



Appendices



Appendix 1: Freedom of information

This information complies with section 8 of the *Freedom of Information Act 1982*.

Information about the department, including its structure, appears earlier in this report. Decision-making powers are vested in the minister and/or the secretary under various Acts. The minister or the secretary may delegate most of their powers to departmental staff.

Generally, the department prefers to provide access to documents in the form of copies. Private viewing of personal files may be done by appointment at state and regional offices.

Initial telephone inquiries in relation to freedom of information (FOI) matters may be made through the client service line on 131 881.

FOI requests with contact addresses in Victoria should be sent to:

Parliamentary and Public Access Section
Department of Immigration and Citizenship
GPO Box 241E
MELBOURNE VIC 3001

FOI requests with contact addresses in all other states and territories of Australia should be sent to:

FOI Section
Department of Immigration and Citizenship
PO Box 25
BELCONNEN ACT 2616

Table 104: FOI documents maintained

Type	Description
Documents of decision-making bodies ¹	Relating to the business of these bodies and including agenda, minutes, and other records.
Cabinet documents ¹	Records of cabinet matters including cabinet submissions and cabinet minutes.
Representations to the Minister for Immigration and Citizenship and the Assistant Minister ¹	The minister and the assistant minister receive a large number of written representations each year concerning all aspects of migration, population, settlement, citizenship policies and portfolio administration.
Documents on internal departmental administration ¹	These documents include personnel records, organisation and staffing records, and internal operating documentation such as internal working documents and correspondence.
Programme documents ¹	These hold documents relating to grants provided to various organisations under the programmes the department administers and programmes administered under enactments including the <i>Migration Act 1958</i> and the <i>Australian Citizenship Act 1948</i> .
Personal information documents ¹	The department holds personal information about applicants for migration and Australian citizenship as well as information about movements into and out of Australia. This is located on individual files and our databases.
Documents available for access or purchase subject to a fee or other charge	The department's annual report is available on the Internet. Legislation and policy instructions are available for purchase via online subscription service, LEGENDcom, or our website. The <i>Freedom of Information Handbook</i> is available from our Freedom of Information units.
Documents available free of charge on request ²	The department holds and makes available on request (free of charge) a range of documents including fact sheets, some research documents, general information leaflets (some in a number of languages) and a leaflet about FOI that is published by the Attorney-General's Department.

1. Some records are either not available or only available to the public under the FOI Act, where access may be subject to a charge.

2. These are available on the department's website [www.immi.gov.au] and/or at the public inquiry counters of the department's Australian and overseas offices.

Appendix 2: Advertising and market research

The following table lists expenditure on advertising and market research contracts during 2006-07.

Table 105: Expenditure on advertising and marketing

Advertising agencies	\$
Singleton Ogilvy & Mather (Sydney) Pty Ltd Development and implementation of an advertising strategy for an Australian Citizenship Communication Campaign	1 260 958
Total for advertising agencies	1 260 958
Market research	
Blue Moon Research and Planning Pty Ltd Market research for the Citizenship Test Communication Campaign	109 670
Blue Moon Research and Planning Pty Ltd Quantitative Research for the Life in Australia booklet	109 670
Cultural Perspectives P/L Development and implementation of a communication strategy targeting people from non-English speaking backgrounds as part of the 2006 Australian Citizenship promotional campaign	100 000
E&S Research Pty Ltd Concept testing for the Australian Citizenship Promotional Campaign 2006	175 895
Elliott and Shanahan Research Developmental research into the Living in Harmony Programme and Harmony Day	55 000
Elliott and Shanahan Research Research into new directions for the Living in Harmony Programme	69 300
Human Synergistics Australia Pty Limited Cultural mapping within the Department of Immigration and Citizenship	80 300
Irene Ross and Associates Settlement Grants Programme - community capacity evaluation	59 576
Peter Bran and Associates Settlement Grants Programme - client satisfaction survey	26 118
Roy Morgan Research Pty Ltd Client satisfaction survey	100 000

Table 105: Expenditure on advertising and marketing *continued*

Market research	\$
The Research Forum	41 633
Corporate Branding Concept Testing	
Total for market research	927 162
Direct mail organisations	
Total for direct mail organisations	0
Media advertising	
HMA Blaze	1 425 692
Non-campaign advertising	
Universal McCann	2 578 629
Campaign advertising	
Maine Street Marketing	148 550
Media and development services for the Living in Harmony Public Information Strategy, incorporating Harmony Day 2007	
Total for media advertising	4 152 871
Total	6 340 991

Appendix 3: Ecologically sustainable development and environmental performance

This section reports on the department's ecologically sustainable development and environmental performance during 2006-07 in accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*.

The department is committed to minimising the environmental impacts of its operations and providing an environmentally sound workplace that conforms to Commonwealth occupational health and safety requirements. The department has implemented an Environmental Management System (EMS) to achieve this in areas such as:

- energy consumption
- office consumables
- waste to landfill
- transportation.

The department has made progress in 2006-07 with a review of the Environmental Management System towards achieving compliance with the new Australian New Zealand Standard ISO 14001. This standard assists organisations to achieve effective environmental management and increase environmental and financial gains.

Environmental initiatives undertaken by the department during 2006-07 included:

- environmental awareness promotion in the state and territory offices
- managing and promoting a Business Clean Up Day in National Office

- subscribing the entire departmental LeasePlan Fleet to Greenfleet's Vehicle Emissions Offset Programme – Greenfleet will plant native trees for every vehicle subscribed to this programme to absorb the greenhouse gases that an average vehicle produces in one year
- encouraging all departmental vehicle users to use ethanol e10/petrol blended fuel where possible
- continuing to expand the department's use of the new style waste recycling bins across National Office sites, used in conjunction with revised signage that assist staff in recycling waste to result in a reduction of waste going to landfill
- joining the whole-of-government electricity contract for the ACT which is managed by the Department of Defence (under this contract the government pays less for energy and it involves 10 per cent Green Energy)
- including Green Lease Schedule (GLS) in negotiations for all new office building leases greater than 2000m² and with a lease term over two years.

To support the implementation of environmental initiatives the department has a staff volunteer network known as Envirowatch that receives senior management support. This network of environmental 'champions' continues to promote environmental awareness among staff.

Table 106: Departmental energy performance

Year	Building tenant light and power	
	MJ/pp/pa (Revised target of 7500 expected to be met by 2011-12)	MJ/m ² /pa (No target set)
2002-03	8 359	429
2003-04	5 759	287
2004-05 ¹	8 043	367
2005-06	6 601	419
2006-07 ² est.	7 380	372

1. The 2004-05 figures are higher due to the addition of The Office of Indigenous Policy to the department's Portfolio. OIPC and Coordination became part of the Department of Families, Community Services and Indigenous Affairs in 2005-06.
2. While the 2006-07 energy consumption Mj/pp/pa is better than the target of 7,500 MJ/pp/pa, it is higher than the previous year. One of the larger buildings occupied during the year in Canberra's tight property market is an older building which is less energy efficient.
 MJ/pp/pa = Mega joules per person per annum.
 MJ/m² /pa = Mega joules per square metre per annum.

Appendix 4: Discretionary grants

Discretionary grants are payments where the portfolio minister or paying agency has discretion in determining whether or not an applicant receives funding and may or may not impose conditions in return for the grant.

The department administered the following discretionary grants programmes during 2006-07:

- Multicultural Affairs
- Federation of Ethnic Communities' Councils of Australia
- Living in Harmony
- National Action Plan to Build on Social Cohesion, Harmony and Security
- Settlement grants programme.

