

Part 2 | Report on Performance

PERFORMANCE INDICATOR INDEX

The following table provides a quick reference between the results published here and the relevant Performance Indicator in the 2003-04 Portfolio Budget Statements.

Performance sub outputs	2003-04 PBS/PAES page reference	2003-04 Annual Report page reference
Outcome 1 Administered Items	PBS 80-81 PAES 39	103-119
Output Group 1.1 - Non Humanitarian Entry and Stay	PBS 81-85 PAES 43-44	36-60
Output Group 1.2 - Refugee and Humanitarian Entry and Stay	PBS 86 PAES 45	67-72
Output Group 1.3 - Enforcement of Immigration Law	PBS 87-88 PAES 46	78-96
Output Group 1.4 - Safe Haven		97
Output Group 1.5 - Offshore Asylum Seeker Management	PBS 89	99-102
Outcome 2 Administered Items	PBS 96 & 104-105 PAES 48	150-163
Output Group 2.1 - Settlement Services	PBS 105 PAES 50	127-136
Output Group 2.2 - Translating and Interpreting Services	PBS 106 PAES 51	137-140
Output Group 2.3 - Australian Citizenship	PBS 107 PAES 51	141-144
Output Group 2.4 - Appreciation of Cultural Diversity	PBS 108	145-149
Outcome 3 Administered Items	PBS 117	172-178
Output Group 3.1 - Indigenous Policy	PBS 117 PAES 52	167-171

PERFORMANCE INFORMATION

INTRODUCTION

Performance reporting in this Annual Report is based on the outcomes and outputs structure as set out in the Portfolio Budget Statements (PBS)/Portfolio Additional Estimates Statements (PAES) 2003-04 and on page 20 of this report.

The department has three outcomes:

- Outcome One - Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people
- Outcome Two - A society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably
- Outcome Three - Sound and well-coordinated policies, programs and decision-making processes in relation to Indigenous affairs and reconciliation.

These outcomes are the results, impacts or consequences of actions by DIMIA on the Australian community. The outcomes are expressed in relatively broad, societal terms. While the department is the primary driver of the three outcomes, it works closely with other agencies. These inter-relationships with other agencies are recognised in the outcome reports that follow in this Part.

Each outcome report includes the following:

- a statement of the outcome, a list of supporting departmental outputs and a brief description about what is involved in the outcome
- a performance table setting out the effectiveness measures and actual results achieved across the outcome

- highlights of key elements of work towards achieving the outcome
- an assessment of performance against each departmental output (goods and services the department provides for or on behalf of the government) and its components
- a summary of each departmental administered item (those items of expenditure controlled by government and managed by the department on behalf of the government), including where appropriate, the objective, description and analysis of performance.

There has been ongoing review of the outcomes and outputs structure and refinements have been made where required to reflect changing work. Overall the framework, first developed in 1998, has proven to be robust.

The structure of this report has been developed to improve readability by ensuring a clear relationship between planned achievements detailed in the PBS/PAES and the actual results achieved. An attempt has been made to strike a balance between the need to describe our activities and to assess their impact on the achievement of outputs and outcomes. In some parts of our work, assessing the impact is more difficult than others, but it is an ongoing focus for improvement.

Details of performance against the department's client service charter can be found at the end of Part 2 (pp179-180).