



Australian Government
Department of Immigration and Citizenship

Annual Report 2008–09



Celebrating 60 years of Australian Citizenship 1949–2009

people our business

Department of Immigration and Citizenship
Annual Report 2008–09



*The year 2009 marks the 60th anniversary of Australian citizenship.
On 3 February 1949, seven men (six pictured above) became citizens in
Australia's first ever citizenship ceremony at the Albert Hall in Canberra.*

*The seven men (in alphabetical order) were: Michael Black,
Mladen Bumbak, Auguste Leon Durand, Thiel Marstrand, Poul Marvig,
Angelo Mugira and Jan Jandura Pucek.*

Celebrating 60 years of Australian citizenship 1949–2009

© Commonwealth of Australia 2009

This work is copyright. Apart from any use permitted under the *Copyright Act 1968*, no part may be reproduced by any process, nor may any other exclusive right be exercised, without the permission of Commonwealth Copyright Administration, Attorney-General's Department, 3–5 National Circuit, Canberra ACT 2600 or posted at www.ag.gov.au/cca

Contact:

National Communications Branch
Department of Immigration and Citizenship
PO Box 25
Belconnen ACT 2616

Email: annual.report@immi.gov.au

Website: www.immi.gov.au

Annual report: www.immi.gov.au/about/reports/annual/2008-09

ISSN: 1835-1700

ISBN: 978-1-921446-98-6



Australian Government
Department of Immigration and Citizenship

SECRETARY

16 October 2009

Senator Chris Evans
Minister for Immigration and Citizenship
Parliament House
Canberra ACT 2600

Dear Minister

Annual Report for 2008–09

I am pleased to present the *Department of Immigration and Citizenship 2008–09 Annual Report* as required by section 63 of the *Public Service Act 1999*.

The report has been prepared pursuant to the *Requirements for Annual Reports* approved by the Joint Committee of Public Accounts and Audit as required by subsection 63(2) of the *Public Service Act 1999*.

The report also includes an account of the operation of the Adult Migrant English Program, as required by section 12 of the *Immigration (Education) Act 1971*.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Andrew Metcalfe'.

(Andrew Metcalfe)

people our business

E (1)N^o

1

COMMONWEALTH OF AUSTRALIA.

Nationality and Citizenship Act 1948.

CERTIFICATE OF NATURALIZATION AS AN AUSTRALIAN CITIZEN.

WHEREAS JAN JANDURA PUCEK
has applied for a Certificate of Naturalization as an Australian Citizen, alleging with respect to himself the particulars set out on the reverse side hereof, and has satisfied me that he also has fulfilled the conditions laid down in the *Nationality and Citizenship Act 1948* for the grant of such a Certificate;

NOW THEREFORE I, the Minister of State for Immigration, hereby grant, in pursuance of the *Nationality and Citizenship Act 1948* this Certificate of Naturalization, whereby, subject to the provisions of the said Act and of any other law affecting the rights of naturalized persons, the said JAN JANDURA PUCEK

shall, as from the date upon which he swears allegiance to His Majesty King George VI, his heirs and successors, and swears to observe faithfully the laws of Australia and to fulfil his duties as an Australian citizen, become entitled to all political and other rights, powers and privileges, and become subject to all obligations, duties and liabilities to which an Australian citizen or a British subject is entitled or subject, and have to all intents and purposes the status of an Australian citizen and British subject.



Dated this THIRD day
of FEBRUARY One thousand
nine hundred and forty-nine.

Jan Jandura Pucek
Minister of State for Immigration.

CERTIFICATE BY JUDGE, MAGISTRATE, OR OTHER JUDICIAL OFFICER.

I William Ballantyne Simpson do hereby certify
that on the 3RD day of FEBRUARY 1949
the grantee of this Certificate JAN JANDURA PUCEK

appeared before me at QUEENSTOWN, A.C.T.
swore allegiance to His Majesty King George VI, his heirs and successors, and swore to observe faithfully the laws of Australia and to fulfil his duties as an Australian citizen.

Signature *W. B. Simpson*
Title Judge

Jan Jandura Pucek had the honour of becoming the first naturalised Australian citizen on 3 February 1949 at the Albert Hall in Canberra. Jan was originally from Czechoslovakia and worked as a eucalyptus distiller in the Tidbinbilla region of the Australian Capital Territory. The photo was provided by the Jandura Pucek family.



