



Australian Government

**Department of Immigration and
Multicultural and Indigenous Affairs**

2003-04 Annual Report

© Commonwealth of Australia 2004

ISSN 1448-8191

ISBN 0 642 26094 X

Published 2004

Apart from any use as permitted under the *Copyright Act 1968*, no part of this report may be reproduced by any process without prior written permission from the Australian Government available from the Department of Communications, Information Technology and the Arts.

Requests and inquiries concerning reproduction and rights should be addressed to:

Intellectual Property Branch
Department of Communications, Information Technology and the Arts
GPO Box 2154
Canberra ACT 2601

Department of Immigration and Multicultural and Indigenous Affairs Annual Report
contact officers:

Bruce McEwan
Reporting Strategy Unit
Telephone: (02) 6264 3739
Facsimile: (02) 6264 2695
Email: reporting@immi.gov.au

Eleonora Milinski
Reporting Strategy Unit
Telephone: (02) 6264 2029
Facsimile: (02) 6264 2695
Email: reporting@immi.gov.au

This report is on the Internet:
http://www.immi.gov.au/annual_report/

Design, editing and formatting: Reporting Strategy Unit,
Department of Immigration and Multicultural and Indigenous Affairs,
Canberra.

BMC/CRE8IVE : DIMIA 9/04



Australian Government

Department of Immigration and Multicultural and Indigenous Affairs

Secretary

Senator the Hon. Amanda Vanstone
Minister for Immigration and Multicultural and Indigenous Affairs

Dear Minister

2003-04 ANNUAL REPORT

As required by subsections 63(2) and 70(2) of the *Public Service Act 1999*, I present to you the 2003-04 Annual Report of the Department of Immigration and Multicultural and Indigenous Affairs.

The report includes:

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

A copy of the report is to be laid before each House of Parliament on or before 31 October 2004.

Yours sincerely

A handwritten signature in black ink, appearing to read 'W J Farmer', written over a horizontal line.

W J Farmer
24 September 2004

INTRODUCTION	1
Review by the Secretary	2
PART ONE	9
Departmental Overview	9
Role and Functions	10
Portfolio Agencies	12
Outcome and Output Structure	13
Organisational Structure	14
Discussion/Analysis of Financial Performance	15
Resource Summary Tables	17
PART TWO	19
Report on Performance	19
Performance Indicator Index	20
Performance Information - Introduction	21
Outcome One	22
Performance Table for the Outcome Effectiveness Measures	23
Key Highlights	27, 64, 73, 98
Outcome One Output Items	
Output 1.1 – Non-Humanitarian Entry and Stay	33
Output 1.2 – Refugee and Humanitarian Entry and Stay	66
Output 1.3 – Enforcement of Immigration Law	78
Output 1.4 – Safe Haven	97
Output 1.5 – Offshore Asylum Seeker Management	99
Outcome One Administered Items	103
Outcome Two	120
Performance Table for the Outcome Effectiveness Measures	121
Key Highlights	124
Outcome Two Output Items	
Output 2.1 – Settlement Services	127
Output 2.2 – Translating and Interpreting Services	137
Output 2.3 – Australian Citizenship	141
Output 2.4 – Appreciation of Cultural Diversity	145
Outcome Two Administered items	150
Outcome Three	164
Performance Table for the Outcome Effectiveness Measures	165
Key Highlights	166
Outcome Three Output Items	
Output 3.1 – Indigenous Policy	167
Outcome Three Administered Items	172
Performance Against the Client Service Charter	179
Purchaser/Provider Arrangements	181

PART THREE	183
Management and Accountability	
Corporate Governance	184
Senior Management Committees and Their Roles	184
Corporate and Operational Planning and Performance Reporting and Review	185
Internal Audit Arrangements and Risk Management	187
Fraud Measures	189
Establishment and Maintenance of Ethical Standards	189
Senior Executive Service Remuneration	190
External Scrutiny	191
Judicial Decisions and Decisions of Administrative Tribunals	191
Reports by the Auditor General, Parliamentary Committees, Commonwealth	192
Ombudsman and Human Rights and Equal Opportunity Commission	
Management of Human Resources	196
Purchasing	199
Assessment of Purchasing Against Core Policies and Principles	199
Assets Management	200
Assessment of Effectiveness of Assets Management	200
Consultants and CTC	201
Consultancy Contracts Let and Total Expenditure	201
Contracts Let and Outcomes	202
Contracts Let in Excess of \$100,000 That do not Provide the Auditor-General	203
With Access to Contractor's Premises	
Contracts exempt from the Purchasing and Disposal Gazette	203
Commonwealth Disability Strategy	204
Assessment of Performance in Implementing the Commonwealth Disability Strategy	204
 PART FOUR	 207
Financial Statements	211
 PART FIVE	 275
Other Mandatory Information	275
Appendix 1 – Citizenship Statistics	276
Appendix 2 – Performance Pay	281
Appendix 3 – Senior Executive Service	282
Appendix 4 – Staffing Levels by Location	283
Appendix 5 – Staffing Levels by Classification	284
Appendix 6 – Salary Levels by Classification	285
Appendix 7 – Occupational Health and Safety	286
Appendix 8 – Freedom of Information	288
Appendix 9 – Advertising and Market Research	290
Appendix 10 – Ecologically Sustainable Development and Environmental Performance	291
Discretionary Grants	293
Correct Major Errors in Previous Annual Report	293
Glossary of Abbreviations and Acronyms	294
Index	299