Appendix 5: Membership of non-statutory bodies

Immigration Detention Advisory Group

The Hon. John Hodges (Chair)
Dr Mohammed Taha Alsalamy
Mr Paris Aristotle AM
Air Marshal Ray Funnell AC (retired)
Major General Warren Glenny AO RFD ED (retired)

The Hon. Gerry Hand
Associate Professor Harry Minas

The Hon. Margaret Reid AO

Sister Loreto Conroy

Mr Tsebin Tchen

Detention Health Advisory Group

Associate Professor Harry Minas (Chair)

Mr Jorge Aroche

Ms Sandra Eagar

Ms Amanda Gordon

Professor Ian Hickie

Dr Paul Kotala

Dr Tim Lightfoot

Professor Louise Newman

Dr Leanne Rowe AM (until September 2006)

Dr Gillian Singleton (from March 2007)

Associate Professor Anna Whelan

Dr Maxine Whittaker

Dr Choong-Siew Yong

Ms Mary Durkin (Observer status)

Detention Health Advisory Group — Mental Health Sub-group

Professor Louise Newman (Chair)

Mr Jorge Aroche

Dr Michael Dudley

Ms Amanda Gordon

Professor Ian Hickie

Associate Professor Nicholas Procter

Dr Choong-Siew Yong

Detention Health Advisory Group — Infectious Disease Sub-group

Dr Maxine Whittaker (Chair)

Dr David Burgner

Dr Natalie Gray

Dr Vicki Krause

Professor Raina MacIntyre

Dr James McCarthy

Ms Doreen Rae

Muslim Community Reference Group

Dr Ameer Ali (Chair)

Mrs Aziza Abdel-Halim AM

Sheikh Taj Aldin Alhilali, represented by Mr Samier Dandan

Dr Mohammed Taha Alsalamy

Sheikh Fehmi Naji El-Imam

Ms Nadia Gani

Dr Amin Hady

Mr Harry Hage

Ms Iktimal Hage-Ali

Mr Kemal Ismen

Muslim Community Reference Group

Mr Abdul Jalal

Mr Mustapha Kara-Ali

Mr Yasser Soliman

Mr Malcolm Thomas

MCRG Sub-Groups supporting members

Ms Salam El-Merebi

Mr Umar Batchelor

Ms Joumanah El-Matrah

Mr Hajji Abdul Rahman Deen

Dr Nazre Sobhan

Ms Sherene Hassan

Ms Senada Softic-Telalovic

Ms Jamila Hussain

Mr Ali Roude

Mr Ahmad Mokachar

Mr Mohamed Hassan

Mr Ghulam Abbas

Dr Ahmed Hammoud

Ms Nancy Aisha Novakovich

Dr Waqar Ahmad

Sheikh Shafiq Rahman Abdullah Khan

Mr Hassan Bazzi

Ms Yasmin Khan

Imam Sabri Samson

Mr Kaled El-Hassan

Refugee and Resettlement Advisory Council

Major-General Warren Glenny AO RFD ED
(retired) (Chair)

Mr Paris Aristotle AM

Ms Margaret Piper

Refugee and Resettlement Advisory Council

Dr Mohammed Taha Alsalami

Ms Carmel Guerra

Ms Irene Ross

Mr Mohamed Abdi

Mr Kevin Liston

Ms Jeannie Mok

Appendix 6: Citizenship statistics

The following tables show the number of people who were conferred Australian citizenship at ceremonies, details of their former nationality/citizenship, and the country in which they were ordinarily resident before entering Australia.

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07

Previous citizenship country	Persons
Afghanistan	2 712
Albania	106
Algeria	30
Angola	2
Antigua and Barbuda	1
Argentina	417
Armenia	26
Austria	105
Azerbaijan	16
Bahamas	1
Bahrain	5
Bangladesh	1 193
Belarus	45
Belgium	66
Belize	7
Bermuda	1
Bhutan	2
Bolivia	19
Bosnia-Herzegovina	395
Botswana	4
Brazil	306

Previous citizenship country	Persons
Brunei Darussalam	18
Bulgaria	99
Burkina Faso	1
Burundi	95
Cambodia	565
Cameroon	5
Canada	1 183
Chile	830
China, People's Republic of	11 251
Colombia	389
Congo	178
Congo, Democratic Republic of	4
Cook Islands	12
Costa Rica	8
Cote d'Ivoire	2
Croatia	298
Cuba	19
Cyprus	47
Czech Republic	76
Czechoslovakia, former	5
Denmark	71
Djibouti	4
Dominican Republic	3
Ecuador	58
Egypt, Arab Republic of	512
El Salvador	69

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07 *continued*

Previous citizenship country	Persons
Eritrea	187
Estonia	12
Ethiopia	692
Falkland Islands	1
Fiji	2 127
Finland	171
France	631
French Polynesia	4
Georgia	13
Germany, Federal Republic of	904
Ghana	152
Greece	295
Grenada	1
Guatemala	5
Guinea	6
Guyana	4
Honduras	4
Hong Kong (SAR of PRC)	2 114
Hungary	144
Iceland	9
India	12 896
Indonesia	2 213
Iran	1 006
Iraq	1 924
Ireland	1 413
Israel	513
Italy	1 265

Previous citizenship country	Persons
Jamaica	14
Japan	180
Jordan	259
Kazakhstan	49
Kenya	396
Kiribati	13
Korea, Democratic People's Republic of	9
Korea, Republic of	2 497
Kuwait	10
Kyrgyzstan	28
Laos	110
Latvia	42
Lebanon	1 341
Lesotho	1
Liberia	525
Libya	13
Liechtenstein	2
Lithuania	36
Luxembourg	1
Macau (SAR of PRC)	35
Macedonia, Former Yugoslav Republic of	386
Malawi	10
Malaysia	2 794
Maldives	9
Malta	815
Mauritius	468
Mexico	84
Moldova	45

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07 *continued*

Previous citizenship country	Persons
Mongolia	7
Morocco	33
Mozambique	2
Myanmar (Burma)	297
Namibia	19
Nauru	10
Nepal	513
Netherlands	689
Netherlands Antilles	3
New Caledonia	6
New Zealand	7 379
Nicaragua	9
Niger	1
Nigeria	161
Norway	25
Oman	1
Pakistan	1 460
Papua New Guinea	189
Paraguay	10
Peru	218
Philippines	5 129
Poland	489
Portugal	380
Romania	301
Russian Federation	779
Rwanda	36
Samoa	112

Previous citizenship country	Persons
Saudi Arabia	11
Senegal	8
Serbia and Montenegro, former	71
Serbia, Republic of	9
Seychelles	42
Sierra Leone	351
Singapore	1 283
Slovakia	124
Slovenia	23
Solomon Islands	35
Somalia	250
South Africa, Republic of	6 489
Spain	187
Sri Lanka	3 571
Sudan	4 573
Suriname, Republic of	4
Swaziland	2
Sweden	378
Switzerland	258
Syria	236
Tadjikistan	1
Taiwan	1 273
Tanzania	28
Thailand	1 445
Timor-Leste, Democratic Republic of	357

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07
continued

Previous citizenship country	Persons
Togo	6
Tonga	214
Trinidad and Tobago	21
Tunisia	4
Turkey	948
Turkmenistan	3
Tuvalu	4
U.S.S.R, former	30
Uganda	44
Ukraine	344
United Arab Emirates	6
United Kingdom	25 948
United States of America	2107
Uruguay	100
Uzbekistan	49
Vanuatu	14
Venezuela	103
Vietnam	2 603
Yemen	10
Yugoslavia, Federal Republic of	593
Zambia	40
Zimbabwe	1 215
Not stated/other	2 444
Total	136 256

Table 108: Country of previous residence of people who were conferred in 2006-07

Previous residence country	Persons
Afghanistan	1 947
Africa ¹	12
Albania	90
Algeria	29
American Samoa	8
Angola	2
Antigua and Barbuda	2
Argentina	442
Armenia	25
Australia	1 029
Austria	116
Azerbaijan	14
Bahamas	9
Bahrain	58
Bangladesh	1 089
Belarus	38
Belgium	77
Belize	4
Bermuda	28
Bhutan	2
Bolivia	21
Bosnia-Herzegovina	327
Botswana	133
Brazil	296
British West Indies ¹	1
Brunei Darussallam	92
Bulgaria	99
Burkina Faso	1

1. As stated in application forms

Table 108: Country of previous residence of people who were conferred in 2006-07 *continued*

