for performance purposes.

## 2.2 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 2

**Outcome 2: Support a prosperous and inclusive society, and advance Australia's economic interests through the effective management of the visa and citizenship programs and provision of refugee and humanitarian assistance.**

### Linked Programs

The information provided below shows how Outcome 2 links with programs delivered by other Commonwealth entities to contribute to common government objectives.

#### **Attorney-General's Department**

Program 1.1: Attorney-General's Department Operating Expenses – Civil Justice and Legal Services

Program 1.2: Attorney-General's Department Operating Expenses – National Security and Criminal Justice

Program 1.7: National Security and Criminal Justice

#### **Contribution to Outcome 2 made by linked programs**

The Attorney-General's Department contributes to policy development and advice on transnational organised crime including people smuggling and human trafficking, law enforcement matters, provision of information of national security value, firearms, counter-terrorism, prohibited and restricted goods, illegal drug interdiction, money laundering and regional operations and intercountry adoption arrangements.

#### **Department of Education and Training**

Program 2.8: Building Skills and Capability

#### **Contribution to Outcome 2 made by linked programs**

The Department of Education works with DIBP to provide clearer pathways and improved access to training for eligible migrants and humanitarian entrants.

#### **Department of Employment**

Program 1.1: Employment Services

#### **Contribution to Outcome 2 made by linked programs**

The Department of Employment provides the necessary incentive for job seekers to comply with their mutual obligation requirements to ensure job seekers remain active and engaged while looking for work, including eligible migrants and humanitarian entrants.

<p><b>Department of Foreign Affairs and Trade</b></p> <p>Program 1.1: Foreign Affairs and Trade Operations</p> <p>Program 2.2: Passport Services</p> <p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>The Department of Foreign Affairs and Trade (DFAT) contributes to whole of government efforts bilaterally and regionally to counter people-smuggling and human trafficking. DFAT also negotiates, finalises and implements Australia's free trade agreement (FTA) agenda and exploring opportunities for FTAs with other trading partners. DFAT provide high-quality passport services which support international traveller facilitation.</p>
<p><b>Department of Health</b></p> <p>Program 2.1: Mental Health</p> <p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>The Department of Health contributes to supporting permanently resettled humanitarian entrants and those on certain visa products living in the Australian community through the provision of the Program of Assistance for Survivors of Torture and Trauma.</p>
<p><b>Department of Human Services</b></p> <p>Program 1.1: Services to the Community – Social Security and Welfare</p> <p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>The Department of Human Services supports individuals, families and communities to achieve greater self-sufficiency by providing access to payments and services on behalf of government. This includes providing assistance to people living in the community while their immigration status is resolved.</p>
<p><b>Department of Social Services</b></p> <p>Program 2.1: Families and Communities</p> <p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>The Department of Social Services delivers settlement support for humanitarian entrants and other eligible migrants in their first five years of life in Australia. Services promote economic and social well-being of clients by supporting them to become fully-functioning and self-reliant members of society as soon as possible after arrival in Australia.</p>

## Budgeted expenses for Outcome 2

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.1.2: Budgeted expenses for Outcome 2**

