

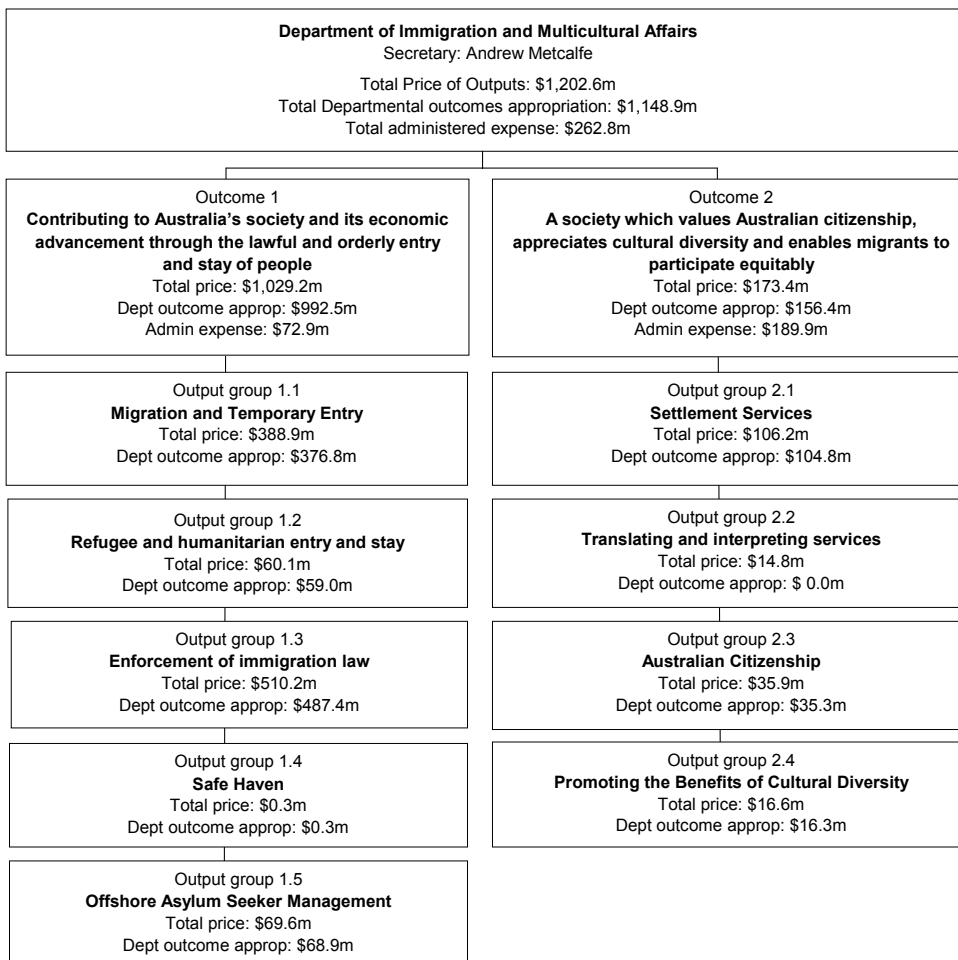
Section 3: Outcomes

General government sector (GGS) agencies are required to plan, budget and report under an outcomes structure. GGS agencies produce outputs (departmental items) and also administer activities and programmes on behalf of the Government (administered items). This section explains how the resources identified in Section 2 will be used to deliver outputs and administered items to contribute to the two outcomes for the Department of Immigration and Multicultural Affairs.

3.1 SUMMARY OF OUTCOMES AND CONTRIBUTION TO OUTCOMES

The relationship between activities of the Department of Immigration and Multicultural Affairs and the outcomes is summarised in Figure 4.

Figure 4: Contributions to outcomes



Outcome 1 – contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people.

Outcome 1 relates to the lawful and orderly entry of people, the prevention of unlawful entry and monitoring and ensuring compliance with immigration law after people arrive in Australia.

The significant administered expenses under this outcome are:

- payments for the Offshore Management of Asylum Seekers;
- the assisted passage of refugees and humanitarian entrants;
- initiatives to address the situation of displaced persons and promote sustainable returns;
- the Asylum Seeker Assistance Scheme; and
- preparatory work associated with the introduction of the Maritime Crew Visa.

This outcome accounts for substantial administered revenue, primarily from visa application charges. Receipts from administered revenues are remitted to the Official Public Account.

Outcome 2 – a society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably.

Administered expense items are major contributors to the effectiveness of this outcome. The Adult Migrant English Programme (AMEP) is an integral support element for eligible settlers to ensure they have the capacity to communicate effectively and participate in Australian society. Grants to organisations to assist the settlement of migrants and refugees, enhance their participation in society and maximise their contribution to Australia's social and economic development are also critical to ensuring this outcome is achieved. Grants under the *Living in Harmony* initiative support community organisations in addressing issues affecting social cohesion.

Administered revenue is a less significant component of this outcome, although some levying of charges offsets the costs of providing services under Outcome 2.

The Translating and Interpreting Service (TIS) is a significant component of non-appropriation receipts.

Changes to outcomes and output groups

Since 2005-06 Budget, the department's former Outcome 3 – Innovative whole-of-government policy on Indigenous Affairs – has been transferred to the Families,

Community Services and Indigenous Affairs Portfolio (Outcome 6) with effect of the AAO dated 27 January 2006. As a result, the outcome structure for the department in Figure 4 has been updated to reflect the remaining functions.

3.2 OUTCOMES — DEPARTMENTAL AND ADMINISTERED

Output cost attribution

Based on the funding model agreed with the Department of Finance and Administration, the department has developed a costing model to derive output costs. Cost drivers are identified for all business processes and for their related outputs. The majority of appropriation is allocated directly to drivers. Overheads are costed to identified cost drivers and associated output groups using driver based analysis and costing information and functional area estimates.