Previous residence country	Persons	Previous residence country	Persons
Burundi	31	Fiji	2 101
Cambodia	559	Finland	150
Cameroon	6	France	553
Canada	1 189	French Polynesia	14
Cayman Islands	7	Gaza Strip ¹	2
Chile	826	Georgia	11
China, People's Republic of	11 112	Germany, Federal Republic of	980
Colombia	380	Ghana	266
Congo	69	Gibraltar	3
Congo, Democratic Republic of	5	Greece	330
Cook Islands	41	Grenada	1
Costa Rica	11	Guadeloupe	5
Cote d'Ivoire	2	Guam	6
Croatia	327	Guatemala	8
Cuba	16	Guinea	457
Cyprus	96	Guinea-Bissau	2
Czech Republic	80	Guyana	6
Czechoslovakia, former	5	Holy See ¹	1
Denmark	74	Honduras	10
Djibouti	6	Hong Kong (SAR of PRC)	2 391
Dominican Republic	3	Hungary	147
Ecuador	56	Iceland	9
Egypt, Arab Republic of	2 150	India	11 456
El Salvador	67	Indonesia	1 854
Eritrea	62	Iran	1 243
Estonia	16	Iraq	1 098
Ethiopia	398	Ireland	1 231
Falkland Islands	2	Israel	521

1. As stated in application forms

Table 108: Country of previous residence of people who were conferred in 2006-07 *continued*

Previous residence country	Persons	Previous residence country	Persons
Italy	1 166	Mauritania	1
Jamaica	13	Mauritius	462
Japan	334	Mayotte	2
Jordan	521	Mexico	82
Kazakhstan	50	Moldova	37
Kenya	1 688	Mongolia	7
Kiribati	12	Montenegro, Republic of	3
Korea, Democratic People's Republic of	5	Morocco	27
Korea, Republic of	2 377	Mozambique	8
Kuwait	81	Myanmar (Burma)	234
Kyrgyzstan	28	Namibia	38
Laos	77	Nauru	11
Latvia	44	Nepal	485
Lebanon	1 590	Netherlands	656
Lesotho	7	Netherlands Antilles	5
Liberia	165	New Caledonia	28
Libya	12	New Zealand	7 659
Liechtenstein	1	Nicaragua	5
Lithuania	36	Nigeria	132
Luxembourg	2	Norfolk Island ¹	6
Macau (SAR of PRC)	66	Northern Mariana Islands	6
Macedonia, Former Yugoslav Republic of	353	Norway	28
Madagascar	3	Oman	107
Malawi	108	Pakistan	1 859
Malaysia	2 677	Palestinian Authority	44
Maldives	12	Panama	1
Malta	825	Papua New Guinea	343
Martinique	2	Paraguay	9
		Peru	214

1. As stated in application forms

Table 108: Country of previous residence of people who were conferred in 2006-07 *continued*

Previous residence country	Persons	Previous residence country	Persons
Philippines	4 954	Sudan	2 784
Poland	468	Suriname	9
Portugal	286	Swaziland	6
Puerto Rico	5	Sweden	376
Qatar	65	Switzerland	306
Reunion	4	Syria	390
Romania	293	Tadjikistan	1
Russian Federation	737	Taiwan	1 273
Rwanda	24	Tanzania	134
Samoa	103	Thailand	1 533
Saudi Arabia	167	Timor-Leste, Democratic Republic of	732
Senegal	7	Togo	5
Serbia and Montenegro, former	416	Tokelau	2
Serbia, Republic of	87	Tonga	202
Seychelles	38	Trinidad and Tobago	22
Sierra Leone	156	Tunisia	3
Singapore	2 013	Turkey	1 129
Slovakia	118	Turkmenistan	5
Slovenia	22	Tuvalu	3
Solomon Islands	36	U.S.S.R, former	27
Somalia	135	Uganda	344
South Africa, Republic of	6 804	Ukraine	336
South America ¹	1	United Arab Emirates	638
Spain	171	United Kingdom	24 835
Sri Lanka	3 242	United States of America	2 351
St Vincent and the Grenadines	1	Unknown ¹	202
Stateless ¹	10	Uruguay	98
		Uzbekistan	46

1. As stated in application forms

Table 108: Country of previous residence of people who were conferred in 2006-07
continued

Previous residence country	Persons
Vanuatu	24
Venezuela	99
Vietnam	2 566
Yemen	53
Yugoslavia, Federal Republic of	557
Zambia	98
Zimbabwe	1 507
Total	136256

Appendix 7: Compliance with legal services directions

This is a statement of legal services expenditure by the department for 2006-07, published in compliance with paragraph 11.1 (ba) of the *Legal Services Directions 2005*.

Table 109: Compliance with legal services

Description	(GST Exclusive)
Agency's total legal services expenditure	43 635 281
Agency's total external legal services expenditure	29 980 682
External expenditure on solicitors	23 396 333
External expenditure on counsel	4 326 146
Number of matters in which male counsel briefed ¹	1 421
Estimated value of briefs to male counsel	3 244 610
Number of matters in which female counsel briefed ¹	620
Estimated value of briefs to female counsel	1 081 537
Disbursements on external legal services	1 155 112
Other external legal services ²	1 103 090
Agency's total internal legal services expenditure	13 654 599
Salaries	11 401 675
Overheads (for example, office-stores, stationery, training, and travel)	2 252 924

1. These statistics relate to litigation matters only.

2. The department is unable to provide a further breakdown of this figure.

Appendix 8: Correction of material errors

The following errors were detected after publication of the 2005-06 Annual Report.

The qualitative result in table 69 should have included the words *or part thereof* and should have read: *In calendar year 2005 the following results against Certificates in Spoken and Written English (CSWE) or part thereof were achieved: ...*

The Consultant table on page 370 of the report listed three entries for the Value Creation Group Pty Ltd.

The entries for Value Creation Group Pty Ltd were incomplete and two of the entries contained incorrect contract prices. The entries in the table in relation to Value Creation Group Pty Ltd should have appeared as follows:

Table 110: 2005-06 Consultant table amendments

Consultant name	Description	Contract price	Selection process	Justification
Value Creation Group Pty Ltd	Development of the DIMA Plan and strategic planning framework	\$203 507	Select tender	C
Value Creation Group Pty Ltd	Pilot development of a divisional business plan	\$45 772	Direct sourcing	C
Value Creation Group Pty Ltd	Facilitation of client focussed workshops and advice for senior managers	\$85 990	Direct sourcing	C
Value Creation Group Pty Ltd	Facilitation of establishment of the Performance Management Committee	\$9 350	Direct sourcing	C
Value Creation Group Pty Ltd	Pilot development of a service delivery plan	\$50 470	Direct sourcing	C
Value Creation Group Pty Ltd	Facilitation and development of a business plan	\$16 652	Direct sourcing	C

Glossary

AAO	Administrative Arrangements Order	ARMS	AMEP Reporting Management System
AAP	Annual Audit Plan	ASA	Asylum Seeker Assistance
AAT	Administrative Appeals Tribunal	ASCO	Australian Standard Classification of Occupations
A-Based	Australian-based	ASEAN	Association of South East Asian Nations
ABP	Automated Border Processing	ASIO	Australian Security Intelligence Organisation
ABS	Australian Bureau of Statistics	ATIS	Automated Telephone Interpreting Service
ABTC	APEC Business Travel Card	ATNS	Agreements, Treaties, Negotiations, and Settlements
ACAD	Aboriginal Cadet	ATO	Australian Taxation Office
ACM	Australasian Correctional Management Pty Ltd	ATSB	Australian Transport Safety Bureau
ACS	Australian Customs Service	ATSIC	Aboriginal and Torres Strait Islander Commission
ACTU	Australian Council of Trade Unions	AusAID	Australian Agency for International Development
ADS	Approved Destination Status	AUSCO	Australian Cultural Orientation
ADV	Australian Declaratory Visas	AWA	Australian Workplace Agreement
AEC	Australian Electoral Commission	BIO	Border Intelligence Officer
AFMA	Australian Fisheries Management Authority	BOC	Border Operations Centre
AFP	Australian Federal Police	BPLAA	Border Protection Legislation Amendment (Deterrence of Foreign Fishing) Act 2005
AL	Assessment Level	BSD	Border Security Division
ALO	Airline Liaison Officer	BVE	Bridging E visa
AMEP	Adult Migrant English Programme	BVF	Bridging F visa
ANAO	Australian National Audit Office	CADST	Cadets
APC	Asia-Pacific Consultations on Refugees, Displaced Persons, and Migrants	CCMD	Compliance Services, Case Management and Detention portal
APEC	Asia-Pacific Economic Cooperation	CeBIT	Centre for Office and Information Technology
API	Advance Passenger Information	CEI	Chief Executive Instruction
APIMRP	Australian Population, Immigration, and Multicultural Research Programme		
APP	Advance Passenger Processing		
APS	Australian Public Service		
ARC	Australian Red Cross		