Contents

Overview	1
The year at a glance	2
The secretary's review	4
Celebrating 60 years of citizenship	14
Executive	16
Portfolio and departmental overview	18
Organisational structure	22
Outcome and output structure	24
Summary of financial performance	26
Outcome one	31
Outcome 1 objectives	32
Overall effectiveness indicators for Outcome 1	33
Output group 1.1 Migration and temporary entry	38
1.1.1 Economic migration	41
1.1.2 Family migration	46
1.1.3 Visitors and working holiday makers	48
1.1.4 Students	59
1.1.5 Temporary residents (economic)	67
1.1.6 Temporary residents (non-economic)	75
1.1.7 Resident Return visas, Former Resident visas, Australian Declaratory visas and Certificates of Evidence of Resident Status	76
Output group 1.2 Refugee and humanitarian entry and stay	77
1.2.1 Offshore Humanitarian Program	84
1.2.2 Protection visas (onshore)	92
Output group 1.3 Border security	99
1.3.1 Borders	102
1.3.2 Identity	109
Output group 1.4 Compliance	114
1.4.1 Detection onshore	121
1.4.2 Status resolution	126
1.4.3 Removals	130
Output group 1.5 Detention	133
Output group 1.6 Offshore asylum seeker management	141
Output group 1.7 Systems for People	143

Contents *continued*

Outcome one: Administered items	149
Allowances for temporary humanitarian visa holders	150
Detention contract	151
Initiatives to address the situation of displaced persons and promote sustainable returns	153
International Organization for Migration—contribution	155
Joint Commonwealth, state and territory research program (for payment to the Australian Population, Multicultural and Immigration Research Program)	156
Offshore asylum seeker management	157
Payments to the Australian Red Cross Society for the Asylum Seeker Assistance Scheme	159
Payments under section 33 of the Financial Management and Accountability Act 1997	160
Refugee, humanitarian and assisted movements—passage and associated costs	161
Secretariat for Inter-Governmental Consultations on asylum, refugee and migration policies—membership contribution	162
Special appropriation: Statutory self-regulation of migration agents	163
Outcome two	165
Outcome 2 objectives	166
Overall effectiveness indicators for Outcome 2	167
Output group 2.1 Settlement services	172
2.1.1 Settlement planning and information delivery	174
2.1.2 Humanitarian settlement services	177
2.1.3 Support for community services	179
2.1.4 Adult Migrant English Program administration	180
2.1.5 Free translating and interpreting services	181
Output group 2.2 Translating and interpreting services	182
2.2.1 Document translating	183
2.2.2 Telephone interpreting	184
2.2.3 On-site interpreting	185
Output group 2.3 Australian citizenship	186
2.3.1 Decisions on citizenship status	188
2.3.2 Promotion of the value of Australian citizenship	192
Output group 2.4 Promoting the benefits of a united and diverse society	194
Output group 2.5 Systems for People	200

Contents *continued*

Outcome two: Administered items	203
Adult Migrant English Program	204
Assistance for former child migrants	207
Citizenship test preparation	208
Diverse Australia Program—community and emerging issues grants	209
Grants for migrant community services	210
Grants for multicultural affairs	212
Humanitarian settlement services	213
National Accreditation Authority for Translators and Interpreters Ltd—contribution	215
National Action Plan to Build Social Cohesion, Harmony and Security—community engagement	216
National Action Plan to Build Social Cohesion, Harmony and Security—state/territory government partnership	217
Pacific Seasonal Worker Pilot Scheme	218
Parliament of the World’s Religions 2009—contribution	219
Supervision and welfare support for unaccompanied humanitarian minors	220
Management and accountability	223
Governance	224
External scrutiny	229
Freedom of Information	235
Client service excellence	236
Managing people	238
Asset management	258
Purchasing	259
Consultants and consultancy services	260
Financial statements	269
Appendices	337
Appendix 1: Classifications and salary rates	338
Appendix 2: Freedom of Information	343
Appendix 3: Advertising and market research	345
Appendix 4: Ecologically sustainable development and environmental performance	346
Appendix 5: Grants	348
Appendix 6: Membership of non-statutory bodies	349
Appendix 7: Citizenship statistics	350
Appendix 8: Compliance with legal services directions	358
Appendix 9: Correction of material errors	359
Glossary	360
Compliance index	363
Index	368