Funding arrangements for departmental expenses

The arrangements for funding DIMA's departmental expenses were approved by government in the 2004-05 Budget process following a comprehensive review of its business processes and costs. Funding is broken into two streams:

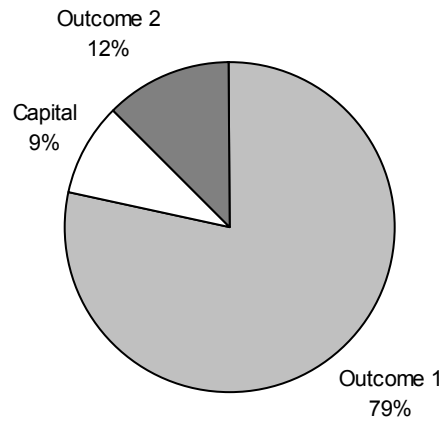
- a quarantined pool covering those outputs over which DIMA has little discretion or which are subject to large and volatile external influences. These include management of unauthorised boat arrivals, litigation, removals, detention, safe haven and humanitarian settlement. Any funds not spent on these functions are returned to Budget; and
- an unquarantined pool covering the remainder of outputs which are largely within the direct control of DIMA.

Estimates for both streams are determined having reference to service wide price and efficiency dividend adjustments, the impact of new policy and activity changes flowing both from changes in quantity and quality of outputs.

DIMA is required to reconcile its actual costs to its budget funding on an annual basis and to report the outcome to the Department of Finance and Administration.

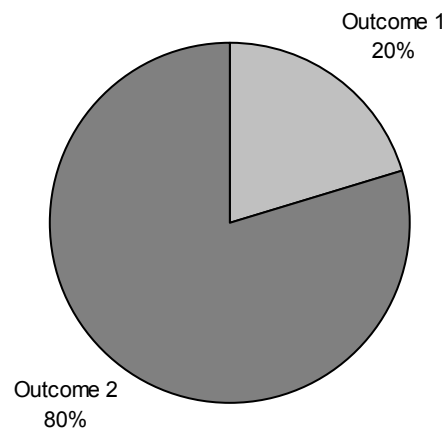
Departmental appropriations by outcome

Figure 5: Departmental appropriations by outcome, 2006-07



Administered appropriations by outcome

Figure 6: Administered appropriations by outcome, 2006-07



3.3 OUTCOMES AND PERFORMANCE

An extensive corporate planning process is underway in which the DIMA mission will be reviewed. To ensure alignment with the revised mission statement and associated changes planned through a review of Outcomes and Outputs, key performance indicators are also currently under review with any changes to be reflected in the 2006-07 Additional Estimates.

Outcome 1 resourcing

Table 3.1.1 shows how the 2006-07 Budget appropriations translate to total resourcing for Outcome 1, including administered expenses, revenue from government (appropriation), revenue from other sources and the total price of outputs.

Table 3.1.1: Total resources for Outcome 1 (\$'000)

	Estimated actual 2005-06 \$'000	Budget estimate 2006-07 \$'000
Administered appropriations		
Allowances for persons on temporary visas in Humanitarian Programme	20	44
Secretariat for Inter-governmental consultations on asylum, refugee and migration policies — membership contribution	134	134
Initiatives to address the situation of displaced persons and promote sustainable returns	5,718	5,855
International Organization for Migration – contribution	732	747
Joint Commonwealth, State and Territory Research Programme (for payment to the Australian Population, Multicultural and Immigration Research Program Account)	50	50
Offshore management of asylum seekers	28,688	22,093
Payments to Australian Red Cross Society for Asylum Seeker Assistance Scheme	3,631	3,717
Payments under section 33 (FMA Act)	61	100
Refugee, humanitarian and assisted movements - passage and associated costs	10,243	10,507
Reintegration allowances	27	962
Safe Haven allowances	25	-
Special appropriation - statutory self-regulation of migration agents	4,500	4,500
Total administered appropriations	53,829	48,709
Non-cash administered expenses - bad and doubtful debts	38,801	24,215
Total administered expenses	92,630	72,924

Table 3.1.1: Total resources for Outcome 1 (\$'000) (continued)

	Estimated actual 2005-06 \$'000	Budget estimate 2006-07 \$'000
Departmental appropriations		
<i>Output Group 1.1 - Migration and Temporary Entry</i>		
Output 1.1.1 - Economic Entry (Permanent)	48,923	61,730
Output 1.1.2 - Family Entry (Permanent)	73,677	85,564
Output 1.1.3 - Special Eligibility	1,757	3,065
Output 1.1.4 - Visitors and Working Holiday Makers	91,236	96,877
Output 1.1.5 - Students	53,483	61,973
Output 1.1.6 - Temporary Residents	46,954	55,174
Output 1.1.7 - Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	10,508	12,455
<i>Subtotal Output Group 1.1</i>	326,538	376,838
<i>Output Group 1.2 - Refugee and Humanitarian Entry and Stay</i>		
Output 1.2.1 - Offshore Humanitarian	30,440	27,507
Output 1.2.2 - Protection Visas (Onshore)	32,716	31,534
<i>Subtotal Output Group 1.2</i>	63,156	59,041
<i>Output Group 1.3 - Enforcement of Immigration Law</i>		
Output 1.3.1 - Regulate Entry and Departure	86,657	94,185
Output 1.3.2 - Prevent Unlawful Entry	55,105	67,820
Output 1.3.3 - Detection Onshore	42,024	69,557
Output 1.3.4 - Removals	36,665	38,351
Output 1.3.5 - Detention	127,982	172,181
Output 1.3.6 - Litigation	40,086	45,305
<i>Subtotal Output Group 1.3</i>	388,519	487,399
<i>Output Group 1.4 - Safe Haven</i>	307	331
<i>Subtotal Output Group 1.4</i>	307	331
<i>Output Group 1.5 - Offshore Asylum Seeker Management</i>	52,872	68,879
<i>Subtotal Output Group 1.5</i>	52,872	68,879
Total revenue from government (appropriations)	831,392	992,488
Contributing to price of departmental outputs	96%	96%

Table 3.1.1: Total resources for Outcome 1 (\$'000) (continued)