CERS	Certificates of Evidence of Resident Status	DEAN	Document Examination Alert Notices
CES	Client Enquiry Support	DeHAG	Detention Health Advisory Group
CIL	Citizenship Information Line	DEST	Department of Education, Science and Training
CIS	Country Information Service	DEWR	Department of Employment and Workplace Relations
CJSV	Criminal Justice Stay visa	DFAT	Department of Foreign Affairs and Trade
CLG	Corporate Leadership Group	DIAC	Department of Immigration and Citizenship
CMA	Council for Multicultural Australia	DIMA	Department of Immigration and Multicultural Affairs
CMAL	Central Movement Alert List	DIMIA	Department of Immigration, Multicultural and Indigenous Affairs
CMSC	Change Management Steering Committee	DPMC	DIMA Performance Management Committee
CNTA	China National Tourism Association	DPP	Director of Public Prosecutions
COAG	Council of Australian Governments	DRC	Detention Review Committee
CPAS	Contracts and Procurement Advice Section	DRMs	Detention Review Managers
CP&CCD	Compliance Policy and Case Coordination Division	DSC	Detention Services Contract
CPG	Commonwealth Procurement Guidelines	DSP	Detention Services Provider
CSC	Computer Science Corporation Australia Pty Ltd	DVS	Document Verification Service
CSIP	Client Service Improvement Programme	EC	European Commission
CSSS	Community Settlement Services Scheme	EC	Executive Committee
CSU	Cluster Support Unit	ECP	Enhanced Cooperation Programme
CSWE	Certificates in Spoken and Written English	ECS	Enhanced CEKAL System
CSWP	Commonwealth/State Working Party on Skilled Migration	EDRC	Executive Detention Review Committee
CTC	Competitive Tendering and Contracting	EL	Executive level
DAEC	Departmental Audit and Evaluation Committee	ELICOS	English Language Intensive Course for Overseas Students
DAFF	Department of Agriculture, Fisheries, and Forestry	EMC	Executive Management Committee
		ENS	Employer Nomination Scheme
		EOC	Entry Operation Centre

ESOS Act	<i>Education Services for Overseas Students (ESOS) Act 2000</i>	IAP	Internal Audit Programme
ESP	External services provider	IBM	International Business Machines Corp.
ETA	Electronic Travel Authority	ICAO	International Civil Aviation Organisation
EU	European Union	ICSE	Integrated Client Service Environment
e-Visa	electronic visa	ICT	Information and Communication Technology
EVO	Entitlement Verification Online	IDAG	Immigration Detention Advisory Group
EXEC	Executive	IDC	Interdepartmental committee
FaCSIA	Department of Families, Community Services, and Indigenous Affairs	IDEAL	Immigration Dilemmas: Ethics, APS values and Leadership
FECCA	Federation of Ethnic Communities' Councils of Australia	IDPs	internally displaced persons
FINA	Federation Internationale de Natation Amateur	IDS	Immigration Detention Standards
FISC	Fraud, Integrity and Security Committee	IECN	International Event Coordinator Network
FMA Act	<i>Fisheries Management Act 1991</i>	IELTS	International English Language Testing System
FOI	Freedom of information	IFF	Illegal Foreign Fishers
FOI Act	<i>Freedom of Information Act 1982</i>	IGC	Inter-Governmental Consultations
FCC	Four Country Conference	IGOC Act	Immigration (Guardianship of Children) Act 1946
GCIM	Global Commission on International Migration	IHSS	Integrated Humanitarian Settlement Strategy
GDEN	Global Document Examination Network	IMtel	Immigration Intelligence (IT System)
GFU	Global Feedback Unit	IOM	International Organization for Migration
GPU	Global Processing Unit	ISO	International Standards Organisation
GSE	Global Systems Environment	ISR	Identity Services Repository
GSL	GSL (Australia) Pty Ltd	ISS	Immigration Status Service
GSM	General Skilled Migration	IT	Information technology
HR	Human resources		
HREOC	Human Rights and Equal Opportunity Commission		
HSA	Health Services Australia		
IAAAS	Immigration Advice and Application Assistance Scheme		

ITACs	Immigration Transit Accommodation Centres	NAATI	National Accreditation Authority for Translators and Interpreters
JCPAA	Joint Committee of Public Accounts and Audit	NAP	National Action Plan to Build on Social Cohesion, Harmony and Security
LA	Labour agreement	NCC	National Character Cancellation Centre
LEE	Locally engaged employee	NEAS	National English Language Teaching Accreditation Scheme
LSIA3	Longitudinal Survey of Immigrants to Australia	NGO	Non-government organisation
LSIC	Longitudinal Survey of Immigrants to Canada	NIDC	Northern Immigration Detention Centre
MAL	Movement Alert List	NIO	National intelligence officer
MAPKE	Migration Advice Professional Knowledge Entrance	NISS	National Identity Security Strategy
MAPP1	Mandatory Advance Passenger Processing — Stage 1	NIVA	National Identity Verification and Advice
MARA	Migration Agents Registration Authority	NSCF	National Staff Consultative Forum
MATF	Migration Agents Taskforce	OFW	Office for Women
MCIMA	Ministerial Council on Immigration and Multicultural Affairs	OHS Act	<i>Occupational Health and Safety (Commonwealth Employment) Act 1991</i>
MCRG	Muslim Community Reference Group	OHS	Occupational health and safety
MIA	Migration Institute of Australia	OIPC	Office of Indigenous Policy Coordination
MJEX	Multi-jurisdictional exercise	OPA	Official Public Account
MMO	Movement Monitoring Officer	OPC	Offshore processing centre
MO	Medical officer	PAES	Portfolio Additional Estimates Statements
MODL	Migration Occupations in Demand List	PALA	Performance and Learning Agreement
MOU	Memorandum of understanding	PAO	Public affairs officer
MPMS	Migration Programme Management System	PBS	Portfolio Budget Statements
MRC	Migrant resource centre	PIC	Public interest criteria
MRT-RRT	Migration Review Tribunal and Refugee Review Tribunal	PID	Personal identity digit
MSA	Migrant service agency	PIDC	Pacific Immigration Directors Conference
MSI	Migration series instruction	PMC	People Management Committee