	2015-16 Estimated actual \$'000	2016-17 Budget \$'000	2017-18 Forward estimate \$'000	2018-19 Forward estimate \$'000	2019-20 Forward estimate \$'000
<b>Program 2.1: Citizenship</b>					
Departmental expenses					
Departmental appropriation <sup>1</sup>	60,128	55,862	54,406	55,724	56,250
s74 Retained revenue receipts <sup>2</sup>	1,293	1,278	1,279	1,281	1,276
Expenses not requiring appropriation in the Budget year <sup>3</sup>	4,975	4,578	4,099	3,686	1,625
<b>Departmental total</b>	<b>66,396</b>	<b>61,718</b>	<b>59,784</b>	<b>60,691</b>	<b>59,151</b>
<b>Total expenses for Program 2.1</b>	<b>66,396</b>	<b>61,718</b>	<b>59,784</b>	<b>60,691</b>	<b>59,151</b>
<b>Program 2.2: Migration</b>					
Departmental expenses					
Departmental appropriation <sup>1</sup>	252,900	238,528	232,175	212,508	204,830
s74 Retained revenue receipts <sup>2</sup>	5,168	4,969	4,978	4,911	4,899
Expenses not requiring appropriation in the Budget year <sup>3</sup>	21,336	19,366	16,962	15,241	10,179
<b>Departmental total</b>	<b>279,404</b>	<b>262,863</b>	<b>254,115</b>	<b>232,660</b>	<b>219,908</b>
<b>Total expenses for Program 2.2</b>	<b>279,404</b>	<b>262,863</b>	<b>254,115</b>	<b>232,660</b>	<b>219,908</b>
<b>Program 2.3: Visas</b>					
Departmental expenses					
Departmental appropriation <sup>1</sup>	297,647	290,145	272,491	253,313	244,609
s74 Retained revenue receipts <sup>2</sup>	52,648	49,634	52,653	55,846	59,279
Expenses not requiring appropriation in the Budget year <sup>3</sup>	31,396	26,758	22,733	20,303	14,160
<b>Departmental total</b>	<b>381,691</b>	<b>366,537</b>	<b>347,877</b>	<b>329,462</b>	<b>318,048</b>
<b>Total expenses for Program 2.3</b>	<b>381,691</b>	<b>366,537</b>	<b>347,877</b>	<b>329,462</b>	<b>318,048</b>
<b>Program 2.4: Refugee and Humanitarian Assistance</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	77,196	51,550	33,067	32,864	33,514
Expenses not requiring appropriation in the Budget year <sup>3</sup>	-	-	-	-	-
<b>Administered total</b>	<b>77,196</b>	<b>51,550</b>	<b>33,067</b>	<b>32,864</b>	<b>33,514</b>

**Table 2.1.2: Budgeted expenses for Outcome 2 (continued)**

	2015-16 Estimated actual \$'000	2016-17 Budget \$'000	2017-18 Forward estimate \$'000	2018-19 Forward estimate \$'000	2019-20 Forward estimate \$'000
Departmental expenses					
Departmental appropriation <sup>1</sup>	94,265	97,908	94,867	97,652	98,568
s74 Retained revenue receipts <sup>2</sup>	1,047	1,003	1,004	989	987
Expenses not requiring appropriation in the Budget year <sup>3</sup>	3,159	2,906	2,600	2,339	1,515
<b>Departmental total</b>	<b>98,471</b>	<b>101,817</b>	<b>98,471</b>	<b>100,980</b>	<b>101,070</b>
<b>Total expenses for Program 2.4</b>	<b>175,667</b>	<b>153,367</b>	<b>131,538</b>	<b>133,844</b>	<b>134,584</b>
<b>Outcome 2 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	77,196	51,550	33,067	32,864	33,514
Expenses not requiring appropriation in the Budget year <sup>3</sup>	-	-	-	-	-
<b>Administered total</b>	<b>77,196</b>	<b>51,550</b>	<b>33,067</b>	<b>32,864</b>	<b>33,514</b>
Departmental expenses					
Departmental appropriation <sup>1</sup>	704,940	682,443	653,939	619,197	604,257
s74 Retained revenue receipts <sup>2</sup>	60,156	56,884	59,914	63,027	66,441
Expenses not requiring appropriation in the Budget year <sup>3</sup>	60,866	53,608	46,394	41,569	27,479
<b>Departmental total</b>	<b>825,962</b>	<b>792,935</b>	<b>760,247</b>	<b>723,793</b>	<b>698,177</b>
<b>Total expenses for Outcome 2</b>	<b>903,158</b>	<b>844,485</b>	<b>793,314</b>	<b>756,657</b>	<b>731,691</b>
<b>Movement of administered funds between years</b>					
2015-16	2016-17	2017-18	2018-19	2019-20	
Outcome 2: Program 2.4: Refugee and Humanitarian Assistance <sup>4</sup>	(12,251)	12,251	-	-	-
<b>Total movement of administered funds</b>	<b>(12,251)</b>	<b>12,251</b>	<b>-</b>	<b>-</b>	<b>-</b>

	2015-16	2016-17
<b>Average Staffing Level (number)</b>	5,045	4,880

1. Departmental Appropriation combines Ordinary annual services Appropriation Act No. 1 and Bill No. 3.
2. Estimated expenses incurred in relation to receipts retained under section 74 of the *PGPA Act 2013*.
3. Expenses not requiring appropriation in the Budget year are made up of Depreciation Expense, Amortisation Expense, Make Good Expenses, Audit Fees and Cost Recovery Expense.
4. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds. The movement of funds was undertaken under the 2015-16 program structure.