	Estimated actual 2005-06 \$'000	Budget estimate 2006-07 \$'000
Other resources available to be used		
<i>Output Group 1.1 - Migration and Temporary Entry</i>		
Output 1.1.1 - Economic Entry (Permanent)	2,866	2,865
Output 1.1.2 - Family Entry (Permanent)	1,829	1,866
Output 1.1.3 - Special Eligibility	49	48
Output 1.1.4 - Visitors and Working Holiday Makers	3,422	3,496
Output 1.1.5 - Students	1,661	1,690
Output 1.1.6 - Temporary Residents	1,749	1,744
Output 1.1.7 - Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	322	324
Subtotal Output Group 1.1	11,898	12,033
<i>Output Group 1.2 - Refugee and Humanitarian Entry and Stay</i>		
Output 1.2.1 - Offshore Humanitarian	368	389
Output 1.2.2 - Protection Visas (Onshore)	671	711
Subtotal Output Group 1.2	1,039	1,100
<i>Output Group 1.3 - Enforcement of Immigration Law</i>		
Output 1.3.1 - Regulate Entry and Departure	5,803	5,947
Output 1.3.2 - Prevent Unlawful Entry	1,091	1,130
Output 1.3.3 - Detection Onshore	941	788
Output 1.3.4 - Removals	598	634
Output 1.3.5 - Detention	586	622
Output 1.3.6 - Litigation	13,637	13,700
Subtotal Output Group 1.3	22,656	22,821
<i>Output Group 1.4 - Safe Haven</i>	1	1
Subtotal Output Group 1.4	1	1
<i>Output Group 1.5 - Offshore Asylum Seeker Management</i>	576	763
Subtotal Output Group 1.5	576	763
Total other resources available to be used	36,170	36,718
Total price from departmental outputs (Total revenue from government and from other sources)	867,562	1,029,206
Total estimated resourcing for Outcome 1 (Total price of outputs and administered appropriations)	921,391	1,077,915
	2005-06	2006-07
Average staffing level (number)	4,809	5,215

Measures affecting Outcome 1

Measures affecting Outcome 1 relate to measures disclosed in the 2006-07 Budget context (that is, measures agreed since the Mid-Year Economic and Fiscal Outlook 2005-06 (MYEFO)). These are summarised in Tables 2.2.1, 2.2.2 and 2.2.3 in Section 2. Further details of Measures listed in Table 2.2.1, 2.2.2 and 2.2.3 are published in Budget Paper No. 2.

Outcome 1 – contribution of outputs

This section provides a description of the outputs DIMA delivers to contribute to achieving Outcome 1.

Output Group 1.1 — *Migration and Temporary Entry*

The *Migration and Temporary Entry* output will:

- continue to implement strategies to strengthen the economic and budgetary benefits from both permanent and temporary migration by:
 - delivering the annual Migration Programme set by the government with a high level of integrity,
 - assisting permanent and temporary migration that strengthens economic and social benefits to Australia, particularly for regional Australia,
 - implementing the recommendation of the Review of General Skilled Migration that has been approved by government,
 - implementing initiatives to assist state and territory governments and regional authorities to attract the skilled and business migrants they need,
 - working cooperatively with other agencies and business partners,
 - continuing to implement visa process improvement initiatives with the objective of enhancing client service and programme integrity,
 - continuing to pursue initiatives that will enhance the visa application process from a client's perspective including centralised processing and lodgement of visa applications over the internet, and
 - improving risk profiling, which allows more targeted integrity and security checking, through better analysis of fraud and other data held by the department;

- support continued growth of the Australian education industry by:
 - implementing a range of measures to increase the attractiveness of Australia as a destination for overseas students,
 - fine-tuning, as necessary, the package of reforms introduced 1 July 2001,
 - expanding the range of student visa applications that can be lodged and/or processed electronically;
- support continued growth of the tourism industry through:
 - further developing internet lodgement opportunities and take-up,
 - enhancing the visa processing arrangements in emerging tourism markets (eg. Approved Destination Status from China), and
 - Working Holiday Maker agreements with an expanded range of countries;
- pursue a world leading research programme on population and immigration issues. DIMA will do this through contracted research that will include looking into the economic, budgetary, social, labour market, population and environmental impacts of immigration, targeted surveys of key groups, and through the development of quality statistics on immigration.

Output Group 1.1 components

1.1.1 *Economic Entry (permanent)*

Strengthen the economic and budgetary benefits from granting permanent residence visas to skilled and business migrants; address key and emerging skill shortages, particularly in regional Australia and expand business establishment and investment.

1.1.2 *Family Entry (permanent)*

Facilitate the entry of close family members of Australian citizens, permanent residents or eligible New Zealand citizens including spouses, interdependent partners, fiancé(e)s and dependent children. Provide opportunities for other family members such as parents, aged dependent relatives, carers and remaining relatives to join their relatives in Australia.

1.1.3 *Special Eligibility*

Resolve the status of people who applied for visas under the 1997 Resolution of Status (ROS) initiative which applied to certain groups allowed, on humanitarian grounds, to remain in Australia as long-term temporary residents. Develop and administer visa arrangements to facilitate entry of people who spent nine out of their first 18 years in Australia, or who served in Australia's armed forces.

1.1.4 *Visitors and Working Holiday Makers*

Assist the entry of genuine tourists, business, family visitors and working holiday makers whilst minimising non-return rates and contravention of visa conditions.

1.1.5 *Students*

Develop and administer visa arrangements that will assist growth of the education and tourism industries through the entry to Australia of genuine full-time students.

1.1.6 *Temporary Residents*

Temporary residence visas are designed to further Australia's economic, social, cultural and international relations in the context of a more mobile global workforce.

1.1.7 *Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status*

Develop and administer visa arrangements which facilitate the re-entry of Australian permanent residents and ensure that only those people with a genuine commitment to residing in Australia, or who are contributing to Australia's well-being, retain the right to return and remain permanently in Australia. Provide documentation to facilitate the entry into Australia of Australian citizen dual nationals who have compelling reasons preventing them from travelling on an Australian passport. Provide Certificates of Evidence of Resident Status to Australian permanent residents who require evidence of their status.