POPC	Perth Offshore Parents Centre	SPP	Special Preparatory Programme
PPV	Permanent Protection visa	SRF	Settlement Reporting Facility
PRC	People's Republic of China	STOs	State and territory office
PRLEG	Principal legal officer	TB	Tuberculosis
PSO	Programme Services Office	THV	Temporary Humanitarian visa
PSST	People-Smuggling Strike Team	TIS	Translating and Interpreting Service
PTW	Permission to work	TOEFL	Testing of English as a Foreign Language
PV	Protection visa	TPV	Temporary Protection visa
RCOA	Refugee Council of Australia	TRIPS	Travel and Immigration Processing System
RFT	Request for tender	TVAG	Tourism and Visa Advisory Group
RHC	Residential housing centre	UHM	Unaccompanied humanitarian minor
RHP	Residential Housing Project	UN	United Nations
RMAS	Regional Movement Alert System	UNDG	United Nations Development Group
ROS	Resolution of status	UNDP	United Nations Development Program
ROU	Record of understanding	UNESCO	United Nations Education, Scientific & Cultural Organisation
RPBV	Removal Pending Bridging visa	UNICEF	United Nations Children's (originally International Children's Emergency) Fund
RRAC	Refugee Resettlement Advisory Council	UNHCR	United Nations High Commissioner for Refugees
RRV	Resident Return visa	UNHLD	United Nations High Level Dialogue on International Migration and Development
RSMS	Regional Sponsored Migration Scheme	USA	United States of America
RTO	Registered Training Organisation	VET	Vocational and educational training
SAR	Special Administrative Region	VPC	Visitors processing centre
SBS	Special Broadcasting Service	VSC	Values and Standards Committee
SEARCCT	South East Asian Regional Centre for Counter Terrorism	WCSU	War Crimes Screening Unit
SES	Senior Executive Service	WHM	Working holiday makers
SES B	Senior executive service, band	WTO	World Trade Organisation
SGP	Settlement Grants Programme	WTO	World Trade Organisation General Agreement on Trade in Services
SHP	Special Humanitarian Programme	GATS	
SIR	Skilled — independent regional		
SLA	Service level agreement		
SNLEG	Senior legal officer		
SPA0	Senior public affairs officer		

Compliance index

Description	Page
Letter of transmittal	III
Table of contents	v
Index	354
Glossary	347
Contact officer(s)	II
Internet home page address and Internet address for report	II
Overview	1
Secretary's review	3
Role and functions of the department including portfolio structure	15
Organisational structure	18
Outcome and output structure	20
Variations from the PBS	22
Report on performance	
Actual performance in relation to performance targets set out in PBS/ PAES	26
Performance of purchaser/ provider arrangements	247
Narrative discussion and analysis of performance	25
Performance against client service charter standards	214
Discussion and analysis of the department's financial performance	22
Developments that may affect the department's operations or financial results in the future	22
Summary resource table	23
Management and accountability	
Corporate governance	208
Corporate and operational planning and associated performance reporting and review	209
Policy and practices on the establishment and maintenance of appropriate ethical standards	210

External scrutiny	218
Judicial decisions and decisions of administrative tribunals	218
Reports by the Auditor-General, a parliamentary committee or the Commonwealth Ombudsman	219
Management of human resources	
Workforce planning, staff turnover and retention	229
Impact and features of certified agreements and AWAs	230
Training and development undertaken and its impact	240
Statistics on staffing	226
Certified agreements	230
AWAs	236
Performance pay	236
Assets management	246
Purchasing	247
Consultants	249
Competitive tendering and contracting	249
Exempt contracts	249
Commonwealth Disability Strategy	268
Financial statements	271
Other information	
Occupational health and safety (section 74 of the Occupational Health and Safety (Commonwealth Employment) Act 1991)	242
Freedom of information (subsection 8(1) of the Freedom of Information Act 1982)	328
Advertising and market research (section 311A of the Commonwealth Electoral Act 1918)	330
Ecologically sustainable development and environmental performance (section 516A of the Environment Protection and Biodiversity Conservation Act 1999)	332
Discretionary grants	334
Correction of material errors in previous annual report	346

Index

A

- Aboriginal and Torres Strait Islander Act 2005*, 319
- Aboriginal and Torres Strait Islander
- Commission Amendment Bill 2005, 306
 - Commission, 306
 - Land Fund Account, 319, 321
- Aboriginal Land Rights (Northern Territory) Act 1976*, 319
- Aboriginals Benefit Account, 319, 321
- Access Economics, 27
- Accessible Government Services for All, 157, 188
- accountability, 164, 208, 209, 214, 231, 233, 237, 303, 352
- act of grace payments, 147, 322
- Administered items, 25, 136–151, 153, 191–205
- Administrative Appeals Tribunal, 132, 178, 218, 347
- Adult Migrant English Program, *See* AMEP
- Advance Passenger Processing system, 102
- advertising, 161, 180, 330, 331
- Advisory and consultative bodies, 17
- Afghanistan, 163, 174, 337, 340
- Africa, 6, 19, 31, 82, 86, 87, 154, 160, 183, 339, 340, 343
- air passenger and crew arrivals, 30
- Airline Liaison Officers, 98, 109, 112
- AMEP Research Centre, *See* AMEP
- AMEP, 21, 158, 165, 166, 167, 191, 192, 193, 194, 256, 347
- Amnesty International, 78
- ANAO, 37, 212, 219–222, 246, 249, 264, 265, 266, 267, 347
- Andrews, Honourable Kevin, MP, 4, 8, 17, 77, 215
- APEC, 9, 56, 57, 97–99, 347
- Approved Destination Scheme, 49, 347
- APS Code of Conduct, 236, 242
- ASEAN, 347
- Asia-Pacific Consultations, 347
- Asylum Seeker Assistance scheme, 136
- asylum seeker, 8, 23, 25, 26, 91, 134–136, 140–146, 173, 288
- Audit and Evaluation Committee, 210–212
- AusAID, 60, 140, 347
- AUSCO, 86, 89, 347
- Austrade, 247, 248, 280
- Australia Day Council, 180
- Australia Day, 174, 176, 179, 180, 240
- Australia Needs Skills, 30, 36
- Australia, a new home, 160
- Australian Citizenship Act 1948*, 6, 16, 154, 329
- Australian Citizenship Act 2007*, 6, 154, 175, 218
- Australian
- Catholic University, 251
 - Citizenship Bill 2005, 175
 - Citizenship, 6, 16, 154, 175–180, 218, 265, 296, 329, 330
 - Cultural Orientation Programme, 86, 89, 347 *See also* AUSCO
 - Customs Service, 5, 102, 296, 347
 - declaratory visas, 35, 73, 74
 - Federal Police, 106, 210, 242, 251, 252, 347 *See also* Police
 - Fisheries Management Authority, 347
 - Government Counter-Terrorism Committee, *See* terrorism
 - National Audit Office, *See* ANAO
 - of the Year Award, 180, 183

Population, Immigration and Multicultural Research Program, 136
Red Cross, 10, 78, 92, 94, 136, 146, 184, 347
Taxation Office, 293, 347
Transport Safety Bureau, 347
way of life, 26, 176
Workplace Agreement, 236, 347
Automated Telephone Interpreting Service, 169, 173, 347
Award for Client Service Excellence, 7, 240

B

Bahrain, 52, 337, 340
Balance Sheet, 276, 288, 294, 307, 310
Bangladesh, 59, 337, 340
Baxter Immigration Detention Centre, 131, 295
Beirut, 87, 110, 239
biometrics, 97, 111 *See also* identity management
Board of Airline Representatives, 55
Border Operations Centre, 99, 347
Border Security, 18, 101, 105, 127, 347
See also illegal foreign fishers
Brazil, 62, 63, 174, 337, 340
Bulgaria, 37, 53, 55, 337, 340
Burma, *See* Myanmar
Burundi, 163, 337, 341
business entry, 36, 70
Business Mobility Group, 97

C

Cambodia, 110, 337, 341
Canada, 8, 28, 52, 58, 77, 78, 337, 341, 350
cancellation, 65, 69, 71, 95, 113, 114, 119, 120, 219 *See also* visa cancellation
case management, 13, 93, 94, 95, 130
cash flow, 284, 288, 291, 293, 310
CCMD, 95, 347
CeBIT, 56, 57, 347
Central Movement Alert List, *See* CMAL
Centrelink, 43, 44, 128, 137, 188
Certificate IV in Government, 247
Certificates in Spoken and Written English, 192, 193, 346
Certificates of Evidence of Resident Status, 73
Change Management Steering Committee, 211
change management, 211
character test, 113
Charter of Public Service in a Culturally Diverse Society, 157
Chief Executive Instruction, 251, 347
Chile, 37, 59, 337, 341
China, People's Republic of, 49, 52, 54, 58, 62, 63, 66, 105, 112, 115, 128, 337, 341, 348, 350, 351
China, *See* China, People's Republic of
Citizenship, 3, 4, 6, 15–18, 63, 126, 175–177, 239, 240, 251–256, 264, 288, 311, 321, 328, 330, 337, 348, *See also* Australian Citizenship
Citizenship
Helpdesk, 177
Information Line, 177, 348
Quality Assurance Programme, 177