**Table 2.2.3: Performance criteria for Outcome 2**

Table 2.2.3 below details the performance criteria for each program associated with Outcome 2. It also summarises how each program is delivered and where 2016-17 Budget measures have created new programs or materially changed existing programs.

<b>Outcome 2 – Support a prosperous and inclusive society, and advance Australia's economic interests through the effective management of the visa and citizenship programs and provision of refugee and humanitarian assistance.</b>	
<b>Program 2.1 Citizenship</b> To support a prosperous and inclusive society through the promotion, delivery and effective management of the Australian citizenship program.	
<b>Delivery</b>	<p>Mechanisms through which program 2.1 will be delivered include:</p> <ul style="list-style-type: none"> <li>• delivery of the citizenship program within the parameters set by the Government;</li> <li>• supporting a strong and cohesive Australian society through the promotion of a unifying citizenship;</li> <li>• strengthening the integrity and efficiency of citizenship systems to attract quality applicants and meet the needs of the Australian community and economy; and</li> <li>• promoting the value of Australian citizenship.</li> </ul>

<b>Program 2.1 Citizenship - Key Performance Indicators</b>	
<b>Key Performance Indicators</b>	<b>2015-16 Estimated Actual</b>
Percentage of refusal decisions for Australian citizenship overturned through an appeal process.	Less than 1%
Percentage of citizenship conferral applications decided within service delivery standards.	At least 80%

Performance Information		
Year	Performance Criteria	Targets
2016-17	Australian citizenship is valued.	80% of citizenship conferral decisions made within service standards.  Percentage of refusal decisions for Australian citizenship overturned through an appeal process is less than 1%.  Visits to the Citizenship Wizard on DIBP's web site reach 300,000 for the year.
2017-18 and beyond	As per 2016-17.	As per 2016-17.
Purposes <sup>1</sup>	Manage the movement and stay of people to ensure a cohesive society.	
Material changes to Program 2.1 resulting from the following measures: Nil		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.

<b>Program 2.2 Migration</b> To support a prosperous and inclusive society and advance Australia's economic interests through the effective management and delivery of the Skilled and Family Migration Programs.	
<b>Delivery</b>	Mechanisms through which program 2.2 will be delivered include: <ul style="list-style-type: none"> <li>• delivering the migration program within planning levels set by the Government, and maintain program integrity and intention; and</li> <li>• finalising visa applications within applicable standards and according to priority processing directions.</li> </ul>

<b>Program 2.2 Migration - Key Performance Indicators<sup>1</sup></b>	
<b>Key Performance Indicators 2015-16</b>	
<ul style="list-style-type: none"> <li>• The migration program supports the Government's national security, economic and social agenda, as well as industry and business needs.</li> <li>• The migration program is delivered within Government targets and according to applicable priority processing directions.</li> <li>• Migration and temporary entry do not increase the incidence of health risks or costs to the Australian community.</li> <li>• Visa applications are finalised within applicable service standards.</li> </ul>	

1. These indicators are not numeric in nature. Further discussion regarding performance against these indicators will be included in the Annual Report.

<b>Program 2.2 Migration - Key Performance Indicators</b>	
<b>Key Performance Indicators</b>	<b>2015-16 Estimated Actual</b>
The permanent Migration Program is delivered within government planning levels.	<190,000 visas granted in line with government targets.
Permanent migration does not increase the incidence of health risks or costs to the Australian community.	Met by contributing to maintaining TB rates in Australia at <6 cases per 100,000 people.



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Performance Information		
Year	Performance Criteria	Targets
2016-17	Australia's visa programs provide a strong foundation for social cohesion.	The non-skilled component of the managed migration program is delivered within planning levels set by the Government for each category.
	Australia's visa programs are responsive to the needs of the economy.	The skilled component of the managed migration program is delivered within planning levels set by the Government for each category.  Migration and temporary entry programs do not increase risks to the safety of the Australian community.
2017-18 and beyond	As per 2016-17.	As per 2016-17.
Purposes <sup>1</sup>	Manage the movement and stay of people to ensure a cohesive society. Manage the movement of people and goods to ensure a strong economy.	
Material changes to Program 2.2 resulting from the following measures:		
<ul style="list-style-type: none"><li>Reforming the Visa and Migration Framework</li></ul>		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.

