
Overview

Output 2.1 Settlement services

Output 2.2 Translating and interpreting services

Output 2.3 Australian citizenship

**Output 2.4 Promoting the benefits of a united
and diverse society**

Output 2.5 Systems for People

Administered items



Outcome Two

Overview

A society which values Australian citizenship and social cohesion, and enables migrants and refugees to participate equitably

There are five outputs under Outcome 2:

Output 2.1 Settlement services

Output 2.2 Translating and interpreting services

Output 2.3 Australian citizenship

Output 2.4 Promoting the benefits of a united and diverse society

Output 2.5 Systems for People.

Activities under this outcome include:

- managing the delivery of settlement services, including adult English language training, refugee settlement support, and translating and interpreting services
- encouraging eligible people to acquire Australian citizenship and promoting the value of citizenship
- promoting the value of cultural diversity and increasing understanding of Australia's democratic values to ensure the nation's progress as a united, prosperous and safe society
- delivering major IT enabled business transformation through the *Systems for People* program.

Table 67: Outcome 2—performance information

A society which values Australian citizenship and social cohesion, and enables migrants and refugees to participate equitably	
Measures	Results
Extent to which settlement planning arrangements and services target areas of need that will enable humanitarian entrants and eligible migrants to participate equitably in society	
Level of participation and outcomes for relevant settlement services	<p>The department conducts an annual assessment of settlement needs, taking into account feedback from state, territory and local governments, the community and the settlement services sector, to identify the priority needs of new arrivals.</p> <p>The Settlement Grants Program (SGP) continues to receive strong sector support, with a large number of applications received for funding in 2008–09. The department continues to monitor the performance of funded organisations.</p>
Extent to which settlement needs of eligible refugee and humanitarian settlers are met	
Extent to which appropriate settlement services are available and accessible	<p>There are 332 projects operating in all state and territories and most statistical divisions—in particular, where there are a high concentration of SGP clients. These projects ensure that settlement services are provided to those communities and locations in greatest need of assistance.</p> <p>The initial findings of the Integrated Humanitarian Settlement Strategy (IHSS) quality assurance review indicate the majority of the key performance indicators (KPIs) are being met in accordance with the requirements of the contract by most service providers and that satisfactory services are being provided to entrants.</p> <p>Housing continued to be the major challenge faced by service providers, resulting in almost half failing to meet the long-term accommodation KPI. In facing that challenge, service providers have implemented a range of innovative measures in an attempt to address the current shortage in the housing market.</p> <p>Service providers are successfully networking with other organisations to raise awareness of the needs of humanitarian entrants and some have implemented education and training sessions to complement their settlement services. A number of events were held to share entrants' stories and culture with the wider community, including an African Women's Expo and a project where older Sudanese women at risk of isolation recorded and shared their life stories.</p>

Table 67: Outcome 2—performance information *continued*

A society which values Australian citizenship and social cohesion, and enables migrants and refugees to participate equitably	
Measures	Results
Extent to which settlement needs of eligible refugee and humanitarian settlers are met	
Level of satisfaction among eligible refugees and humanitarian settlers who participate in settlement services	<p>In 2007–08, the department conducted a client survey. The sample group of clients surveyed indicated that 68 per cent of clients had a very high level of overall satisfaction while 25 per cent indicated partial or limited satisfaction.</p> <p>The department undertook an annual quality assurance review of the IHSS program to assess the effectiveness of contract performance requirements and management controls.</p> <p>The review for 2007–08 followed up on recommendations from the 2006–07 review and included an evaluation of IHSS service provider systems, processes and operations to assess performance against contract specifications. This also included client contact visits to determine the level of satisfaction with the services received.</p> <p>Initial findings of the review indicate that IHSS service providers are delivering a satisfactory service in accordance with the requirements of the contracts.</p>
Extent to which Australian citizenship is valued	
Extent of community awareness of Australian citizenship	<p>The value of good citizenship is celebrated annually with the Australian of the Year awards. The department continued its association with the National Australia Day Council and the Australian of the Year Awards, highlighting the significance of Australian citizenship on Australia Day, including the promotion of the Australian affirmation. Several citizenship and affirmation ceremonies were highlighted in national news packages on Australia Day 2008.</p> <p>Schools throughout Australia are actively engaged in learning the value of, and celebrating, citizenship. Resource packages containing information and activities regarding Australian citizenship, for both primary and secondary students, were distributed to all schools across Australia in 2007. The resource packages assist in increasing awareness of Australian citizenship throughout the general community.</p>

Table 67: Outcome 2—performance information *continued*

A society which values Australian citizenship and social cohesion, and enables migrants and refugees to participate equitably	
Measures	Results
Extent to which the department promotes social cohesion in a culturally diverse society	
Level of awareness of, and participation in, the Living in Harmony initiative	<p>In 2007–08, 41 new projects were funded through the annual community project funding round. The projects reflected the priority areas of new and emerging communities, young people, community-based activities and Indigenous Australians.</p> <p>The emerging issues funding program supported community organisations in six different states to address local issues.</p> <p>Six new Living in Harmony partnerships were instigated with major organisations such as the Australian Football League, the Australian Red Cross and the Special Broadcasting Service (SBS).</p> <p>Harmony Day continued to connect with the community in 2008. A total of 358 newspaper articles focusing on Harmony Day were identified across Australia and 388 events were registered on the Living in Harmony website.</p>
Number of completed projects under the National Action Plan to Build on Social Cohesion, Harmony and Security	<p>In 2007–08, the following projects were completed:</p> <ul style="list-style-type: none"> • 10 state and territory partnership projects • eight research projects • five community projects • three Australian Government partnership projects • three community consultation exercises and the publication of a Youth Summit summary report.



Profile

Australia's Local Hero 2008—lifting hopes through song

The department has a strong ongoing partnership with the National Australia Day Council to promote Australian citizenship through Australia Day celebrations and the Australian of the Year Awards.

The department proudly supports the Australian of the Year Awards through sponsorship of the Local Hero Award which recognises the significant achievements of Australians at a local community level.

Australia's Local Hero for 2008, community choirmaster Jonathon Welch, has brought people together in hard times, shared the good times, and made a real difference to the lives of those around him.

He has shown the power of singing in rebuilding lives saddened and defeated by circumstance. His 'Choir of Hard Knocks' raised to new levels Australia's awareness of the problems of homelessness, depression and addiction.

Jonathon is an outstanding Australian citizen who inspires us with the passion he has for this country. He has shown that engaging with creativity, expression and, most of all, with each other, brings new hope.

Jonathon shows what being an Australian citizen is all about—giving something back to the community we share.

Output 2.1 Settlement services

Overview

This output has five components:

- 2.1.1 Settlement planning and information delivery
- 2.1.2 Humanitarian settlement services
- 2.1.3 Support for community services
- 2.1.4 Adult Migrant English Program administration
- 2.1.5 Free translating and interpreting services.