- Client Service Charter, 207, 214, 216, 217, 268
- Cluster Support Unit, 348
- cluster, 348
- CMAL, 99, 110, 348
- Code of Practice, 65
- Collective Agreement for 2007-10, 9
- College of Immigration, 8, 106, 120, 240, 241
- commitments, 279, 280, 288
- Commonwealth
- Director of Public Prosecutions, 106
 - Disability Strategy, 207, 268, 353
 - Fraud Control Guidelines, 242
 - Ombudsman, 3, 9, 95, 128–130, 223, 353
 - Procurement Guidelines, 247, 249
- Commonwealth/State Working party on Skilled Migration (CSWP), 36
- Community and Public Sector Union, 243
- Community Care Pilot, 7, 94, 95
- community grants, 164
- Community Settlement Services Scheme, 158, 164, 197
- complaints, 7, 88, 130, 151, 171, 214–217, 222, 223
- compliance officer training, 243
- Compliance Programme, 7, 116
- Compliments and Complaints Policy, 214, 216, 217
- Comrie Report, 16, 95, 223, 240 *See also* Solon, Vivian Alvarez
- Comrie, Neil, 3
- Congo, Democratic Republic of, 76
- Contingencies, 281, 286, 288
- Contracts and Procurement Advice, 247
- contracts, 34, 55, 155, 159, 161, 165, 192, 220, 247, 249, 268, 280, 289–291, 330, 353
- Corporate Leadership Group, 211, 212, 348
- Council for Multicultural Australia, 156, 184, 185, 348
- Council of Australian Governments, 36, 70, 187
- counter-terrorism, 8, 78, 97, 99, 110
See also terrorism
- Country Information Service, 90, 348
- CSWP, 36
- Cultural
- diversity policy, 182
 - orientation, 89
- Cyprus, 37, 239, 337, 341
- Czech Republic, 37, 53, 337, 341
- ## D
- Denmark, 53, 337, 341
- Department of
- Families, Community Services and Indigenous Affairs, 295, 306, 313, 333
 - Finance and Administration, 22, 293, 320
 - Foreign Affairs and Trade, 2, 225, 226, 247, 280, 291
 - Industry, Tourism and Resources, 55
- departmental overview, 1, 15
- deportation, 121 *See also* removal of unlawful non-citizen
- deserters, 113, 126
- Detention
- centre, 7, 33, 111, 126, 129–131, 268, *See also* immigration detention centre
 - Health Advisory Group, 17, 335, 348
 - of unlawful non-citizens, 30, 122, 130
 - Review Manager, 30, 127, 348
 - Services Contract, 348
- DIAC
- Fraud Control Plan 2006-08, 209
 - Performance Management Committee, 211, 212
 - Plan 2007-08, 8, 16, 209, 230

DIMA Plan 2006-07, 8
Diploma in Government (Contract Management), 247
Disability Action Plan, 268
Disability Discrimination Act 1992, 268
discretionary grants, 156, 184, 189, 334
document examination, 112
Document Verification Service, 5, 100
See also DVS
domestic violence, 43, 44
DVS, 100, 348 *See also* Document Verification Service

E

East Timor, 110, 113, 133
ecologically sustainable development, 332
economic
 growth, 26, 35
 impact of immigration, 27
Econtech, 27
Electronic Travel Authority, 2, 48, 49, 51, 222, 280, 349, *See also* ETA
ELICOS, 64, 348
Employer Nomination Scheme, 39, 71, 348
enabling legislation, 5
English Language
 Intensive Course for Overseas Students
 See ELICOS
 tuition, 15, 158, 165–167, 192
ENS, 39, 348
Entry Operations Centre, 99
environmental performance, 332, 353
Envirowatch, 332
ePassports, 104
Ernst and Young, 254
Estonia, 53, 338, 341
ETA, 41, 43, 45, 48, 50, 51, 53, 58, 222, 349

Ethics, APS Values and Leadership (IDEAL), 241
ethnic affairs, 15
European Commission, 33, 55, 138, 348
European Union, 53, 55, 349
eVisa, 64, 66, 67, 151
Executive
 Committee, 33, 77, 78, 211
 Detention Review Committee, 127
 Management Committee, 209, 210, 211
external scrutiny, 240
extremism, 157, 185

F

FECOA, 181, 182, 184, 199, 349 *See also* Federation of Ethnic Communities' Councils of Australia
Federal Court Decision, 223
Federation of Ethnic Communities' Councils of Australia, 181, 182, 188, 191, 199, 334
feedback, 7, 11, 12, 17, 30, 78, 105, 129, 132, 155, 160, 161, 181, 186, 188, 216, 217, 240, 241, 257
Fiji, 113, 338, 341
Financial Management and Accountability Act 1997, 136, 147, 247, 274, 288, 306, 318–322
Financial statements, 212, 222, 246, 271, 287, 303
Finland, 53, 338, 341
Fisheries Management Act 1991, 349
Framework for Settlement Planning, 160
France, 52, 58, 338, 341
Freedom of Information Act 1982, 328, 349, 353
freedom of information, 328

G

Gambaro, Honourable Teresa, MP, 4, 17
General Skilled Migration Categories, 36
Germany, 37, 58, 338, 341
Ghana, 86, 338, 341
Global
 Document Examination Network, 112
 Feedback Unit, 7, 130, 214, 217, 349
 Processing Unit, 349
 service fees, 247
Governance and Assurance Branch, 212, 213
governance, 3, 142, 208–213, 220–223, 241, 352
Graduate Destination Report, 28
grants, 2, 29, 30, 42, 48, 51–55, 58–66, 74, 75, 81–84, 88–91, 128, 156, 158, 164, 176, 184, 196–198, 293, 311, 329, 334, 353, *See also* discretionary grants
GSL (Australia) Pty Ltd, 349
Guinea, 86, 338, 341

H

Harmony Day 2006, 189
Helpdesk, 213
High Court decisions, 219
Hobart Global Processing Centre, 53
Hoffman, Toni, 18
human resource management, 240
Human Rights and Equal Opportunity Commission, 129, 130, 210, 223
Humanitarian
 programme, 6, 11
 visa holders, 79, 86, 87
Hungary, 37, 338, 341

I

IBM, 13, 14, 255, 280, 349
Iceland, 53, 338, 341
Identity
 fraud, 112, 177
 management, 77, 99, 100, 111, 112
 See also biometrics
illegal foreign fishers, 2, 108, 111, 121, 123, 125, 130, 131 *See also* Border Security
Immigration (Guardianship of Children) Act 1946, 16, 205
Immigration
 Advice and Application Assistance Scheme, 88, 91
 Detention Advisory Group, 17, 129, 130, 335
 detention centre, 126–131, 261
 Status Service, 93, 96, 349
IMtel, 110, 349
Income, 275, 282, 287, 288, 296, 311
India, 36, 39, 52–55, 58, 62, 63, 66, 67, 86, 87, 115, 174, 338, 341
Indigenous Affairs, 286, 288, 306, 313, 318, 319, 321, 348, 349
Indonesia, 8, 58, 62–67, 77, 78, 112, 113, 133, 140, 141, 338, 341
Industry Outreach Officers, 36, 72
information technology, 3, 13, 56, 69, 72
See also IT
Integrated Humanitarian Settlement Strategy, 154, 155, 159, 163, 262–267
intelligence, 77, 99, 101, 110, 259, 350
Intergenerational Report 2007, 35, 210
Inter-Governmental Consultations on Asylum, Refugee and Migration Policies, 78
Internal Audit
 Charter, 212
 Programme, 212, 349