Program 2.3 Visas	
To advance Australia's economic interests and respond to Australia's changing security, economic, cultural and social needs through the effective management and delivery of temporary entry programs.	
<b>Delivery</b>	<p>Mechanisms through which program 2.3 will be delivered include:</p> <ul style="list-style-type: none"> <li>supporting Australia's economic development and needs through sustainable growth in temporary visa programs;</li> <li>ensuring temporary entry does not increase health risks or costs to the Australian community;</li> <li>ensuring permanent and temporary entry does not increase risks to the security and good order of Australia or undermine the integrity of visa programs through the administration of the character provisions and cancellation powers;</li> <li>increasing the use of biometrics and identity management services to facilitate the movement of legitimate travellers, and detect and deter those who pose a risk to the Australian community and national interest;</li> <li>promoting a high level of confidence in the accurate identification of people entering and departing Australia and those likely to threaten the national interest;</li> <li>pursuing system and capability improvements in order to effectively manage the growth in temporary entry caseloads; and</li> <li>finalising visa applications within applicable standards and according to priority processing directions.</li> </ul>

Program 2.3 Visas - Key Performance Indicators	
Key Performance Indicators 2015-16 <sup>1</sup>	
<ul style="list-style-type: none"> <li>• The visitor program continues to support global tourism, business travel and the domestic economy.</li> <li>• The student program supports a sustainable international education sector, in line with the Government priorities.</li> <li>• Working Holiday Maker negotiations are targeted towards the Government priorities.</li> <li>• Temporary visa programs support the Government's international priorities and obligations.</li> <li>• Temporary entry does not increase the incidence of health risks or costs to the Australian community.</li> <li>• Policy development and deregulatory reform to visa programs are implemented effectively and in a timely and cost-effective manner, also supporting program delivery and integrity.</li> <li>• Visa applications are finalised within applicable service standards.</li> </ul>	

1. These indicators are not numeric in nature. Further discussion regarding performance against these indicators will be included in the Annual Report.

Program 2.3 Visas - Key Performance Indicators	
Key Performance Indicators	2015-16 Estimated Actual
Temporary migration does not increase the incidence of health risks or costs to the Australian community.	Met by contributing to maintaining TB rates in Australia at <6 cases per 100,000 people.

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Performance Information		
Year	Performance Criteria	Targets
2016-17	Australia's visa programs are responsive to the needs of the economy.	<p>The visitor visa program supports global tourism and business travel to Australia:</p> <ul style="list-style-type: none"><li>• Number of visitor visas granted</li><li>• 75% of visitor visa decisions made within service standards.</li></ul> <p>The student visa program supports the international student market in Australia:</p> <ul style="list-style-type: none"><li>• Number of student visas granted</li><li>• 70% of student visa decisions are made within service standards.</li></ul>
2017-18 and beyond	As per 2016-17.	As per 2016-17.
Purposes <sup>1</sup>	<p>Manage the movement and stay of people to ensure a cohesive society.</p> <p>Manage the movement of people and goods to ensure a strong economy.</p>	
<b>Material changes to Program 2.3 resulting from the following measures:</b>		
<ul style="list-style-type: none"><li>• <b>Reforming the Visa and Migration Framework</b></li></ul>		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.

Program 2.4 Refugee and Humanitarian Assistance	
The effective management and delivery of Australia's Humanitarian Program reflects government priorities and Australia's international protection obligations.	
<b>Delivery</b>	<p>Mechanisms through which program 2.4 will be delivered include:</p> <ul style="list-style-type: none"> <li>• contributing to the resettlement of refugees and those in humanitarian need through the delivery of the Humanitarian Program;</li> <li>• resettling humanitarian entrants living in protracted or refugee like situations who are in need of protection;</li> <li>• providing visa pathways to those needing Australia's protection, including through the use of temporary visas for those who sought protection in Australia after arriving in an illegal manner; and</li> <li>• continuing to develop policy, program design and procedures to improve the efficiency, effectiveness, accountability and integrity of the Humanitarian Program.</li> </ul>

Program 2.4 Refugee and Humanitarian Assistance - Key Performance Indicators	
Key Performance Indicators 2015-16 <sup>1</sup>	
<ul style="list-style-type: none"> <li>• Australia continues to be a leading resettlement country in terms of number of people resettled.</li> <li>• Australia's international protection obligations are reflected in an effective onshore protection framework including articulated policies and procedures relating to the assessment of protection claims.</li> <li>• Progress being made regarding the processing of the legacy cohort under the new onshore protection legislation and Temporary Protection Visa (TPV) framework.</li> <li>• Productive working relations are maintained with international partner agencies with regard to Australia's contribution to strengthening the international protection framework in countries other than Australia.</li> <li>• Australia's bilateral and multilateral activity in relation to migration and refugee issues has a positive effect on managed migration and refugee issues internationally, as evidenced by internal evaluation and review outcomes.</li> </ul>	

1. These indicators are not numeric in nature. Further discussion regarding performance against these indicators will be included in the Annual Report.