Tables

Table 1: Snapshot of activity in 2008–09	2
Table 2: Summary of financial performance 2008–09	28
Table 3: Overall effectiveness indicators for Outcome 1	33
Table 4: Economic migration—performance information	41
Table 5: Economic migration program outcome—skill stream	42
Table 6: Distribution of state-specific and regional migration	45
Table 7: Family migration—performance information	47
Table 8: Visitors and working holiday makers—performance information	49
Table 9: Visas granted to offshore applicants by category	49
Table 10: Countries where highest number of offshore visitor visas were granted	50
Table 11: Trends in visitor visa approval rates	50
Table 12: Countries with high eVisitor take up rate	53
Table 13: Types of short stay business visitor visas granted in 2008–09	53
Table 14: Main source countries for short stay business visitor visa grants	54
Table 15: Working Holiday (subclass 417) visas granted to applicants by top source countries	56
Table 16: Student visa grants	59
Table 17: Student visa performance information	60
Table 18: Student visa grants—top 10 countries	61
Table 19: Student visas granted by subclass	62
Table 20: Number of student visa holders in Australia on 30 June 2008 and 30 June 2009 (by citizenship)	64
Table 21: Offshore eVisa percentage take-up rates for Assessment Level 2–4 trial countries	66
Table 22: Offshore eVisa grants in Assessment Level 2–4 trial countries	66
Table 23: Temporary residents (economic)—performance information	68
Table 24: Temporary skilled migration (subclass 457)	68
Table 25: Subclass 457 monitoring performance	72
Table 26: Subclass 457 visa grants endorsed by regional certifying bodies	72

Tables *continued*

Table 27: Permanent and provisional visa grants where the person last held a subclass 457 visa	72
Table 28: Temporary residents (non-economic)—performance information	75
Table 29: Resident Return visas, Former Resident visas, Australian Declaratory visas and Certificates of Evidence of Resident Status—performance information	76
Table 30: Offshore Humanitarian Program (inclusive of onshore places)—performance information	85
Table 31: Humanitarian Program visa grants by subclass	86
Table 32: Protection visas—performance information	93
Table 33: Initial Protection visa lodgements in 2008–09 and previous two years	94
Table 34: Protection visa (PV) grants and Resolution of Status (RoS) grants in 2008–09 and previous two years	94
Table 35: Top 10 countries of citizenship for initial Protection visa applicants	95
Table 36: Top 10 countries of citizenship for Protection visa grants	95
Table 37: Ministerial intervention under section 417 of the Migration Act	97
Table 38: Immigration advice and application assistance scheme activity (IAAAS)	98
Table 39: Borders—performance information	102
Table 40: Entries and departures	102
Table 41: Identity—performance information	109
Table 42: Detection onshore—performance information	123
Table 43: Status resolution—performance information	126
Table 44: Removals—performance information	132
Table 45: Detention—performance information	134
Table 46: Irregular maritime arrivals—client caseload for 2008–09	142
Table 47: Offshore asylum seeker management—performance information	142
Table 48: Systems for People—performance information	146
Table 49: Allowances for temporary humanitarian visa holders—performance information	150
Table 50: Detention contract—performance information	151
Table 51: Initiatives to address the situation of displaced persons—performance information	153

Tables *continued*

Table 52: IOM contribution—performance information	155
Table 53: Joint Commonwealth, state and territory research program payment to the APMIRP—performance information	156
Table 54: Offshore management of asylum seekers—performance information	158
Table 55: Payments to the Australian Red Cross Society for the Asylum Seeker Assistance Scheme—performance information	159
Table 56: Payments under section 33 of the Financial Management and Accountability Act 1997—performance information	160
Table 57: Refugee, humanitarian and assisted movements—passage and associated costs—performance information	161
Table 58: Secretariat for Inter-Governmental Consultations on asylum, refugee and migration policies—membership contribution—performance information	162
Table 59: Overall effectiveness indicators for Outcome 2	167
Table 60: Settlement services—performance information	176
Table 61: Humanitarian settlement services—performance information	178
Table 62: Support for community services—performance information	179
Table 63: Adult Migrant English Program—performance information	180
Table 64: Free translating and interpreting services—performance information	181
Table 65: Document translating—performance information	183
Table 66: Telephone interpreting—performance information	184
Table 67: Onsite interpreting—performance information	185
Table 68: Decisions on citizenship status—performance information	189
Table 69: Outcomes of citizenship applications 2006–07 to 2008–09	190
Table 70: Promoting the value of Australian citizenship—performance information	193
Table 71: Promoting the benefits of a united and diverse society—performance information	199
Table 72: Systems for People—performance information	202
Table 73: Adult Migrant English Program—performance information	205
Table 74: Adult Migrant English Program—further information	206
Table 75: Assistance for former child migrants—performance information	207
Table 76: Citizenship test preparation—performance information	208