Output Group 1.2 — *Refugee and Humanitarian Entry and Stay*

The *Refugee and Humanitarian Entry and Stay* output will:

- meet Australia's international protection obligations and contribute to the resettlement of refugees and those in humanitarian need through the delivery of the Humanitarian Programme, to a high level of integrity;
- in the context of the Humanitarian Programme in 2006-07, identify those refugees and others in greatest need of resettlement in conjunction with the Office of the United Nations High Commissioner for Refugees (UNHCR);
- continue to improve the operation of the Humanitarian Programme through innovative processing initiatives and, in conjunction with Outcome 2, support for refugees and Special Humanitarian Programme entrants;
- work closely with the International Organization for Migration (IOM), other international agencies and with partner countries to promote managed migration and strengthen international cooperative efforts against people smuggling, trafficking of persons and terrorism;

- continue to work for reform of the UNHCR and enhanced functioning of the international protection system to more equitably meet the protection needs of refugees, make more effective use of resettlement, reduce incentives for secondary movement from countries of prior effective protection and provide greater support for countries of first asylum; and
- continue to process applications for protection visas, including applications from temporary protection visa holders, in accordance with legislated time frames.

Output Group 1.2 components

1.2.1 *Offshore humanitarian*

Assists people in humanitarian need overseas for whom resettlement in another country is the appropriate option and supports Australia's role as a cooperative international player in the area of responsibility sharing. Through the Humanitarian Programme the government provides resettlement for refugees and others in greatest need of this durable solution. This output provides for the delivery of the Humanitarian Programme as set by the government in such a way as to enhance settlement outcomes.

1.2.2 *Protection Visas*

Ensures that Australia efficiently and effectively fulfils its international obligation not to return, directly or indirectly, refugees to their place of persecution. Protection visas allow for the stay in Australia of people to whom Australia owes protection obligations under the UN Refugees Convention and Protocol.

Output Group 1.3 – Enforcement of Immigration Law

The *Enforcement of Immigration Law* output will:

- prevent and deter unauthorised entry to Australia by working closely with overseas governments, international organisations, airlines and other agencies, and through the use of better technology and intelligence;
- enhance our ability to detect identity and document fraud and minimise its occurrence;
- protect the integrity of the border by working closely with other border agencies to maintain and improve effective screening processes, streamlined entry of approved travellers, return of refused entrants and accurate records of people movements;
- support the integrity of Australia's visa programmes by enabling staff within the department and other agencies to identify and respond to breaches of immigration law or other irregularities, including through the return to their country of origin of those non-citizens who no longer have a right to remain in Australia;

- develop cooperation with relevant countries to discourage people from resorting to illegal migration, counter people smuggling, trafficking in persons, counter terrorism, intercept travellers attempting unlawful entry to Australia, secure readmission of asylum seekers to a country of prior protection and return unauthorised arrivals to whom Australia does not owe a protection obligation;
- continue to participate actively in the Bali Process on Combating People Smuggling, Trafficking in Persons and related Transnational Crime, particularly in practical activities between operational agencies;
- deter non-citizens from overstaying or breaching their visa conditions, through prompt and effective enforcement of immigration law throughout Australia and in all sectors of the economy;
- support law enforcement and security agencies in deterring entry of people deemed to be of high risk because of terrorism or related activities;
- develop and maintain flexible, long-term detention capacity that addresses security, amenity and care needs by:
 - providing support to the Immigration Detention Advisory Group,
 - implementing where appropriate alternative arrangements for women and children in line with departmental instructions, and
 - implementing new detention services contractual arrangements; and
- seek to reduce the incidence of people working illegally, or accessing the labour market by abusing process, through an active compliance strategy, deterring people smugglers, investigating offences under the *Migration Act 1958* by migration agents or intermediaries and undertaking employer awareness activities.

Output Group 1.3 components

1.3.1 *Regulate entry and departure*

Ensures Australia's ability to provide efficient and orderly immigration processing while screening effectively those who are not entitled to enter the country. The department uses leading-edge technology to deliver a secure immigration processing system which is as non-intrusive as possible for genuine travellers. The department works in conjunction with the Australian Customs Service (ACS) to provide a streamlined immigration clearance process.

1.3.2 *Prevent unlawful entry*

Detects, deters and prevents unlawful entry through the use of intelligence and cooperation with other agencies and other countries. The department has established

offshore and border operations to identify and detect people who have no entitlement to enter Australia and to prevent their entry.

1.3.3 *Detection onshore*

Deters, identifies and responds to breaches of immigration law in Australia. Compliance resources are dedicated to engagement with key stakeholders such as employers and to the location of people who have no authority to be in Australia; have stayed in Australia beyond the period specified in their visas (overstayers); or are in breach of conditions which apply to their visas (e.g. illegal workers). Prosecutions are taken forward under the *Migration Act 1958* and in conjunction with other agencies.

1.3.4 *Removals*

Gives effect to the requirement in migration legislation that unlawful non-citizens who have no basis to remain in Australia are removed. It also delivers security to the Australian community through the removal and deportation of unlawful non-citizens who may be of concern to the public for reasons such as their involvement in serious criminal activity.

1.3.5 *Detention*

Seeks to provide lawful, appropriate, humane and efficient detention of unlawful non-citizens.

1.3.6 *Litigation*

Supports Ministerial and departmental decisions challenged in the courts and the Administrative Appeals Tribunal and keeps the Minister informed of progress. Where applicants challenge decisions, each case is reviewed before hearing to ensure the decision is defensible. Analysis and feedback on litigation decisions help identify and minimise legal problems and improve effectiveness of departmental decision making. Timely reporting on litigation decisions contributes to the effective immigration processing of those people seeking to enter or remain in Australia.

Output group 1.4 – *Safe Haven*

To develop and maintain contingency capacity and facilitate effective management of Safe Haven arrangements.

Output Group 1.5 – *Offshore Asylum Seeker Management*

The *Offshore Asylum Seeker Management* output ensures that persons in offshore processing centres are provided with appropriate care and accommodation, and provides the opportunity for any asylum claims to be considered.