International

- cooperation, 142
- Events Coordinator Network, 55
- Organization for Migration, 34, 86, 94, 133, 136, 138–145, 148, 267, 349
- resettlement priorities, 32
- interpreting, 15, 21, 23, 153, 154, 158, 168–173, 200, 288 *See also* Translating and Interpreting Service
- intolerance, 157, 185, 189
- investigations, 71, 78, 106, 110, 111, 245
- Iran, 59, 86, 338, 341
- Iraq, 139, 140, 141, 149, 163, 338, 341
- Ireland, 53, 58, 138, 139, 338, 341
- IT, 18, 117, 139, 221, 264, 279–291, 304, 349 *See also* information technology

J

- Japan, 52, 58, 62, 63, 78, 338, 342
- Joint Standing Committee on Migration, 5, 70, 224
- Jordan, 86, 338, 342

K

- Kenya, 76, 86, 338, 342
- Korea, Republic of, 52, 58
- Kuwait, 52, 338, 342

L

- Labour Agreement, 39, 41, 71
- Laos, 77, 78, 113, 338, 342
- Latvia, 53, 338, 342
- law enforcement, 71, 99, 107–112, 129, 203
- leadership, 3, 8, 9, 12, 16, 187, 199, 201, 208–210, 225, 236, 241
- Lebanon, 9, 86, 87, 157, 186, 239, 338, 342

- Legal Services Directions 2005, 345
- Legislation, 16, 43, 175, 319, 329, 347
- Life in Australia, 161, 162
- Lithuania, 37, 338, 342
- litigation, 132, 219, 345
- Living in Harmony* programme, 6, 181, 184, 186, 188, 189, 196, 261
- Local Hero Award, 180
- Longitudinal Survey of Immigrants to Australia, 27, 37
- Longitudinal Survey of Immigrants to Canada, 28

M

- Mackintosh, Dr Bruce, 11
- Macquarie University, 184, 256
- Malaysia, 52, 58, 62, 63, 78, 86, 112–115, 140, 141, 338, 342
- Malta, 195, 338, 342
- Malu Sara, 5, 219
- Manne, David, 11
- Maribyrnong Immigration Detention Centre, 131
- market research, 330, 331, 353
- marketing, 169, 330, 331
- media coverage, 156, 180, 188
- memorandum of understanding *See* MOU
- Metcalfe, Andrew, 10, 18, 274
- Mexico, 55, 97, 338, 342
- Middle East, 6, 19, 31, 82, 86, 87, 112, 141, 182, 239
- Migrant
 - Resource Centres, 164, 197
 - Service Agencies, 164, 197
- Migration Act 1958*, 16, 95, 104, 106, 113, 116, 126, 128, 151, 169, 218–221, 286, 293, 318, 329
- Migration (Visa Application) Charge Act 1997*, 16, 293

Migration

- Advice Professional Knowledge Entrance, 151, 350
- Agents Registration Authority, 17, 106, 151
- Agents Regulations 1998, 151
- Agents Taskforce, 350
- agents, 36, 66, 91, 118, 136, 151, 218
- Institute of Australia, 151, 350
- Occupations in Demand, 27, 35
- programme, 5, 42
- Review Tribunal, 15, 17, 44, 218, 350
- Migration Litigation Reform Act 2005*, 218
- Migration Amendment (Detention Arrangements) Act 2005*, 268
- Migration Amendment (Employer Sanctions) Act 2007*, 119
- Migration Regulations 1994, 26, 218, 220
- Minister for Finance and Administration, 22, 147, 320
- Minister for Immigration and Citizenship, 4, 17, 32, 77, 215, 290, 295, 320, 329
- Ministerial Council on Immigration and Multicultural Affairs, 36, 181, 186, 187
- MOU, 34, 135, 350
- Movement
 - Alert List, 5, 98, 99, 110, 115, 350 See also RMAS
 - Monitoring Officers, 101
- multicultural affairs, 3, 15, 143, 200, 320
- Murdoch University, 184, 266
- Muslim Community Reference Group, 17, 181, 185, 187, 335, 336
- Muslim community, 187, 203
- Myanmar, 163, 339, 342

N

- NAATI, 17, 170–173, 200, 311, 350 See also National Accreditation Authority for Translators and Interpreters
- National
 - Accreditation Authority for Translators and Interpreters, 17, 170, 171, 191, 200 See also NAATI
 - Character Cancellation Centre, 97
 - Communications Branch, 8
 - Quality Assurance Framework, 213
 - Staff Consultative Forum, 236, 350
 - Training Strategy, 240, 241
- Nauru, 5, 34, 92, 134, 135, 144, 145, 265, 339, 342
- NCCC, 97
- Nepal, 87, 339, 342
- Netherlands, 37, 53, 339, 342
- New Beginnings
- New Zealand, 28, 37, 42, 77, 98, 106, 109, 332, 339, 342
- non-statutory bodies, 17, 335
- Northern Immigration Detention Centre, 131
- Northern Territory Department of Health and Community Services, 129
- O
 - Occupational Health and Safety (Commonwealth Employment) Act 1991*, 353
 - Occupational Health and Safety, 242, 350, 353
 - Agreement 2007-2009, 242
 - Office for Women, 43
 - Office of Parliamentary Counsel, 296
 - offshore processing centre, 34, 134–137, 144

Oman, 52, 339, 342
online visa application, See eVisas
Onshore
 Compliance Plan 2006-07, 93
 Detention Strategy, 306
on-site interpreting, 173
outcomes and outputs, 209
overseas students, 28, 29, 63, 65, 66, 119
overstayers, 2, 93, 116, 117, 120
Overview, 1, 3, 26, 93, 154–157, 352

P

Pakistan, 86, 339, 342
Palmer Plus change and improvement programme, 16
Palmer Report, 16, 93, 95, 223, 240 See also Rau, Cornelia
Palmer, Mick, 3
Papua New Guinea, 34, 77, 101, 103, 134, 144, 339, 342
People Management Committee, 211, 240, 241, 350
people smuggling, 5, 15, 77, 78, 99, 108–112, 141
people trafficking, 15, 77
people with disabilities, 131, 268
performance pay, 236–238
Perth Offshore Parents Centre, 44, 350
Philippines, 110, 112, 113, 339, 343
planning, 3, 8, 11, 21, 26, 31, 32, 35, 99, 109, 155–162, 197, 208–213, 221, 229, 241, 242, 346, 352, 353
Police, 56, 57, 106, 129, 202 See also Australian Federal Police
portfolio structure, 352
Power, Paul, 11
Preferred Aussie Specialist, 52, 55
Privacy Commissioner, 111

Productivity Commission, 27
Programme Services Office, 19, 351
project management, 97, 220
Public Accounts and Audit Act 1951, 222
Public Service Act 1999, 236, 322

Q

Qantas, 55
Qatar, 52, 343

R

Rau, Cornelia, 4, 223 See also Palmer Report
recycling, 332
Red Cross, See Australian Red Cross
redundancies, 297, 305 See also voluntary separatio
reform and improvement programme, 16, 223
Refugee
 Council of Australia, 11, 32, 78, 260, 351
 Resettlement Advisory Council, 17, 160, 351
 Review Tribunal, 15, 17, 218, 350
 Week, 32, 176, 180
Refugees, 3, 6, 22, 31, 32, 75–79, 86–89, 136, 138, 141, 146, 148, 155, 183, 189, 192, 219, 311
 Convention, 75, 88, 146
 Regional
 migration, 29, 36–40, 72
 Movement Alert System, 97, 351
 Sponsored Migration Scheme, 39, 71, 351
removal of unlawful non-citizen, 116
See also deportation
Republic of South Africa, 39

research, 10, 37, 64, 90, 130, 136, 143, 155, 179, 187, 192, 194, 212, 249, 268, 311, 320, 329–331