Highlights

Significant improvements to Australia's settlement services were introduced in 2007–08. New initiatives were also implemented, aimed at assisting newly-arrived migrants and refugees settle quickly into their new communities.

A formal review of all aspects of the Adult Migrant English Program (AMEP) commenced in February and is expected to have been completed by October 2008. The review will inform the development of the next tender process and the continuing development of the AMEP as a contemporary English language tuition program.

The department conducted an open tender process to establish a panel of providers to deliver Complex Case Support (CCS) services. CCS services are scheduled to commence from August 2008 as a staged roll-out, and the program will be fully operational nationally by December 2008. CCS services will be tailored to meet the needs of individual cases and will complement existing departmental settlement services. CCS services are funded at \$35.2 million over four years.

Grant funding of \$11.6 million over four years has been provided for the Citizenship Support Grants Program (CSGP) to help applicants to prepare to sit the Australian citizenship test.

The CSGP will run as a one-year pilot with a strong focus on evaluation and trialling of different service models in 2008–09. A total of 33 community based organisations across Australia have been offered funding to deliver CSGP services on a pilot basis.

The Sustainable Regional Settlement program was established to assist the settlement of humanitarian entrants by building capacity in regional towns. Under the program, regional organisations are able to apply for funding to undertake projects that address identified local settlement needs. In 2007–08, the department funded projects in Castlemaine, Victoria, and Mount Gambier and Murray Bridge, South Australia.

The department received funding of \$300 000 over two financial years (2007–08 and 2008–09) to improve data capture and reporting capability of the Settlement Database. Work on developing the facility to report on internal migration and improving accessibility for external clients is progressing well.

In June 2007, a pilot project was undertaken in cooperation with the Pharmacy Guild of Australia that extended access to free telephone interpreting services to over 300 participating pharmacies. The department is evaluating this pilot with a view to establishing the service permanently.

Additional in-kind assistance in the way of rent and public transport tickets for humanitarian entrants in their first month after arrival was introduced under the Integrated Humanitarian Settlement Strategy. These initiatives deliver significant additional support to newly-arrived refugees.

The department also welcomed two new groups of humanitarian entrants into the Australian community last year with the arrival of the first Mauritanian and Bhutanese refugees.

2.1.1 Settlement planning and information delivery

Objectives

This component:

- provides a planning framework for the delivery of settlement services and information for recently-arrived migrants and humanitarian entrants that complements the services governments direct to all Australian residents
- provides demographic data and other information to assist service providers across the three levels of government to plan to meet the needs of newly-arrived migrants and humanitarian entrants.

Description

This output component supports the planning of settlement services. It also supports the provision of information to newly-arrived migrants and humanitarian entrants and to those who provide mainstream or specialised settlement services including the community sector.

Performance

Regional humanitarian settlement

In recent years, the department has sought to support and increase humanitarian settlement in regional areas where appropriate settlement infrastructure, services, employment opportunities and community support exist.

Direct humanitarian settlement commenced in Ballarat, Victoria, in May 2007 and Mount Gambier, South Australia, in June 2007. The department has recently initiated evaluations of the settlement of humanitarian entrants in these areas to identify any areas for improvement. The evaluations are expected to have been completed by September 2008.

The Sustainable Regional Settlement program was established to strengthen the capacity of regional towns to settle

humanitarian entrants. In 2007–08, the department funded projects to a value of \$92 000 in Castlemaine, Victoria, and Mount Gambier and Murray Bridge, South Australia.

Refugee Resettlement Advisory Council

The appointment of members for the fifth term of the Refugee Resettlement Advisory Council was approved by the Australian Government on 19 March 2008. There were six new council members appointed including the Chair, the Hon. Bruce Baird, and four councillors from the fourth term were reappointed. The council has an ongoing dialogue with both the Minister for Immigration and Citizenship and the Parliamentary Secretary for Multicultural Affairs and Settlement Services and continues to provide high quality policy advice and input on the settlement of newly-arrived migrants and humanitarian entrants. Among other activities, the council provided input to the deliberations of the Citizenship Test Review Committee. The fifth term ends on 30 June 2010.

Settlement information

The *Settlement Trends and Needs 2007* reports were launched in October 2007 with separate reports for each state and territory providing detailed information on migrant and humanitarian settlement in Australia, including trends in arrivals, demographic characteristics and potential settlement challenges. The information assists service providers to understand and respond to the likely needs of new arrivals.

The *Beginning a Life in Australia* booklets were updated twice in 2007–08. The booklets provide useful settlement information for prospective and newly-arrived migrants and humanitarian entrants as well as sponsors and service providers.

Settlement information is provided in separate booklets tailored to each state and territory. An additional 13 community languages were introduced for the May 2008 edition in response to the changing caseload. The booklets are now available in English and 37 community languages on the department's website.

A second edition of the *New beginnings: Supporting new arrivals on their settlement journey* booklet was released in April 2008, providing a comprehensive up to date statistical and descriptive account of the humanitarian settlement experience. It includes personal stories of refugees and explains the assistance available to support new arrivals on their settlement journey.

The department's website provides ready access to extensive settlement information and services for clients including prospective migrants, newly-arrived migrants, sponsors of migrants, service providers and the wider Australian community. This is a popular site and the main index pages relating to settlement alone attracted almost 900 000 page views during 2007–08.

Settlement Database

The department's Settlement Database provides statistical information for settlement planning, publications, research and policy development.

In 2007, as part of the government's initiative to increase and sustain the settlement of humanitarian entrants in regional Australia, the department received \$300 000 over two financial years (2007–08 and 2008–09) to improve data capture and the reporting capability of the database.

The Settlement Database development team continues to work closely with partners including the Australian Bureau of Statistics and Medicare Australia to improve the quality of the department's data.

Policing project

The department is currently working on a project to develop online material to promote initiatives that build relationships between police and humanitarian communities, and raise awareness of Australian law. National consultations with police commenced this year.

Table 68: Settlement services—performance information

Measures	Results
Quality	
Current, relevant and translated settlement information is available for clients	A range of new settlement information was developed, published and made available to clients and other stakeholders, including the <i>Settlement Trends and Needs 2007</i> reports, and the <i>New beginnings: Supporting new arrivals on their settlement journey</i> and <i>Beginning a Life in Australia</i> booklets

2.1.2 Humanitarian settlement services

Objective

This component provides humanitarian entrants with initial intensive settlement services on a needs basis under the Integrated Humanitarian Settlement Strategy (IHSS). IHSS services include case coordination, information and referrals, on-arrival reception and assistance, accommodation services and short-term torture and trauma counselling. The IHSS provides humanitarian entrants with the assistance they need to start building a life in Australia.

Description

This output component supports the provision of intensive settlement services to newly-arrived refugees and Special Humanitarian Program (SHP) entrants under the IHSS.