Output Group 1.5 components

1.5.1 *Other Countries*

Facilitates the effective management and operations of offshore processing centres in third countries.

1.5.2 Offshore Territories

Facilitates the effective management and operations of processing centres in offshore territories.

Performance information for Outcome 1

Performance information for administered items, individual outputs and output groups relating to Department of Immigration and Multicultural Affairs are summarised in Table 3.2.1.

Table 3.2.1: Performance information for Outcome 1

Outcome 1 – Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people

Effectiveness

The extent to which Australia is economically, socially and culturally enriched by migration and temporary entry

- The extent to which entry of migrants results in a positive impact on living standards as measured by models of the economic impact of immigration
- The extent of positive impact on the Commonwealth budget from immigration including long term entry as measured by models of the impact of immigration on the Commonwealth budget
- The proportion of skill stream principal applicants with either an occupation tested against the Migration Occupation in Demand List (MODL) or who are employer sponsored
- The extent to which migrants living in regional Australia are participating in the labour force, helping to address local skill shortages and intending to stay in the regions as measured by relevant surveys
- The extent to which the labour market and income outcomes of recent migrants to Australia compare with those of other countries as measured by comparative studies of migrant policies and outcomes
- The extent to which relevant overseas students trained in Australia access permanent residence through the General Skilled Migration category
- The extent to which those former students who have gained a skilled visa are employed in their field of study as measured by relevant surveys and the Graduate Destination report produced by the Graduate Careers Council of Australia
- The extent to which convergence in the unemployment rates of migrants from English-speaking countries, non-English speaking countries and Australian born, occurs
- Extent to which visiting overseas students and tourists contribute to growth in education and tourism service industries
- Diversity of nationalities as measured by the number of countries with more than 100 visas under the Migration and Humanitarian Programmes
- Extent to which the settlement of skill stream migrants matches the needs of each state/territory as measured by the percentage of skill stream taken up by state-specific and regional migration programmes
- Extent to which Australian employees and state governments are aware of potential skilled overseas workers

The extent to which there is adherence to Australian entry and stay requirements

- Non-return rate for visitors relative to the approval rate for visitor applications
- Proportion of visitor and other temporary entrants who apply for a protection visa
- Decrease in unauthorised arrivals over time in the context of passenger movements
- In support of border integrity, seek to make certain, detention of unlawful non-citizens is lawful, humane and efficient to ensure availability for processing and removal where required

Table 3.2.1: Performance information for Outcome 1 (continued)

Effectiveness

The extent to which public health and safety are protected through immigration screening

- The incidence of tuberculosis relative to the percentage of overseas born in the Australian population compared to the same ratio for other major developed countries

The extent to which Australia's contribution to humanitarian migration is effectively delivered

- The extent to which the Humanitarian Programme is delivered in line with government planning levels
- The extent to which the Humanitarian Programme is globally accessible
- The extent to which the Humanitarian Programme is aligned to international resettlement priorities as determined in consultation with the UNHCR and the Australian community
- The level of community awareness of the Humanitarian Programme
- The extent to which Australia contributes to international resettlement policy and operational developments

Extent to which Australia contributes to international efforts to address the plight of refugees and other people of concern and meets its international protection obligations

- Levels of support for the international protection framework as measured by the level of Australia's contribution to international resettlement, Australia's representation in key international fora and effectiveness of implementation of domestic protection legislation

Administered items

Allowances for persons on temporary visas in the Humanitarian Programme

Quantity

The number assisted will depend on the number of non-citizens released from detention on subclass 785 visas or arriving on subclass 447 or 451 visas

Quality

Payments are made in accordance with eligibility criteria

Contribution to the Secretariat for Inter-Governmental Consultations on Asylum, Refugee and Migration Policies

Quantity

Australia's funding contribution is provided in full and on time

Quality

Extent to which Secretariat provides effective forum for information exchange

Initiatives to address the situation of displaced persons and promote sustainable returns

Quantity

Aid contributions paid in a timely manner and in accordance with government priorities

Quality

Extent to which Australia contributes to the development and implementation of strategies by the international community to address the situation of displaced persons

Table 3.2.1: Performance information for Outcome 1 (continued)**Administered items (continued)****International Organization for Migration - contribution**

Quantity

Australia's funding contribution is provided in full and on time

Quality

Extent to which the Organisation contributes to the Australian Government's objectives in promoting managed migration

Joint Commonwealth/State Research Programme for the Payment to the Australian Population, Multicultural and Immigration Research Program

Quantity

Two research projects

Quality

Feedback on usefulness of the research

Offshore management of asylum seekers

Quantity

All persons in offshore processing centres are accommodated and cared for and, where appropriate, repatriated or resettled

Quality

Operational readiness is maintained in accordance with the capacity provided by the MOUs

Payments to the Australian Red Cross Society for Asylum Seeker Assistance Scheme

Quantity

Those eligible to receive assistance

Quality

Payments are made by the Red Cross to eligible asylum seekers in accordance with contractual obligations

Refugee, humanitarian and assisted movements - passage and associated costs

Quantity

Up to 6,000 refugees moved to Australia

Medical processing completed for eligible Humanitarian Programme applications - up to 12,000 applicants assisted

Quality

Travel and medical processing completed in line with contractual obligations

Reintegration Allowances

Quantity

Those eligible to receive the allowance

Quality

Payments are made in accordance with eligibility criteria

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs

Output 1.1: Migration and Temporary Entry

Output 1.1.1: Economic Entry (Permanent) \$64.6 million

Quantity ⁽¹⁾	
Onshore applications (persons) finalised	37,700
Offshore applications (persons) finalised	73,000
Nomination/sponsorship applications finalised	6,910
Quality	

Performance against Service Standards:

	<i>Onshore</i>		<i>Offshore</i>	
	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>
Labour Agreement/Employer Nomination/Regional Sponsored Migration				
Median Processing Time	3 months	4 months	3 months	4 months
75 Percentile Processing Time	5 months	7 months	5 months	7 months
Business Skills				
Median Processing Time	6 months	9 months	6 months	11 months
75 Percentile Processing Time	9 months	15 months	9 months	15 months
General Skilled Migration				
Median Processing Time	4 months	4 months	9 months	12 months
75 Percentile Processing Time	6 months	6 months	12 months	15 months
Skilled Independent - Regional				
Median Processing Time	3 months	3 months	5 months	5 months
75 Percentile Processing Time	5 months	5 months	7 months	7 months

Notes:

1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

2 High Risk is defined as those nations for whom ETA is not available.

The median and 75 percentile processing times are from application to finalisation.