Review of Settlement Services, 160, 197

risk management, 3, 209–213, 221, 291

RMAS, 97, 98, 351 *See also* Movement Alert List

Robb, Andrew, 17, 180

Romania, 37, 53, 55, 339, 343

Russia, 55

S

safe haven, 26, 133, 150

Safety Rehabilitation and Compensation Commission, 242

Samoa, 110, 339, 343

Saudi Arabia, 52, 339, 343

SBS, *See* Special Broadcasting Service

seaports officers, 102

security checks, 5

Senior Executive Service, 9, 236, 257, 351

remuneration, 236

Settlement

Grants Programme, 155, 158, 161, 164, 197, 255, 330, 351

Services, 348

Sierra Leone, 86, 160, 339, 343

Singapore, 52, 58, 112, 115, 339, 343

Skilled

migrant, 5, 26, 27, 35–39, 197

migration, 3, 22, 27, 28, 36–39

skills shortages, 9, 38

Slovenia, 53, 339, 343

Smith, Ila (Mavis), 18, 210

Social Cohesion, Harmony and Security, 6, 154, 181, 187, 191, 201, 203, 334

Solomon Islands, 113, 339, 343

Solon, Vivian Alvarez, 4, 19, 223, *See also* Comrie Report

South Africa, 39, 339, 343

South Australian Department of Health, 129

South East Asia, 86, 347, 351

South West Asia, 82, 87

Special Broadcasting Service, 184, 351

Sri Lanka, 5, 140, 141, 183, 339, 343

stakeholder, 3, 11, 12, 16, 130, 139, 209, 216

Strategic Policy Group, 19

strategic priorities, 8, 11, 209, 212

student visa program, 60, 64, 65

Students, 35, 37, 60–66, 119, 189, 348, 349

subclass 457 programme, 36, 69–71

Sudan, 163, 339, 343

Surf Life Saving Australia, 184, 266

Sutherland Shire Council, 184, 266

Sweden, 53, 139, 339, 343

Switzerland, 53, 339, 343

Syria, 86, 239, 339, 343

Systems Committee, 211

T

Taiwan, 52, 339, 343

Tanzania, 86, 339, 343

Technology Working Group, 139

telephone interpreting, 168, 169, 171, 172, 173

temporary

entry, 3, 15, 23–35, 56, 288

residents, 46, 68, 114

terrorism, 77, 99, 181 *See also* counter-terrorism

Thailand, 58, 59, 62, 63, 66, 67, 77, 86, 110–113, 140, 339, 343

Thu, Shin, 18
Tonga, 9, 110, 128, 340, 343
Tourism and Visa Advisory Group, 52, 55, 351
Tourism Australia, 55
tourism industry, 48, 54, 55, 57
Translating and Interpreting Service, 168–173, 215, 351 *See also* interpreting
transparency, 17, 129
Travel and Immigration Processing System, 100, 106, 351
TRIPS, 100, 106, 351
tuberculosis, 31, 220
Turkey, 37, 59, 86, 174, 239, 340, 343
Tuvalu, 77, 340, 343

U

Uganda, 86, 340, 343
unauthorised arrivals, 30, 112, 123, 128
Unisys, 243, 280
United Arab Emirates, 52, 340, 343
United Kingdom, 8, 39, 52, 58, 78, 114, 195, 340, 343
United Nations High Commissioner for Refugees, 31, 76, 138, 140, 351
United States of America, 8, 52, 58, 62, 63, 78, 98, 115, 340, 343, 351 *See also* USA
USA, 97, 100, 264, 267, 351 *See also* United States of America

V

Value Creation Workshop, 12
Values and Conduct Section, 242, 250
Values and Standards Committee, 8, 211, 241, 254, 259, 351
Vanstone, Senator Amanda, 17
Vanuatu, 77, 110, 340, 344
Vietnam, 110, 113, 340, 344

Villawood Immigration Detention Centre, 131

Visa

bridging, 118, 121, 128, 129, 268
business visitor, 58
cancellation, 39, 64, 88, 97, 113, 114, 119, 120, 128, 129, 218
parent, 42
partner, 43
permanent protection, 205
protection, 15, 30, 53, 61, 64, 69, 75, 91, 123, 125, 128, 163, 219
safe haven, 133, 150
temporary business, 70
tourist, 36, 37

voluntary separation, 229 *See also* redundancies

W

War Crimes Screening, 115, 351
website, 11, 16, 151, 156, 162, 167, 176, 188, 199, 216, 329
whole-of-government approach, 212
Woman at Risk programme, 6, 81, 82, 148
Woolworths Ltd, 180, 184
World Refugee Day, 32, 179
World Youth Day, 37, 57

Z

Zambia, 86, 340, 344
Zimbabwe, 86, 340, 344

Cover notes



Sam Underdown

Sam Underdown works in the Client Service Channel Management Branch in the department's National Office in Canberra. Sam heads a team designing and implementing a new email management system that will improve outcomes for clients and staff using email for general enquiries in Australia and offshore.



Shauket Esufali

Sri Lankan surgeon Shauket Esufali always knew he was going to be a doctor. After study in London and work in private practice and medical education in Sri Lanka, Dr Esufali came to Australia for post-graduate studies. He decided to stay and gained a Temporary Medical Practitioner visa to work at South Australia's Mt Gambier Hospital.



Harmony Day

More than 148 000 Australians set out to establish a record for the largest number of people playing cricket in a single event on Harmony Day in March 2007. Participants included this group of students from the Good Shepherd Primary School at Amaroo in Canberra.



Kimberly Anderson

Former Seattle actress Kimberly Anderson joyfully remembers the events that led to her becoming a teacher of Australian history and drama at a Melbourne boys' high school. Discussions with students contributed to her decision to become an Australian citizen at a 2006 Citizenship Day ceremony at Melbourne's Immigration Museum.



Fatma El-Shearif

Fatma El-Shearif is the assistant director of the department's Strategic IT Procurement Management Section working on projects including telecommunication tendering, where she has been responsible for pricing evaluation. Fatma was born in Egypt. She arrived in Australia in 1979, and became an Australian citizen in 1982. She has worked for the department for 20 years.



Par Kel Myint

After 15 years in camps in Thailand and Burma, Karen refugee Par Kel Myint arrived in Brisbane in 2006 with his partner and seven of their children. The family plans to start a small business making and selling Karen costumes.



Harriet Doyle

Australia's newest citizens in 2007 included four-year-old Harriet Doyle of Deeral near Cairns in North Queensland. British-born Harriet and her mother Lisa became citizens at a ceremony at the Cairns City Council chambers. Harriet's father John joined the family to affirm his Australian citizenship.



Maritime Crew Visas

Australia is the second country in the world to introduce a Maritime Crew Visa for the 130 000 seafarers who visit Australia each year. The visa became available in 2007 amid an extensive information and education campaign for the maritime industry. It is to become mandatory in 2008, when seafarers who travel to Australia will be subject to the same visa and security checking arrangements as other temporary visitors.



Stephen McLeish

Scotsman Stephen McLeish had placed his resume on the departmental Skill Matching Database and was identified as a candidate for a regional skilled migration visa to work for a motoring firm in regional Victoria. Stephen comes from a small town just outside Glasgow in Scotland. He was delighted with his shift to Bairnsdale in Victoria in November 2004.



Nina and Paolo Monterosso

Italian-born Nina and Paolo Monterosso of Geelong in Victoria share their first kiss as Australians after they gained citizenship on Citizenship Day 2006 in Melbourne. Nina's brother Salvatore Formica and Paolo's sister Dora – who also married after they migrated to Australia – also became Australian citizens at the ceremony.



Neema and Papi Maulidi

Papi Maulidi had been separated from one of his youngest sisters Neema after the family fled conflict in the Democratic Republic of Congo in 2001. But after a search led by a Victorian school principal, nine-year-old Neema was reunited with her five brothers and sisters and her father in Shepparton in November 2006.



Deepak Darshan

Deepak Darshan had dreamed of returning to Australia since he spent a year studying here in 2000. In 2004, Deepak was invited to take up a skilled independent visa to work at the Queensland Institute of Medical Research on a molecular biology and genetics project investigating the disease haemochromatosis. Deepak's wife is a doctor working in a Brisbane hospital.



AMEP

An Adult Migrant English Programme (AMEP) class at the Reid campus of the Canberra Institute of Technology provides English-language tuition to eligible migrants. In 2006-07, AMEP service providers delivered tuition and associated services to 50 218 clients at more than 250 locations around Australia.