IHSS services are generally provided for around six months but may be extended in cases of particular need. As SHP entrants have the support of a proposer to assist them with their settlement, they do not always need the full range of IHSS services.

The IHSS includes the following services:

- case coordination, information and referrals—includes a case coordination plan based on an initial needs assessment; information about, and referral to, other service providers and mainstream agencies; and help for proposers to fulfil their role of assisting SHP entrants
- on-arrival reception and assistance—includes meeting eligible entrants on arrival; taking them to suitable accommodation; providing initial orientation; and meeting any emergency needs for medical attention, clothing or footwear
- accommodation services—helping entrants to find appropriate and affordable accommodation and providing them with basic household goods needed to set up their own household in Australia
- short term torture and trauma counselling services—providing an assessment of needs, a case plan and referral for torture and trauma counselling. The strategy also aims to raise awareness among health care providers of health issues arising from torture and trauma.

Performance

The department helped 5752 refugees and 3804 SHP entrants under the IHSS in 2007–08, compared to 6248 refugees and 6023 SHP entrants in 2006–07. This reduction may be attributed to a lag in arrivals for those granted visas late in the program year along with a rise in the number of onshore humanitarian visas granted. The department also assisted 126 protection visa holders under the IHSS in 2007–08, compared to 84 in 2006–07.

Table 69: Humanitarian settlement services—performance information

Measures	Results
Quality	
<p>Appropriate settlement services are made available to all eligible refugees on arrival and to all eligible entrants under the Special Humanitarian Program (SHP) on a needs basis</p>	<p>The department helped 5752 refugees under the IHSS in 2007–08 (compared to 6248 in 2006–07) and 3804 SHP entrants (6023 in 2006–07). The department also helped 126 protection visa holders under the IHSS in 2007–08, compared to 84 in 2006–07.</p> <p>The top five nationalities of clients who accessed IHSS services during the year were Burmese (25 per cent), Iraqi (18 per cent), Afghani (12 per cent), Sudanese (11 per cent) and Congolese (5 per cent).</p> <p>Of the people who accessed IHSS services, 50 per cent were female and 50 per cent were male.</p> <p>A total of 50 per cent were under the age of 18 years.</p>
Quantity	
<p>12 500 refugees and eligible humanitarian entrants arriving under the Humanitarian Program</p>	<p>In 2007–08, 9556 refugees and SHP entrants arrived and were assisted under the IHSS, compared to 12 355 in 2006–07. In addition, 126 protection visa holders were also assisted under the IHSS.</p>

2.1.3 Support for community services

Objective

The Settlement Grants Program supports the delivery of settlement services to migrant and refugee communities through the administration of settlement grants.

Description

This output component supports the Grants for Migrant Community Services administered item. The department supported the delivery of Settlement Grants Program (SGP) and Community Settlement Services Scheme (CSSS) services by:

- helping funded organisations manage work programs, service agreements, and reporting and financial accountability requirements
- developing a national training strategy aimed at management of committees, boards and staff to assist in their delivery of settlement services consistent with the objectives of the department's grants programs and service agreements.

Performance

A total of \$32 million was provided for migrant community services grants in 2007–08 to help meet the settlement needs of migrants. This included the administration of 332 funding agreements with organisations, involving 307 SGP and 25 CSSS grants.

Community consultations contributed to the development and implementation of the SGP. In September 2007, 399 applications were received in response to national advertisements about the 2008–09 funding round.

Table 70: Support for community services—performance information

Measures	Results
Quality	
All work program objectives and requirements of funded organisations are monitored and supervised	Work programs in place and regularly monitored for compliance
Quantity	
Number of funding agreements managed and monitored	332 funding agreements and work programs managed, comprising 307 under the Settlement Grants Program and 25 under the Community Settlement Services Scheme

2.1.4 Adult Migrant English Program administration

Objective

This component supports the Adult Migrant English Program (AMEP) administered item managed by the department through contracts for English language tuition and ancillary services.

Description

This output component supports the AMEP which provides English language tuition to help eligible adult migrants and refugees settle successfully in Australia. The program is administered through 18 major contracts for tuition and two for associated services.

Performance

Service provider performance is overseen by dedicated contract managers who undertake the analysis of quarterly and annual reports against key performance indicators, analyse ongoing data and coordinate quarterly meetings. Structured performance management is complemented by regular contact with service providers.

Any deficiencies or breaches identified during the analysis of performance are addressed through the development and implementation of agreed action plans. Action plans are monitored quarterly until breaches are rectified.

Associated services

The National ELT Accreditation Scheme and the AMEP Research Centre develop and implement annual work plans in consultation with the department. Contract managers review the plans, analyse outcomes against key performance indicators and work with providers to promptly rectify any concerns.

Contract manager training

During 2007–08, eight AMEP contract managers undertook the Diploma in

Government Contract Management. This course updated contract managers on best practice in areas such as relationship and performance management, research and analysis, finalising contracts and risk management.

AMEP review

A formal review of the AMEP commenced in February 2008. The review will inform the development of the next tender process and the continuing development of the AMEP as a contemporary English language tuition program.

AMEP Reporting and Management System procurement process

The AMEP is supported by an information system known as the AMEP Reporting and Management System (ARMS). ARMS functionality includes client management and educational history tracking, AMEP learning activity management and administration, and basic staff management facilities.

Following a procurement process for ARMS ongoing systems support and help desk services, a contract was signed with CSC Australia Pty Ltd for three years ending 30 June 2011.

Table 71: Adult Migrant English Program—performance information

Measures	Results
Quality	
Service provider breaches identified and addressed ¹	9
Quantity	
20 contracts managed	20

¹ This figure is for the period 1 April 2007 to 31 March 2008 as statistics for the financial year are not finalised until September 2008.

2.1.5 Free translating and interpreting services

Objective

This component supports access to free translating and interpreting services for eligible clients.

Description

Free interpreting services are provided to approved individuals and organisations to help them communicate with non-English speaking migrants and humanitarian entrants who are Australian citizens or permanent residents. The services are broadly available to:

- private medical practitioners providing services under Medicare
- non-profit, non-government, community-based health and welfare organisations (subject to their funding arrangements)
- members of parliament for constituency purposes
- local government authorities
- trade unions
- Emergency Management Australia.

Documents eligible for free translation include settlement-related personal documents, identity and relationship documents (for example, birth and marriage certificates), facilitation documents (for example, drivers licences), and education and employment documents.

Free translations are provided to permanent residents and some temporary visa holders within their first two years of arrival or grant of permanent residence.

Returning Australian citizens may also be eligible for a free translation service within two years of returning to Australia to settle permanently.

Performance

The number of free translation and interpreting services provided in 2007–08 was slightly higher than that provided in 2006–07.