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs - Output 1.1 (continued)				
Output 1.1.2: Family Entry (Permanent) \$87.4 million				
Quantity⁽¹⁾				
Onshore applications (persons) finalised				52,859
Offshore applications (persons) finalised				58,792
Quality				
First stage offshore partner cases from non-ETA countries interviewed (either face to face or over the phone)				85%
First stage offshore partner cases from ETA countries interviewed (either face to face or over the phone)				65%
First stage onshore partner cases interviewed (either face to face or over the phone)				65%
Performance against Service Standards:				
	<i>Onshore</i>		<i>Offshore</i>	
	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>
Spouse/Interdependent (Temporary)				
Median Processing Time	3 months	3.5 months	3 months	6 months
75 Percentile Processing Time	6 months	6 months	5 months	10 months
Prospective Spouse				
Median Processing Time	na ⁽³⁾	na ⁽³⁾	3 months	6 months
75 Percentile Processing Time	na ⁽³⁾	na ⁽³⁾	5 months	10 months
Spouse/Interdependent (Permanent)				
Median Processing Time	3 months	3.5 months	na ⁽⁴⁾	na ⁽⁴⁾
75 Percentile Processing Time	6 months	8 months	na ⁽⁴⁾	na ⁽⁴⁾
Child				
Median Processing Time	3 months	3 months	2 months	4.5 months
75 Percentile Processing Time	6 months	7 months	3 months	10 months
Contributory Aged Parent (Temporary)				
Median Processing Time	6 months	6 months	6 months	6 months
75 Percentile Processing Time	9 months	9 months	9 months	9 months
Contributory Aged Parent (Permanent)				
Median Processing Time	6 months	6 months	6 months	6 months
75 Percentile Processing Time	9 months	9 months	9 months	9 months

Notes:

- 1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.
- 2 High Risk is defined as those nations for whom ETA is not available.
- 3 Not applicable/available in Australia.
- 4 Numbers of permanent visa applicants who have held a temporary visa for two years are too small for median and 75 percentile processing time to be statistically significant.

The median and 75 percentile processing times are from application to finalisation.

All permanent entry service standards may vary according to the number of places available in the Migration Programme.

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs - Output 1.1 (continued)

Output 1.1.3: Special Eligibility **\$3.1 million**

Quantity ⁽¹⁾	
Onshore applications (persons) finalised	70
Offshore applications (persons) finalised	190
Quality	

Performance against Service Standards:

	<i>Onshore</i>		<i>Offshore</i>	
	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>
Other Special Eligibility				
Median Processing Time	5 months	6 months	6 months	9 months
75 Percentile Processing Time	6 months	9 months	9 months	12 months

Notes:

- 1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.
- 2 High Risk is defined as those nations for whom ETA is not available.

The median and 75 percentile processing times are from application to finalisation.

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs - Output 1.1 (continued)

Output 1.1.4: Visitors and Working Holiday Makers \$100.4 million

Quantity ⁽¹⁾	
Visitor Onshore applications (persons) finalised	25,800
Visitor Offshore applications (persons) finalised	813,875
Working Holiday Maker Offshore applications (persons) finalised	110,880
Working Holiday Maker Onshore applications (persons) finalised	4,120
Work and Holiday Offshore applications (persons) finalised	600
Sanctions issued where there has been breach of visa and/or sponsorship conditions	150
Electronic Travel Authority applications (persons) finalised - electronically lodged	3,178,086
Electronic Travel Authority applications (persons) finalised - lodged at post	78,033
Quality	
Number of international event organisers assisted with entry of participants	
Percentage of visitor visa bonds refunded because visa conditions are met	
The Approved Destination Scheme Visitors non-return rate from the People's Republic of China maintained at less than 0.5%	
The non-return rate of visitors relative to the refusal rate continues to decline or remain low in historic terms	
Percentage of visitors applying for protection visas after arrival remains below 0.2%	
Overall take up rate of electronic working holiday maker applications greater than 90%	
Number of working holiday maker arrangement countries	
Percentage of onshore visitor visa extensions lodged electronically that could have been lodged that way	
Rate of sanctions for breach of visa and/or sponsorship to continue to decline	

Notes:

- 1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

Table 3.2.1: Performance information for Outcome 1 (continued)

	<i>Onshore</i>		<i>Offshore</i>	
	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>	<i>Low Risk</i>	<i>High Risk⁽²⁾</i>
Sponsored Visitors				
Median Processing Time	na ⁽⁴⁾	1 month	na ⁽⁷⁾	na ⁽⁷⁾
75 Percentile Processing Time	na ⁽⁴⁾	1.5 months	na ⁽⁷⁾	na ⁽⁷⁾
Non-Sponsored Visitors				
Median Processing Time	1 day	1 week	1 day ⁽⁴⁾	1 month
75 Percentile Processing Time	1 day	1 month	1 day ⁽⁴⁾	1.5 months
Sponsored Business Visitors				
Median Processing Time	na ⁽³⁾	na ⁽³⁾	na ⁽⁴⁾	3 days
75 Percentile Processing Time	na ⁽³⁾	na ⁽³⁾	na ⁽⁴⁾	1 month
Non-Sponsored Business Visitors				
Median Processing Time	na ⁽³⁾	na ⁽³⁾	1 day ⁽⁴⁾	0.5 months
75 Percentile Processing Time	na ⁽³⁾	na ⁽³⁾	1 day ⁽⁴⁾	1 month
Working Holiday Makers				
Median Processing Time	1 day	na ⁽⁵⁾	1 day	na ⁽⁵⁾
75 Percentile Processing Time	6 days	na ⁽⁵⁾	6 days ⁽⁶⁾	na ⁽⁵⁾

Notes:

- 1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.
- 2 High Risk is defined as those nations for whom ETA is not available.
- 3 Not applied in Australia.
- 4 ETA is available to low-risk nationalities.
- 5 No Working Holiday Maker Agreements are in place with High Risk nations.
- 6 Increase in proportion of Working Holiday Makers requiring health clearances.
- 7 Not applied for offshore – lodged by sponsor onshore.