Tables *continued*

Table 77: Grants for community relations—performance information	209
Table 78: Support for community services—performance information	211
Table 79: Grants for multicultural affairs—performance information	212
Table 80: Humanitarian settlement services—performance information	214
Table 81: NAATI contribution—performance information	215
Table 82: National Action Plan to Build Social Cohesion, Harmony and Security—community engagement—performance information	216
Table 83: National Action Plan to Build on Social Cohesion, Harmony and Security—state/territory government partnerships—performance information	217
Table 84: Parliament of the World's Religions 2009—performance information	219
Table 85: Welfare of humanitarian minors without parents in Australia—performance information	220
Table 86: Handling of ministerial, parliamentary and cabinet business	232
Table 87: Staffing levels by location (headcount)	239
Table 88: Staffing levels by classification (as at 30 June 2009)	240
Table 89: Staffing levels by classification (as at 30 June 2008)	242
Table 90: Senior Executive Service as at 30 June 2008	244
Table 91: Senior Executive Service as at 30 June 2009	244
Table 92: Number of departmental staff on individual agreements (Australian Workplace Agreement (AWA) or section 24(1) determination under the Public Service Act 1999) as at 30 June 2009 (nominal)	249
Table 93: Salary ranges for employees as at 30 June 2009	249
Table 94: Employees by classification who received performance based pay (nominal)	250
Table 95: Average bonus payment and range of payments by classification level (nominal)	250
Table 96: Aggregated amount of performance payments by classification level (nominal)	251
Table 97: Three-year summary of mechanism of injury for accepted claims	254
Table 98: Three-year summary of incapacity for accepted claims	255
Table 99: Three-year summary of Comcare premiums	255

Tables *continued*

Table 100: Consultants and consultancy services	261
Table 101: Contracts in excess of \$100 000 that do not contain the Australian National Audit Office access provisions	268
Table 102: Classifications and salary rates	338
Table 103: APS level and executive level employees	339
Table 104: Legal officers	341
Table 105: Public affairs officers	341
Table 106: Medical officers	342
Table 107: FOI documents maintained	343
Table 108: Expenditure on advertising and marketing	345
Table 109: Ecologically sustainable development and environmental performance	347
Table 110: Previous country of nationality or citizenship of people who were conferred in 2008–09	350
Table 111: Previous country of residence of people who were conferred in 2008–09	354
Table 112: Legal services expenditure 1 July 2008 to 30 June 2009	358
Table 113: Compliance index	363

Figures

Figure 1: Portfolio and departmental structure	18
Figure 2: Organisational structure as at 30 June 2009	22
Figure 3: Outcome and output structure	24
Figure 4: General Skilled Migration outcomes 1996–97 to 2008–09	43
Figure 5: General Skilled Migration 2008–09—top 10 nationalities	44
Figure 6: Trends in Approved Destination Status scheme grants	52
Figure 7: Percentage of Working Holiday (subclass 417) visas granted by top countries	57
Figure 8: Working Holiday visa grant growth	57
Figure 9: Work and Holiday visa grant growth	58
Figure 10: Student visa grants—top 10 countries	61
Figure 11: Sectoral distribution of visa grants	62
Figure 12: Student visa holders in Australia on 30 June each year, 2001–2009	63
Figure 13: Sectoral distribution of student visa holders in Australia on 30 June 2009	64
Figure 14: Subclass 457 primary applications lodged in 2008–09	69
Figure 15: Trend for permanent and provisional visa grants where the person last held a subclass 457 visa	73
Figure 16: Offshore Humanitarian Program visa grants—regional trend	85
Figure 17: Humanitarian Program 2008–09 Woman at Risk visa grants—top five countries of birth	87
Figure 18: Humanitarian Program Woman at Risk visa grants since inception	87
Figure 19: Reasons for delays beyond 90 days for reporting periods in 2008–09	94
Figure 20: Resolution of TPV/THV caseload	97
Figure 21: Infringement notices issued to airlines from 2002–03 to 2008–09	104
Figure 22: Airline Liaison Officer network interdictions	113
Figure 23: People taken into immigration detention from 2004–05 to 2008–09	134
Figure 24: Population in immigration detention from 1 December 1989 to 30 June 2009	135
Figure 25: People entering immigration detention by arrival type in 2008–09	136
Figure 26: People in immigration detention by arrival type at 30 June 2009	136
Figure 27: Structure of the department's key governance committees 2008–09	225