A total of 131 083 interpreting services were provided, compared to 125 528 in 2006–07. Of these services, 114 593 were telephone interpreting services and 16 490 were on-site interpreting services. The number of documents translated was 7855, compared to 7184 in 2006–07 (see also Output 2.2.1).

In June 2007, a pilot project to extend access to free telephone interpreting services for pharmacists was initiated in cooperation with the Pharmacy Guild of Australia. A total of 331 pharmacies were provided with unlimited access to telephone interpreting services, 24 hours a day, seven days a week. The department is evaluating the outcomes of this pilot with a view to establishing the service permanently.

The department has also begun preparations for a pilot extension of free interpreting services to real estate agents in recognition of the difficulties many humanitarian entrants face in accessing the private rental market.

Table 72: Translating and interpreting services—performance information

Measures	Results
Quality	
Payment to TIS for estimated number of fee-free services administered efficiently	Payment efficiently administered

Output 2.2 Translating and interpreting services

Overview

This output is delivered through the national Translating and Interpreting Service (TIS National) located in Melbourne and has three components:

2.2.1 Document translating

2.2.2 Telephone interpreting

2.2.3 On-site interpreting.

TIS National provides:

- a quality, responsive and professional service
- the means of communication essential to a culturally and linguistically diverse society through a business-oriented national translating and interpreting service.

Highlights

The free translation service managed by TIS National, which was outsourced in 2002, was reopened for tender in March 2008. As at 30 June 2008, TIS National was in the process of finalising the selection of the successful tenderer.

Demand for telephone interpreting services continued to demonstrate strong growth. During 2007–08, 615 477 services were provided, an annual increase of 11 per cent for the second consecutive year. This has been achieved despite annual increases in service charges linked to the consumer price index, which enable TIS National to provide a commensurate increase in remuneration to its interpreters.

A new Deed of Standing Offer for the interpreting panel was introduced at the start of the financial year, replacing the previous contractual arrangements and more clearly defining the legal relationship between TIS National and its interpreters.

TIS National significantly expanded the scope of its interpreting panel in new and emerging languages, recruiting 159 new interpreters over the course of the year. These interpreters speak 85 different languages and dialects, raising the total language coverage of TIS National to over 150 languages and dialects.

An annual Client Satisfaction Survey is undertaken as a quality assurance measure to ascertain the satisfaction levels of a random sample of TIS National's clients. In 2008, three client groups were surveyed:

- English speaking clients using on-site interpreting services
- English speaking clients using telephone interpreting services
- non-English speaking clients.

The overwhelming majority of respondents indicated a high degree of satisfaction both with the quality of the interpreting, and with the reliability and professionalism of the TIS interpreters. While a minority of respondents were aware that TIS National had feedback procedures in place, virtually all respondents indicated that they were comfortable about contacting TIS National directly to make complaints or provide positive feedback about the standard or conduct of interpreters.

2.2.1 Document translating

Objective

This component arranges for settlement-related translations of personal documents such as birth and marriage certificates, drivers licences, educational and trade/professional qualifications.

Description

TIS manages a national outsourced service for the free translation of settlement-related personal documents for recently-arrived migrants and Humanitarian Program entrants.

Performance

During the financial year, 7855 translations were completed. This was 8 per cent below budget projections, but an increase on demand for translations on the previous year. Annual fluctuation in the demand

for documentation translation is tied to the composition of the immigration and humanitarian intake, particularly as many humanitarian entrants arrive with limited personal documentation.

The performance targets of completion of 90 per cent of translations within 20 working days, and completion of 95 per cent of translations by translators who have been accredited or recognised by the National Accreditation Authority for Translators and Interpreters (NAATI) were both met comfortably, as in previous years.

The 10 languages most in demand were (in descending order): Arabic, Chinese, Russian, Vietnamese, Spanish, Persian, Indonesian, German, Ukrainian and Serbian.

Table 73: Document translating—performance information

Measures	2005–06	2006–07	2007–08
Quality			
90 per cent of translations will be completed within 20 working days	93%	93%	92%
95 per cent of translating jobs will be done by a NAATI accredited/recognised translator	100%	100%	100%
Quantity			
8 500 documents to be translated ¹	7 763	7 184	7 855

¹ The measure relates to the 2007–08 financial year (measures varied in previous years).

2.2.2 Telephone interpreting

Objective

This component provides for a national 24 hours a day, seven days a week, telephone interpreting service to enable accessible, quality communication between English and migrant languages to individuals (migrants and others) and to government and non-government service deliverers.

Description

The Translating and Interpreting Service (TIS) provides facilities that allow for a three-way conversation between English speaking and non-English speaking parties and a TIS interpreter through the use of a national telephone number—131 450. TIS also provides priority lines for emergency services and medical practitioners.

Performance

During 2007–08, 615 477 telephone interpreting services were provided by the TIS National contact centre, an annual increase of 11 per cent for the second consecutive year.

This strong growth has occurred despite annual increases in service charges linked to the consumer price index.

Reasons for the growth in interpreting demand include a growing community expectation and increasing commercial realisation that both public and private sector organisations, as part of their client service, should make interpreting services available to their clients.

As a result of the high demand for interpreting services and congestion during peak periods, the number of calls answered within 30 seconds by a TIS operator remained at 84 per cent for the third consecutive year, which is below the 90 per cent target. Nevertheless, 90 per cent of callers were connected to an interpreter within three minutes, which is within the performance target.

Due to an increase in the demand for interpreting services in some recently introduced community languages and dialects, for which recognition or accreditation by the National Accreditation Authority for Translators and Interpreters (NAATI) is not readily available, 88 per cent of interpreting tasks were completed by NAATI accredited or recognised interpreters. This is below the target of 90 per cent. TIS National is seeking to rectify this by encouraging members of the interpreting panel to obtain NAATI accreditation or recognition, and by engaging with industry stakeholders to recruit further accredited interpreters.

The 10 languages most in demand were (in descending order): Mandarin, Arabic, Vietnamese, Cantonese, Korean, Persian, Turkish, Spanish, Serbian and Greek.



Profile

Translation lifeline for Australia's non-English speakers

The department's interpreting service has literally been a lifeline for thousands of non-English speaking people living in Australia.

The Translating and Interpreting Service (TIS National) contracts more than 1300 interpreters around Australia, covering more than 150 languages and dialects.

TIS National, based in Melbourne, is open 24 hours a day, seven days a week. The call centre has 46 operators, whose job is to connect the caller with the correct interpreter. The interpreter then helps the non-English speaker to access healthcare, police and emergency services, government agencies, utilities, banks and private businesses.

Assistant manager of TIS Operations, Loretta Rigoni, says the job is never boring or predictable because the next phone call could result in a life or death situation.

'For instance, we've had to set up calls between non-English speaking people and an interpreter, who then has to speak to emergency services,' Loretta said.