The median and 75 percentile processing times are from application to finalisation.

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs - Output 1.1 (continued)

Output 1.1.5: Students **\$63.7 million**

Quantity ⁽¹⁾	
Onshore applications (persons) finalised	142,165
Offshore applications (persons) finalised	130,230

Quality

- Approval rates compared to rates of non-compliance as measured by percentage of students
 - who apply for protection visas as a proportion of the number of student visas expiring in that programme year
 - who become unlawful as a proportion of the number of student visas expiring in that programme year
 - whose visas are cancelled for non-attendance or for not meeting course requirements as a proportion of the total number of student visas granted in that programme year
 - located by DIMA Compliance as a proportion of the number of student visas granted in that programme year
- Percentage of Onshore student applications lodged electronically
- Percentage of Assessment level 1 offshore student applications that could be lodged electronically being lodged in this way
- Percentage of Assessment level 2-4 offshore student applications that could be lodged electronically being lodged in this way

Performance against Service Standards:

<i>Risk Assessment Level</i>	<i>Onshore</i>		<i>Offshore</i>		
	<i>Level 1/2</i>	<i>Level 3/4</i>	<i>Level 1</i>	<i>Level 2</i>	<i>Level 3/4</i>
Students					
Median Processing Time (calendar days)	7 days	14 days	7 days	14 days	60 days
75 Percentile Processing Time (calendar days)	14 days	30 days	14 days	21 days	90 days
<i>Risk Assessment Level</i>	<i>Onshore</i>		<i>Offshore</i>		
	<i>Level 1/2</i>	<i>Level 3/4</i>	<i>Level 1/2</i>	<i>Level 3/4</i>	
Students: permission to work					
Median Processing Time (calendar days)	3 days	3 days	na ⁽²⁾	na ⁽²⁾	
75 Percentile Processing Time (calendar days)	7 days	7 days	na ⁽²⁾	na ⁽²⁾	

Notes:

1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

2 Students can only apply for permission to work in Australia.

The median and 75 percentile processing times are from application to finalisation.

Table 3.2.1: Performance information for Outcome 1 (continued)
Departmental outputs - Output 1.1 (continued)

Output 1.1.6: Temporary Residents	\$56.9 million
Quantity ⁽¹⁾	
Sponsored Business (Long Stay) Onshore applications (persons) finalised	37,410
Sponsored Business (Long Stay) Offshore applications (persons) finalised	45,575
Other temporary residence Onshore applications (persons) finalised	12,370
Other temporary residence Offshore applications (persons) finalised	36,540
Nomination/sponsorship applications finalised	63,955
Professional Development Visa - sponsorship applications finalised	25
Sanctions issued where there has been breach of visa and/or sponsorship conditions	40
Quality	
Approval rates compared to rates of non-compliance as measured by:	
– Percentage of temporary entrants who apply for protection visas	
– Percentage of temporary entrants who become unlawful	
– Percentage of sponsors in breach of their undertakings	
100% of 457 visa sponsors monitored for compliance with visa conditions	
25% of 457 visa sponsors site visited at place of employment	

Performance against Service Standards:

	<i>Onshore</i>		<i>Offshore</i>	
	<i>Low Risk</i>	<i>High Risk</i> ⁽²⁾	<i>Low Risk</i>	<i>High Risk</i> ⁽²⁾
Long Stay Business & Other Sponsored Temporary Residents⁽³⁾				
Median Processing Time	1 month	6 weeks	1 month	6 weeks
75 Percentile Processing Time	2 months	3 months	2 months	3 months

Notes:

- 1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.
- 2 High Risk is defined as those nations for whom ETA is not available.
- 3 Service Standards excludes sponsorships and nomination processing.

The median and 75 percentile processing times are from application to finalisation.

Table 3.2.1: Performance information for Outcome 1 (continued)

Output 1.1.7: Resident Return Visas, Australian Declaratory Visas and Certificate of Evidence of Resident Status			\$12.8 million
Quantity ⁽¹⁾			
Onshore applications (persons) finalised			73,900
Offshore applications (persons) finalised			8,300
Quality			
Percentage of onshore Resident Return Visa applications lodged electronically			
Performance against Service Standards:			
	<i>Onshore</i>	<i>Offshore</i>	
Resident Return Visas, Australian Declaratory Visas and Certificate of Evidence of Resident Status			
Median Processing Time	1 day	2 days	
75 Percentile Processing Time	1 day	2 weeks	

Notes:

1 Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

The median and 75 percentile processing times are from application to finalisation.

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs (continued)

Output 1.2: Refugee and humanitarian entry and stay

Output 1.2.1: Offshore Humanitarian	\$27.9 million
Quantity	
Applications (persons) finalised	90,000
Quality	
Applications (persons) finalised within 12 months	75%
Output 1.2.2: Protection Visas (Onshore)	\$32.2 million
Quantity	
Onshore protection (persons) finalised	4,200
Intervention assessments	3,100
- of which number post-review assessment	1,800
Matters relating to complaints to and assessments for UN treaty bodies (Persons) in detention assisted under the Immigration Advice and Applications Assistance Scheme	30
Applications Assistance Scheme	250
Quality	
Applications (applicants not in detention) finalised within 90 days of lodgement	100%
Applications (applicants in detention)	
finalised within 42 days of lodgement	60%
finalised within 90 days of lodgement	100%