Performance Information		
Year	Performance Criteria	Targets
2016-17	Australia contributes to the global management of refugees and displaced populations.	Deliver 13,750 places in the 2016-17 Humanitarian Program.  Deliver places to Syrian and Iraqi refugees consistent with the Syrian and Iraqi Humanitarian Crisis Measure.
2017-18 and beyond	As per 2016-17.	Deliver places in the Humanitarian Program in line with the Government direction, at 16,250 in 2017-18 and 18,750 in 2018-19.
Purposes <sup>1</sup>	Manage the movement and stay of people to ensure a cohesive society.	
Material changes to Program 2.4 resulting from the following measures: Nil <sup>2</sup>		

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.
2. All measures relating to program 2.4 were pre-existing measures and were taken into account in the 2015-16 performance criteria. As such, there is no material change to the program for performance purposes.

## 2.3 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 3

**Outcome 3: Advance Australia's economic interests through the facilitation of the trade of goods to and from Australia and the collection of border revenue.**

### Linked Programs

The information provided below shows how Outcome 3 links with programs delivered by other Commonwealth entities to contribute to common government objectives.

#### **Austrade**

Program 1.1: Promotion of Australia's export and other international economic interests

#### **Contribution to Outcome 3 made by linked programs**

Austrade co-operates with DIBP by providing advice on visa policy where this affects trade, tourism, international education and investment. Austrade is also the sole nominating entity for the Premium Investment Visa program and is a nominating entity for the Significant Investor Visa program, which are managed by DIBP.

#### **Australian Taxation Office**

Various Programs

#### **Contribution to Outcome 3 made by linked programs**

DIBP collects or administers on behalf of the Australian Taxation Office relevant taxes including Goods and Services Tax, Wine Equalisation Tax, Tourist Refund Scheme and Luxury Car Tax.

#### **Department of Foreign Affairs and Trade**

Program 1.1: Foreign Affairs and Trade Operations

Program 2.2: Passport Services

#### **Contribution to Outcome 3 made by linked programs**

The Department of Foreign Affairs and Trade (DFAT) contributes to whole of government efforts bilaterally and regionally to counter people-smuggling and human trafficking. DFAT also negotiates, finalises and implements Australia's free trade agreement (FTA) agenda and exploring opportunities for FTAs with other trading partners. DFAT provide high-quality passport services which support international traveller facilitation.

**Department of the Treasury**

Various Programs

**Contribution to Outcome 3 made by linked programs**

The Department of the Treasury provides policy advice in key areas on the design of taxation laws including customs duty, Visa Application Charges (VAC), Passenger Movement Charge (PMC), Import Processing Charge (IPC) and duty refunds.

**Department of Industry, Innovation and Science**

Program 2: Growing Business Investment and Improving Business Capability

**Contribution to Outcome 3 made by linked programs**

The Department of Industry contributes to policy development and advice on matters relating to intellectual property rights, trademarks, anti-dumping, preferential and non-preferential trade schemes, regulated, prohibited and restricted goods and industry assistance.