'If the non-English speaking person who makes the initial contact is trying to tell you, as best they can, which translator they need, they often forget what little English language they have, if they are panicking.'

'You have to move very quickly and stay calm to get all the parties connected.'

Loretta says she has no doubt the department's interpreting service has saved lives.

As the number of people migrating to Australia increases, so is the number of calls being received by TIS. In 2007–08, TIS National provided 615 477 telephone interpreting calls an increase of 11 per cent on the number of services provided the previous year.

Table 74: Telephone interpreting—performance information

Measures	Results		
	2005–06	2006–07	2007–08
Quality			
90 per cent of telephone calls will be answered by a TIS operator within 30 seconds	84%	84%	84%
90 per cent of calls will result in a telephone interpreter in a major community language provided within 3 minutes	91%	92%	90%
90 per cent of telephone interpreter jobs will be done by a NAATI accredited/recognised interpreter	91%	90%	88%
Quantity			
460 000 telephone interpreting services ¹	501 000	556 136	615 477

¹ The measure relates to the 2007–08 financial year (measures varied in previous years).

2.2.3 On-site interpreting

Objective

TIS arranges for an interpreter to go to a specified location where the client requires face-to-face interpreting.

Description

The Translating and Interpreting Service (TIS) arranges for interpreters to attend at specific locations and times where a client requires face-to-face interpreting.

Performance

Demand for on-site interpreting services declined slightly during 2007–08, consistent with a trend towards more cost-effective telephone interpreting services. A total of 41 865 on-site assignments were completed during 2007–08, compared to 42 504 the previous year.

TIS National was able to confirm 93 per cent of its on-site bookings

within three days of the booking request, which was above the 85 per cent target.

The proportion of interpreting assignments performed by an interpreter with accreditation or recognition from the National Accreditation Authority for Translators and Interpreters (NAATI) was 83 per cent, compared with a target of 90 per cent. This represented a slight decline on the previous year, and can be attributed principally to the higher proportion of on-site assignments in recently introduced community languages, where NAATI accreditation or recognition is not readily available.

The 10 languages most in demand for on-site services were: Vietnamese, Arabic, Mandarin, Persian, Serbian, Cantonese, Turkish, Dari, Bosnian and Spanish.

Table 75: On-site interpreting—performance information

Measures	Results		
	2005–06	2006–07	2007–08
Quality			
85 per cent of requests for an on-site interpreter will result in a confirmed appointment within 3 working days	91%	90%	93%
90 per cent of interpreter jobs will be done by a NAATI accredited/recognised interpreter	86%	84%	83%
Quantity			
43 000 on-site interpreting visits ¹	43 473	42 504	41 865

¹ The measure relates to the 2007–08 financial year (measures varied in previous years).

Output 2.3 Australian citizenship

Overview

This output has two components:

- 2.3.1 Decisions on citizenship status
- 2.3.2 Promotion of the value of Australian citizenship.

Highlights

Introduction of new legislation

Landmark legislative changes were introduced on 1 July 2007 when the new *Australian Citizenship Act 2007* (the Act) and the *Australian Citizenship (Transitional and Consequential) Act 2007* came into effect replacing the *Australian Citizenship Act 1948*. The Act provides better structured and easier to understand citizenship law.

The amendments included:

- changes to the residence requirement for applicants for conferral of Australian citizenship from two years permanent residence to four years lawful residence, including the last 12 months as a permanent resident (those who became permanent residents prior to the introduction of the Act remain subject to the previous residence requirement if they apply for citizenship prior to 1 July 2010)
- provision for children who are adopted under full and permanent Hague Convention arrangements to be registered as Australian citizens
- removal of the age limits for registration of citizenship by descent and resumption of citizenship
- provision for the conferral of citizenship to children born after a parent automatically lost their Australian citizenship on the acquisition of another.

Citizenship test

On 1 October 2007, further changes were introduced to the Act to give effect to a citizenship test. It now requires most applicants for conferral of citizenship who are aged between 18 and 60 to complete a citizenship test successfully before making an application.

Since 1 October 2007, the citizenship test has been administered in all 13 departmental offices around Australia. In partnership with Medicare Australia and Centrelink, this network expanded in November 2007 to cover an additional 34 regional centres across Australia. The citizenship test is also administered in immigration offices at overseas posts on request.

Citizenship test review

On 28 April 2008, the minister announced the appointment of an independent Citizenship Test Review Committee. It was commissioned to examine the operation of the citizenship test after six months and determine ways to improve its operation and its effectiveness as the pathway for residents to become Australian citizens. The review involved extensive public consultations including written submissions, nationwide community consultations, small group discussions and meetings with a number of key stakeholders and English language testing experts.

The review committee's report is being considered by the government. Following its public release, the report will be available on the citizenship test review website at www.citizenshiptestreview.gov.au.

Citizenship promotion

Promotion of Australian citizenship continued through public relations activities throughout the year. Key highlights included special citizenship ceremonies to mark the introduction of the new Act on 1 July 2007, Citizenship Day on 17 September 2007, Australia Day 2008 and Refugee Week from 15 to 21 June 2008. A public information campaign to inform the Australian community about the new citizenship test was launched on 17 September 2007 and put on hold on 14 October 2007 in accordance with federal election caretaker conventions.

Citizenship applications and conferral

Following a record year in 2006–07, 116 831 decisions on citizenship status, including applications for conferral, descent and resumption, were made in 2007–08. Of those, 107 662 people were approved as Australian citizens. Of this number, 92 601 were citizens approved for conferral, which is a 39.8 per cent decrease from 2006–07. This is an expected downturn following record numbers in 2006–07. It is anticipated that application numbers will steadily increase during 2008–09.

Australia Day 2008 saw more than 14 000 people from 114 countries become Australian citizens at 321 ceremonies across the nation, including a 'mega-ceremony' in Western Australia where 1313 new citizens were personally conferred by the minister.

2.3.1 Decisions on citizenship status

Objective

This component provides for the administration of Australian citizenship law and policy. In particular, this will be managed through decisions on applications for citizenship by conferral, by descent, by adoption under full and permanent Hague Convention arrangements, by resumption and applications for evidence of citizenship; renunciation of citizenship; management of conferral of citizenship and provision of citizenship information services.

Description

This output component involves managing and delivering lawful decisions under Australian citizenship legislation including effective management of conferral of citizenship and the provision of citizenship information services.

Performance

In 2007–08, 101 787 decisions were made on applications for citizenship by conferral.

The overall approval rate of applications for grant was 91 per cent in 2007–08. A total of 85 per cent of applications were decided within 90 days, an increase on the rate of 68 per cent in 2006–07, with 23 per cent decided on the day of lodgement.

Appendix 7 contains statistical information on the former nationality or citizenship and the previous country of residence of people who became Australian citizens by grant in 2007–08.