### Budgeted expenses for Outcome 3

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

#### 2.1.3: Budgeted expenses for Outcome 3

	2015-16 Estimated actual \$'000	2016-17 Budget \$'000	2017-18 Forward estimate \$'000	2018-19 Forward estimate \$'000	2019-20 Forward estimate \$'000
<b>Program 3.1 Border- Revenue Collection</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	-	-	-	-	-
Expenses not requiring appropriation in the Budget year <sup>1</sup>	13,500	13,500	13,500	13,500	13,500
<b>Administered total</b>	<b>13,500</b>	<b>13,500</b>	<b>13,500</b>	<b>13,500</b>	<b>13,500</b>
Departmental expenses					
Departmental appropriation <sup>2</sup>	14,767	11,028	11,545	11,564	8,849
s74 Retained revenue receipts <sup>3</sup>	53,273	52,884	53,237	53,441	53,441
Expenses not requiring appropriation in the Budget year <sup>1</sup>	9,728	9,525	2,199	2,193	168
<b>Departmental total</b>	<b>77,768</b>	<b>73,437</b>	<b>66,981</b>	<b>67,198</b>	<b>62,458</b>
<b>Total expenses for Program 3.1</b>	<b>91,268</b>	<b>86,937</b>	<b>80,481</b>	<b>80,698</b>	<b>75,958</b>
<b>Program 3.2 Trade Facilitation and Industry Engagement</b>					
Departmental expenses					
Departmental appropriation <sup>2</sup>	44,296	52,109	58,014	58,591	57,091
s74 Retained revenue receipts <sup>3</sup>	461	462	462	463	463
Expenses not requiring appropriation in the Budget year <sup>1</sup>	8,750	7,407	6,663	5,970	5,495
<b>Departmental total</b>	<b>53,507</b>	<b>59,978</b>	<b>65,139</b>	<b>65,024</b>	<b>63,049</b>
<b>Total expenses for Program 3.2</b>	<b>53,507</b>	<b>59,978</b>	<b>65,139</b>	<b>65,024</b>	<b>63,049</b>
<b>Outcome 3 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	-	-	-	-	-
Expenses not requiring appropriation in the Budget year <sup>1</sup>	13,500	13,500	13,500	13,500	13,500
<b>Administered total</b>	<b>13,500</b>	<b>13,500</b>	<b>13,500</b>	<b>13,500</b>	<b>13,500</b>

**2.1.3: Budgeted expenses for Outcome 3 (continued)**

	2015-16 Estimated actual \$'000	2016-17 Budget \$'000	2017-18 Forward estimate \$'000	2018-19 Forward estimate \$'000	2019-20 Forward estimate \$'000
Departmental expenses					
Departmental appropriation <sup>2</sup>	59,063	63,137	69,559	70,155	65,940
s74 Retained revenue receipts <sup>3</sup>	53,734	53,346	53,699	53,904	53,904
Expenses not requiring appropriation in the Budget year <sup>1</sup>	18,478	16,932	8,862	8,163	5,663
<b>Departmental total</b>	<b>131,275</b>	<b>133,415</b>	<b>132,120</b>	<b>132,222</b>	<b>125,507</b>
<b>Total expenses for Outcome 3</b>	<b>144,775</b>	<b>146,915</b>	<b>145,620</b>	<b>145,722</b>	<b>139,007</b>

	2015-16	2016-17
<b>Average Staffing Level (number)</b>	461	515

1. Expenses not requiring appropriation in the Budget year are made up of Depreciation Expense, Amortisation Expense, Make Good Expenses, Audit Fees and Cost Recovery Expense.
2. Departmental Appropriation combines 'Ordinary annual services Appropriation Act No. 1 and Bill No. 3.
3. Estimated expenses incurred in relation to receipts retained under section 74 of the *PGPA Act 2013*.

**Table 2.3.3: Performance criteria for Outcome 3**

Table 2.3.3 below details the performance criteria for each program associated with Outcome 3. It also summarises how each program is delivered and where 2016-17 Budget measures have created new programs or materially changed existing programs.

<b>Outcome 3 – Advance Australia's economic interests through the facilitation of the trade of goods to and from Australia and the collection of border revenue.</b>	
<b>Program 3.1 Border Revenue Collection</b> To advance Australia's economic interests through the effective collection and administration of customs duty and border charges.	
<b>Delivery</b>	<p>Mechanisms through which program 3.1 will be delivered include:</p> <ul style="list-style-type: none"> <li>• providing assurance that border revenue administered by DIBP and revenue collected on behalf of other agencies is correctly assessed, reported and paid;</li> <li>• providing assurance that revenue is protected by ensuring the correct application of refunds, concession and exemptions;</li> <li>• undertaking effective risk-based investigations and compliance activities, to promote observance of Australian border laws as they relate to revenue reporting and payment obligations;</li> <li>• collecting and administering the Passenger Movement Charge; and</li> <li>• administering the Tourist Refund Scheme.</li> </ul>



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Program 3.1 Border-Revenue Collection - Key Performance Indicators	
Key Performance Indicators	2015-16 Estimated Actual
Proportion of refunds under the Refund Scheme delivered in accordance with client service standards.	90%
Proportion of drawbacks delivered in accordance with client service standards.	90%
Number of external merit and judicial review applications on refund and drawback claims finalised during the performance period. <sup>1</sup>	-
Number of external merit and judicial review applications finalised that overturn a decision of refund or drawback claims. <sup>1,2</sup>	-
Number of external merit and judicial review applications finalised during the performance period on a decision made under Part XVA of the <i>Customs Act 1901</i> . <sup>1,2</sup>	-
Number of external merit and judicial review applications finalised that overturned a decision under part XVA of the <i>Customs Act 1901</i> . <sup>1,2</sup>	-
Value of revenue understatements identified from investigation and compliance activities. <sup>1</sup>	-

1. Targets cannot be forecast reliably. Actual results will be included in the Annual Report.
2. Subject to change following the enactment of the *Australian Border Force Bill 2015*.

Performance Information		
Year	Performance Criteria	Targets
2016-17	The collection of border revenue is managed and enhanced.	Percentage of refunds under the Refund Scheme that are delivered in accordance with client service standards.  Percentage of drawbacks delivered in accordance with client service standards.  Number of Infringement notices served.
2017-18 and beyond	As per 2016-17.	As per 2016-17.
Purposes <sup>1</sup>	Manage the movement of people and goods to ensure a strong economy.	
Material changes to Program 3.1 resulting from the following measures: Nil		

Note: Targets relating to key performance indicators across the forward estimates have been developed on the basis of the operational risks and environment that existed when the 2016-17 Portfolio Budget Statements were developed. Due to the dynamic nature of the operational environment, future targets may need to be varied depending on the risks faced at that time.

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.

<b>Program 3.2 Trade Facilitation and Industry Engagement</b>	
To advance Australia's economic interests by co-designing services and policies that reduce the impact on legitimate movement of goods, and supports the Government's trade agenda.	
<b>Delivery</b>	<p>Mechanisms through which program 3.2 will be delivered include:</p> <ul style="list-style-type: none"> <li>• development and delivery of portfolio strategy, legislation and policy, to support the facilitation of legitimate movement;</li> <li>• provision of tariff classification, valuation and rules of origin advice services to importers and exporters;</li> <li>• delivering the Australian Trusted Trader Programme; and</li> <li>• provision of expert advice, support and guidance material for industry to support import and export of legitimate goods.</li> </ul>

<b>Program 3.2 Trade Facilitation and Industry Engagement - Key Performance Indicators</b>	
<b>Key Performance Indicators</b>	<b>2015-16 Estimated Actual</b>
Proportion of tariff classification, valuation and rules of origin advices completed in accordance with client service standards.	85%
Number of external merit and judicial review applications on matters including tariff classification under Schedule 4 of the Customs Tariff Act, valuation of rules of origin finalised during the performance period the duty was paid under protest under section 167 of the <i>Customs Act 1901</i> . <sup>1,2</sup>	-
Number of external merit and judicial review applications finalised that overturn an administrative review decision where the duty was paid under protest. <sup>1</sup>	-
Availability of electronic cargo systems to clients (excluding scheduled outages).	99.70%
Proportion of electronically lodged cargo documents where a response message is transmitted within five minutes. <sup>1</sup>	-

1. Targets cannot be forecast reliably. Actual results will be included in the Annual Report.

2. Subject to change following the enactment of the *Australian Border Force Bill 2015*.

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Performance Information		
Year	Performance Criteria	Targets
2016-17	Effective partnerships both within and outside Australia build a strong economy.	85% of classification, valuation and rules of origin advices completed within service standards.
	Seamless border management facilitates the flow of legitimate travellers and goods.	Participants in the ATT Programme include businesses considered as small medium enterprise; regional Australian; service providers; and large value/volume traders.
2017-18 and beyond	Effective partnerships both within and outside Australia build a strong economy.	85% of classification, valuation and rules of origin advices completed within service standards.
	Seamless border management facilitates the flow of legitimate travellers and goods.	Participants in the ATT Programme will be entities that comprise 50% of value and 30% of volume of all two way trade.
Purposes <sup>1</sup>	Manage the movement of people and goods to ensure a strong economy.	
Material changes to Program 3.2 resulting from the following measures:		
<ul style="list-style-type: none"><li>Australian Trusted Trader Programme</li></ul>		

Note: Targets relating to key performance indicators across the forward estimates have been developed on the basis of the operational risks and environment that existed when the 2016-17 Portfolio Budget Statements were developed. Due to the dynamic nature of the operational environment, future targets may need to be varied depending on the risks faced at that time.

1. Refers to updated purposes that will be reflected in the 2016-17 Corporate Plan.