In 2007–08, the Citizenship Information Line received 612 218 calls regarding citizenship and requests for forms, an average of 51 018 calls per month.

The department continued to monitor citizenship application processing through its Citizenship Quality Assurance Program. In addition, an audit was conducted

between December 2007 to February 2008. Recommendations from the audit are being implemented.

Citizenship test

The Australian citizenship test commenced on 1 October 2007. Most applicants for conferral of citizenship who are aged between 18 and 60 are now required to complete a citizenship test successfully before making an application.

The test questions are based on the contents of a resource book, *Becoming an Australian citizen*, which has been translated into 29 languages.

The test is computer-based, and comprises 20 multiple choice questions drawn randomly from a larger bank of questions. To pass, the applicant must answer at least 12 out of 20 questions correctly, including three mandatory questions on the responsibilities and privileges of citizenship.

Assisted tests are available for certain applicants with low levels of literacy in English, or with a physical or cognitive impairment.

Tests are available in every departmental office in Australia and at overseas posts as well as 30 Medicare and four Centrelink offices around regional Australia, to which departmental officers travel to administer the test.

Grant funding of \$11.6 million over four years has been provided for the Citizenship Support Grants Program (CSGP) to help applicants to prepare to sit the Australian citizenship test. The program will provide funding for 33 community-based organisations across Australia, and deliver a range of services in 2008–09 on a pilot basis.

Test outcomes

The minister agreed to make citizenship test outcomes public. Outcomes of the test are monitored and reported with a quarterly snapshot report published and available on the department's website.

Between 1 October 2007 and 30 June 2008:

- 48 713 clients sat the Australian citizenship test
- 46 500 of these clients (or 95.5 per cent) passed the test on their first or subsequent attempt
- the department administered 59 185 tests to these clients, including re-sits where the client did not pass the test on their first attempt
- on average there were 1.2 tests administered per client
- clients who came to Australia under the Skill Stream of the Migration Program accounted for 48 per cent of all test participants—99 per cent passed on their first or subsequent attempt
- clients who came to Australia under the Family Stream of the Migration Program accounted for 22 per cent of all test participants—92 per cent passed on their first or subsequent attempt
- clients who came to Australia under the Humanitarian Program accounted for 11 per cent of all test participants—82 per cent passed on their first or subsequent attempt
- the top ten countries of birth for clients who have sat the test are the United Kingdom, People's Republic of China, India, Iraq, South Africa, New Zealand, the Philippines, Afghanistan, Sri Lanka and Sudan.

Table 76: Decisions on citizenship status—performance information

Measures	Results
Quality	
Less than one per cent of negative decisions overturned at review	0.1 per cent of negative decisions in cases of application for grant overturned by the Administrative Appeals Tribunal
Quantity	
139 000 decisions on citizenship status ¹	116 831

¹ This figure includes all decisions on citizenship status including applications for conferral, descent and resumption.

Table 77: Outcomes of citizenship applications from 2005–06 to 2007–08

Measures	Results		
	2005–06	2006–07	2007–08
People approved for conferral of Australian citizenship	108 380	154 063	92 601
People issued with Certificates of Evidence of Australian citizenship	12 690	12 990	17 342
People registered as Australian citizens by descent	13 142	14 837	14 254
People registered as losing Australian citizenship ¹	535	353	351
People resuming Australian citizenship	307	223	807

¹ Loss statistics include renunciation of Australian citizenship. Source: Integrated Client Services Environment (ICSE) data extraction, 7 August 2008. ICSE is a dynamic database and figures may change from day to day.

2.3.2 Promotion of the value of Australian citizenship

Objectives

Under this component a program is implemented which promotes the value of Australian citizenship and encourages eligible non-citizens to become Australian citizens.

Description

This output component promotes the value of Australian citizenship among the Australian community and the acquisition of Australian citizenship by eligible non-citizens.

Performance

Departmental promotion of Australian citizenship continued through public relations activities throughout the year. A public information campaign to inform the Australian community of the new citizenship test was launched on 17 September 2007 and put on hold on 14 October 2007 in accordance with federal election caretaker conventions.

Major citizenship ceremonies held in 2007–08 included:

- an inaugural citizenship ceremony held under the *Australian Citizenship Act 2007* at the Essendon Football Club Hall of Fame on 1 July 2007
- a series of ceremonies throughout the country on Australian Citizenship Day (17 September 2007) when more than 1700 people became new citizens. The day was also marked with the official presentation of the Australian Citizenship Quilts to the National Museum of Australia in Canberra
- a total of 321 ceremonies around the nation on Australia Day 2008 when more than 14 000 people from 114 countries became Australian citizens.

Several ceremonies gained local, regional and national media coverage, including:

- » Sky News coverage of the Prime Minister presiding over a ceremony at Regatta Point, Canberra
 - » the broadcast of a number of ceremonies held around the nation
 - » three Perth councils combining to stage the second largest citizenship ceremony ever held, with 1313 people personally conferred citizenship by the Minister for Immigration and Citizenship
- an 'on-court' citizenship ceremony for Perth Wildcats basketball player, Shawn Redhage, prior to the start of an NBL game on 12 January 2008
 - a citizenship ceremony at the Albert Hall in Canberra coinciding with the historic building's 80th birthday celebrations on 10 March 2008.
- The department continued its partnership with the National Australia Day Council to promote Australian citizenship through:
- sponsorship of Australia's Local Hero Award as part of the Australian of the Year Awards, which included eight state and territory events and culminated in the national award announcements televised live on the eve of Australia Day
 - a citizenship and affirmation ceremony partnership with Sky News Australia which included the live television broadcast of the Australia Day citizenship ceremony in Canberra, coverage of citizenship ceremonies in seven locations which featured in Sky News coverage on Australia Day 2008, and a highlights package for future promotional purposes
 - Australian affirmation resource packs distributed to about 780 local Australia Day council committees

- a national radio series, *Celebrate What's Great*, featuring high profile or eminent Australians reflecting on what they celebrate on Australia Day, including responses to the Australian affirmation
- a citizenship/affirmation page on the Australia Day website providing information on how to conduct an Australian citizenship affirmation ceremony, highlighting the significance of Australian citizenship for Australia Day, and providing details on ordering community resource kits.

Table 78: Promoting the value of Australian citizenship—performance information

Measure	Result
Quantity	
Development and implementation of a campaign promoting Australian citizenship	<p>Activities promoting Australian citizenship were conducted throughout the year and included ceremonies, events and resource materials for primary and secondary schools.</p> <p>Special Australian citizenship ceremonies were held throughout Australia to celebrate Australian Citizenship Day on 17 September 2007, Australia Day on 26 January 2008 and World Refugee Day on 20 June 2008.</p> <p>Promotional events included the inaugural citizenship ceremony held under the <i>Australian Citizenship Act 2007</i>, a citizenship ceremony for Perth Wildcats basketball player Shawn Redhage held on court, and a special citizenship ceremony held in Canberra to celebrate the Albert Hall's 80th birthday celebrations.</p>



Profile

Australia Day 2008 Citizenship Ceremony, Commonwealth Park, Canberra

More than 100 people from 38 countries became Australian citizens at the Australian Capital Territory's traditional flag raising and citizenship ceremony on Australia Day 2008, which has been held for more than 20 consecutive years at Regatta Point.

The ceremony was presided over by the Prime Minister Kevin Rudd followed by an Australian citizenship affirmation ceremony led by the Governor-General, Major General Michael Jeffrey, AC, CVO, MC (Retd).

Conferee Mamunul Chowdhury said: 'There were so many people and when the national anthem was played I sang. It was a nice feeling, after getting citizenship, to sing the national song. It felt different somehow because this time I truly felt Australian. I just feel more part of the community now.'

Another conferee, Jennifer Carmody described the ceremony as 'an event I will never forget. The Prime Minister was there, and there were jets, parachutes, a band and the Governor-General. I felt very proud. It was a big moment.'

In welcoming the new citizens, the Prime Minister said: 'You are welcome to join this great Australian family—each and every one of you. Because in charting our future history we need to draw on your talents, your enthusiasm, your energy and your ability—each and every one of you.'

Australia Day 2008 saw more than 14 000 people from 114 countries become Australian citizens at 321 ceremonies around the nation.

Image: Daniel Balaban, Eagle Eye Photography

Output 2.4 Promoting the benefits of a united and diverse society

Highlights

In February 2008, the Parliamentary Secretary for Multicultural Affairs and Settlement Services announced an administrative review of the Living in Harmony program. The review is looking at improving strategies for promoting the benefits of Australia's cultural diversity. It is also seeking to broaden the reach of the program, direct funding more effectively to areas of need and promote a sense of belonging for all. Outcomes of the review are expected to be announced in late 2008.

An example of the department's commitment to promoting the benefits of a culturally diverse society is the funding of a project run by Strathfield South High School titled 'We are all Australian'. The project is a response to the alienation being experienced by young people of Middle Eastern backgrounds in schools in Western Sydney.

As part of the project, a DVD was produced about young Australians of Lebanese and Asian backgrounds getting to know students of Anglo-Saxon backgrounds. Created by the students, it examines stereotypes with a particular emphasis on how Muslims, Lebanese and Asian groups are represented. The film also looks at how stereotypes are manipulated by the media and others.

The DVD is accompanied by a teaching resource kit, containing a series of structured activity questions based on subjects covered in the film including racism, stereotyping, discrimination and religion. Both were distributed to all secondary schools across Australia.

In May 2008, the parliamentary secretary announced the provision of Emerging Issues funding for the Making Connections

project in the Dandenong region in Victoria, one of a number of this type of project funded throughout 2007–08. The Making Connections project is being run jointly by Adult Multicultural Education Services, the Centre for Multicultural Youth Issues and the South Eastern Region Migrant Resource Centre. Drawing on their combined expertise, the three organisations are strengthening communities in Noble Park, Casey and Dandenong through the project's intergenerational cross-cultural program, multicultural music program and young women's support group.

Highlights of the National Action Plan to Build on Social Cohesion, Harmony and Security in 2007–08 included:

- a number of successful initiatives at state, territory and community level involving Muslim and wider Australian communities in areas such as youth development, employment support, social integration and community policing
- progress in the Australian Government pilot initiative in Western Sydney coordinated by the department, where the benefits of place-based, whole-of-government initiatives to enhance employment, education and community integration are already evident
- maintenance of relations with Australian Muslim communities through a series of informative round table discussions with key community representatives
- strengthening relations with the Department of Foreign Affairs and Trade to ensure that international developments are informed by, and inform, domestic activities.

The National Action Plan initiated 16 community projects to encourage more active participation in mainstream social

and cultural activities, enhance the resilience of marginalised communities, and enable communities to build capacity and develop leadership skills. Of the 16 projects five have been completed.

The Young Women's Leadership Program run by Multicultural Youth South Australia is an example of a National Action Plan community project that targeted young people to promote leadership and participation in society. The project increased the personal resilience of the 70 diverse young women who participated. It built their skills and confidence in effective communication, public speaking, decision making and leadership.

Interfaith activities are a key component of the government's emphasis on promoting respect and acceptance of cultural diversity in Australia. The department is coordinating the Australian Government's involvement in the Parliament of the World's Religions, which will be held in Melbourne from 3 to 9 December 2009.

The *2006 Access and Equity Annual Report* was tabled in parliament in September 2007. It contained information about responses by government agencies to Australia's cultural diversity.

The department's nationwide network of community liaison officers plays an essential role in monitoring community relations through extensive contacts with community groups and individuals. The network helps communities to raise issues of concern and also enables the government to distribute information to all sections of Australia's diverse society more effectively. This is particularly useful for new and emerging communities, and in managing community tensions and threats to social cohesion.

The department liaised closely with the Federation of Ethnic Communities' Councils of Australia (FECCA) during the year to ensure Australian Government outcomes for Australia's multicultural society were

informed by community needs. In May 2008, as part of the National White Ribbon Campaign, the federation held community workshops to raise awareness of violence against women and children. The workshops actively engaged new and emerging as well as established communities at the national level.

Objective

This output provides leadership for the implementation of multicultural policy, in consultation with Australian government agencies. The focus is on achieving a balance between promoting the benefits of cultural diversity and increasing understanding of Australia's democratic values. This is to ensure our progress as a united, prosperous and safe society.

The policy aims to send a message to all Australians that to live together successfully and safely, we must respect each other and appreciate what each person can contribute to our shared future. This applies equally to those born in Australia and those who come to join our nation.

This output:

- promotes mutual respect, Australia's democratic values and community participation through the Living in Harmony program
- manages tensions and threats to social cohesion by working closely with individuals and communities, and cooperating with state and territory governments
- coordinates, implements and monitors the National Action Plan to Build on Social Cohesion, Harmony and Security and reports to the Council of Australian Governments, through the Ministerial Council on Immigration and Multicultural Affairs
- makes further gains in the implementation of the Access and Equity Strategy, which aims to ensure that all government agencies are responsive to Australia's diversity.

Description

This output aims to:

- develop policy, provide advice and prepare submissions and briefs on issues arising from Australia's cultural diversity for the minister, parliamentary secretary and relevant stakeholders
- manage stakeholder relationships and monitor community relations and other issues through the department's nationwide network of community liaison officers and through FECCA
- manage projects under the Living in Harmony and National Action Plan programs
- support ministerial engagement with community representatives and advise on government responses to various matters arising from Australia's cultural diversity.

Performance

Living in Harmony

Harmony Day continued to engage the community and, as in previous years, a 1800 hotline and an email address were made available for the public to contact the department. The department responded to 330 email enquiries and the Living in Harmony website recorded 388 Harmony Day event registrations. An independent evaluation of Harmony Day media coverage identified 358 press articles generated across Australia.

The Living in Harmony program supported 41 projects to address local issues by building positive community relations. In 2007–08, the projects reflected the priority areas of new and emerging communities, young people, community based activities and Indigenous Australians.

The emerging issues funding program supported community organisations in six different states with the implementation of six new projects to address local issues.

The Living in Harmony Partnerships program instigated six partnerships with major organisations able to develop and manage projects on a regional or national scale. Partners included the Australian Football League, Lismore City Council, the Australian Red Cross and the Special Broadcasting Service (SBS). The projects aim to increase understanding and acceptance, shape positive attitudes and build on Australia's social cohesion.

National Action Plan

The National Action Plan to Build on Social Cohesion, Harmony and Security (NAP) is a Council of Australian Governments (COAG) initiative developed by the Ministerial Council on Immigration and Multicultural Affairs (MCIMA). The NAP provides a framework for the promotion of a more inclusive society through government action, community consultation and research. It focuses on four areas of implementation: education, employment, integrating communities and enhancing national security.

As the lead agency, the department is responsible for:

- coordinating the whole-of-government implementation of the NAP including liaising with and facilitating exchange between Australian government agencies, coordinating pilot programs in two localities, monitoring NAP-related activities, and reporting to COAG through the MCIMA
- funding and contributing to partnerships with federal, state and territory government agencies to implement partnership projects including education-based initiatives, development and awareness building, and employment initiatives targeting both unemployed people and employers

- funding and supporting non-government organisations to conduct community-based projects including leadership training and mentoring, interfaith dialogue, arts-based workshops and sporting activities to build and express identities. The department also funded and supported the production and distribution of associated publications
 - facilitating community engagement through formal and informal consultation fora which provided an opportunity for frank and open discussion about the issues facing Muslim Australians. The fora helped to determine practical ideas for both government and the community to address these issues and develop a greater sense of belonging and participation for Muslim Australians
 - undertaking research and liaison with key players, domestically and internationally, to inform the implementation of the NAP, develop a greater understanding of a range of practical counter-radicalisation measures, and enhance knowledge of what works in community cohesion and integration.
- The coordinated approach in NAP implementation has the potential to contribute to building a stronger, more cohesive and secure community for all Australians.

Table 79: Promoting the benefits of a united and diverse society—performance information

Measures	Results
Quantity	
Number of hits on websites	In 2007–08, the Living in Harmony website recorded 202 370 hits.
Participation in Harmony Day events	The Living in Harmony website recorded 388 Harmony Day event registrations.
Participation in Living in Harmony partnerships	A total of 12 Living in Harmony Partnership projects were managed during 2007–08, with six commencing during the year. More than 163 000 people participated in partnership activities.
Number of projects implemented under the National Action Plan	<p>In 2007–08, DIAC oversaw the implementation of eight NAP programs funded by other Australian government agencies, including coordinating intergovernmental pilot projects in two locations.</p> <p>The department managed 23 state and territory partnerships funded under the NAP, 11 of which were new. There were 10 projects completed and 13 are ongoing. In addition, the department oversaw 20 NAP community projects, including 16 projects which began during the year.</p> <p>Eight of the nine NAP research projects undertaken during the year were completed in 2007–08.</p>

Table 80: Media coverage of Harmony Day 2007–08

Measures	Results
Number of press articles	358 press articles for Harmony Day identified

Output 2.5 Systems for People

Objective

Systems for People is a program of work that will provide staff with access to the information and tools they need to do their job. The program is transforming the way the department operates, including:

- providing a single view of the client's dealings with the department
- establishing consistency in work processes and decision making, together with establishing effective record keeping and quality assurance
- improving data quality, data completeness and accuracy
- significantly improving decision making by providing staff with clearer operating instructions and appropriate decision support tools.

Description

Systems for People is a technology-enabled business transformation program being implemented by the department as a result of the Palmer and Comrie recommendations in 2005. It is the largest single component of the department's major reform program.

Systems for People aims to improve the department's performance through the redesign of business processes, better management and use of information, and modernisation of its technology base.

The total program budget including related projects is \$598.1 million over four years from 2006 to 2010, of which \$184.2 million was allocated in 2007–08. The program is being delivered under both outcomes, specifically Output 1.8 and Output 2.5.

Performance

During 2007–08, the program's major focus has been on border security, compliance, case management and detention under Outcome 1 to immediately address the Palmer and Comrie recommendations.

Under Outcome 2, *Systems for People* has enabled the delivery of several projects supporting significant citizenship legislative changes, including the introduction of the citizenship test, the Citizenship Test Management System and the Settlement Services Portal.

Table 81: Systems for People—performance information

Measures	Results
Quality/Quantity	
Scheduled deployment of three department and three external portals in July 2007	System changes to support citizenship legislative changes and the introduction of the citizenship test were successfully delivered. Also reported under Output 1.8 Systems for People.
Scheduled deployment of one external portal in October 2007	Activities undertaken for Outcome 2 included the successful delivery of the Settlement Services Portal to support nationally consistent business processes for the management of the Unaccompanied Humanitarian Minors caseload. The portal enables staff to record all case related activities in a single location. External access to the portal was excluded from the scope of this release, subject to further analysis of business needs and the program's forward work plan. Also reported under Output 1.8 Systems for People.
Scheduled deployment of five department and one external portal in January 2008	Reported under Output 1.8 Systems for People.
Scheduled deployment of one department and one external portal in April 2008	The Citizenship Test Management System was successfully deployed, replacing the need for staff to access three separate systems in the management of the citizenship test. Also reported under Output 1.8 Systems for People.



Profile

Driver training brings freedom for young refugees

Getting a driver's licence opens the world for all young people—but even more so for young refugees.

Young refugees and humanitarian entrants are often the first in their families to seek out the possibility of getting their licence. Yet costs can be prohibitive because there are no family members to help in the driver training.

The department has funded a program for subsidised driving lessons in South Australia, for about 50 young refugee and humanitarian entrants. They come from countries in Africa, the Middle East and South East Asia.

Gordana Curcic from the department's South Australian office said when the young refugee and humanitarian entrants received their licences, they were able to help other family members by taking them shopping, and to medical appointments and social activities.

'Not only can they assist their families, but once they have their licence, it helps them to get a job and join in the social fabric of Australia more effectively,' she said.

Gordana said it usually took longer than normal for the young refugee and humanitarian entrants to get their licences.

'You have to remember that some of them had never even been in a car before they began the journey to Australia,' she said.

'Our feedback indicates they are incredibly grateful for the driver training assistance.'

The young people are also offered a number of workshops that cover further training in obtaining their learners permit, driver safety and awareness, and how to buy and maintain a first car.