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs (continued)	
Output 1.3: Enforcement of immigration law	
Output 1.3.1: Regulate Entry and Departure	\$100.1 million
Quantity	
Passenger and crew arrivals/departures processed within the integrity framework	23 million
Quality	
Increasing or maintain proportion of arriving air passengers and crew processed via APP	
Increasing or maintain proportion of arriving sea passengers and crew processed via APP	
Travel statistics services completed for interagency delivery within agreed timeframes	
Persons breaching the <i>Migration Act 1958</i> are prosecuted, removed or have their status regularised	
All immigration Torres Strait Island Treaty obligations are met through the Movement Monitoring Officer (MMO) network	
Output 1.3.2: Prevent Unlawful Entry	\$68.9 million
Quantity	
Persons refused entry (excluding unauthorised boat arrivals)	2,000
Unauthorised boat arrivals and stowaways	1,000
Quality	
Cost of Airline Liaison Officer (ALO) network compared to avoided cost through denied entry	
Risk of unauthorised or fraudulent entry mitigated by the Overseas Compliance Officer network	
Number of visas cancelled offshore over time	
Output 1.3.3: Detection Onshore	\$70.3 million
Quantity	
Number of locations	12,250
Quality	
Number of visas cancelled onshore following breaches, over time	
Number of overstayers who cease being overstayers within 2006-07 compared with the number of non-citizens becoming overstayers in the same period	
Intermediaries are engaged to contribute to the reduction of breaches of the <i>Migration Act 1958</i>	
Increased use of Entitlement Verification Online (EVO)	
Proportion of Bridging Visa holders who become unlawful or breach bridging visa conditions is maintained or reduced without increasing proportion of locations detained	
Output 1.3.4: Removals	\$39.0 million
Quantity	
Removals and departures	8,800
Quality	
Compliance with legal, policy and procedural requirements for effecting removals	

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs - Output 1.3 (continued)

Output 1.3.5: Detention	\$172.8 million
Quantity	
Detainee days in Immigration Detention Centres and other places (includes people placed in the community on Residence Determination)	213,000
People taken into detention	7,370
People released/removed from detention	7,470
Quality	
Manage the delivery of client focused detention services in accordance with the Immigration Detention Standards and other contractual requirements, with any breaches addressed	
All detained families with children and unaccompanied minors referred to the Minister for consideration of placement in the community under Residence Determination arrangements	
Formal arrangements in place with relevant state authorities for education, police, corrections, child welfare and health issues	
All cases for people in detention reviewed regularly to ensure progress of relevant processes	
Output 1.3.6: Litigation	\$59.0 million
Quantity	
Matters resolved	5,000
Quality	
Matters resolved, in the courts, in the Minister's favour	70%
Timetables and directions imposed by the courts met	90%
- met within the extension period agreed by the Court	10%

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs (continued)	
Output 1.4: Safe Haven	\$0.3 million
Performance information: No specific performance indicators apply to Output 1.4	
Output 1.5: Offshore Asylum Seeker Management	\$69.6 million
Output 1.5.1: Other Countries	
Quality Offshore Processing Centres on Manus and Nauru are maintained so as to allow the peak accommodation of up to 1,500 asylum seekers to be achieved quickly Care of Offshore Processing Centres residents provided in accordance with agreed IOM/DIMA standards	
Output 1.5.2: Offshore Territories	
Quality Manage the delivery of client focused detention services for all families, children and unaccompanied minors. All cases of people in detention are given the opportunity for asylum claims to be considered	

Evaluations for Outcome 1

Output 1.1

Current activities in relation to Output 1.1 include:

- a survey of Skilled Independent Regional Provisional visa holders to ascertain the extent to which they have successfully settled in regional Australia and their likelihood of seeking permanent residence after the two-year qualifying period;
- an evaluation of the effectiveness of the general skilled migration categories and the points test;
- a comparison of the numbers of skilled people entering and leaving Australia long term and permanently; and
- a survey of onshore and offshore migrants with an emphasis on labour force outcomes and other work related aspects.

Output 1.2

Current activities in relation to Output 1.2 include:

- a tri-annual report to be tabled in Parliament on the number of applications for a Protection visa not finalised within 90 days of lodgement and giving reasons why any such applications were not finalised in that timeframe;
- ongoing assessment of the effectiveness of the cultural orientation programme. This programme aims to enhance the settlement process by helping humanitarian entrants create realistic expectations for their life in Australia and to acquire information concerning Australian culture and society prior to arrival; and
- an evaluation of onshore processing of Special Humanitarian Programme applicants by the Refugee Council of Australia.

Competitive tendering and contracting for Outcome 1

Passenger card related services

The department commenced a two stage procurement for Passenger Information Processing and Related Services in 2004-05. Services required include the collection, storage and processing of passenger information provided at the border. The Request for Expressions of Interest was completed in September 2005.

It has been decided not to proceed to a select Request for Tender at this stage and that consideration of the IT components of passenger information processing will be undertaken within the wider DIMA business transformation framework - *Systems for People*.

Detention Services

The department will tender for detention services and detention related health and psychological services in 2006-07 and successful providers will be selected to coincide with the expiry of the current Detention Service Contract in late 2007.

Outcome 2 resourcing

Table 3.1.2 shows how the 2006-07 Budget appropriations translate to total resourcing for Outcome 2, including administered expenses, revenue from government (appropriation), revenue from other sources, and the total price of outputs.

Table 3.1.2: Total resources for Outcome 2 (\$'000)

	Estimated actual 2005-06 \$'000	Budget estimate 2006-07 \$'000
Administered appropriations		
Adult Migrant English Programme	139,907	153,699
Assistance for Former Child Migrants	150	150
Grants for Living in Harmony	1,808	2,100
Grants for migrant community services	29,793	30,833
Grants for Multicultural Affairs	360	400
National Accreditation Authority for Translators and Interpreters Limited - Contribution	496	507
Supervision and welfare support for unaccompanied humanitarian minors (SPP Bill 2)	2,196	2,253
Total administered appropriations	174,710	189,942
Departmental appropriations		
Output Group 2.1 - Settlement Services		
Output 2.1.1 - Settlement Planning and Information Delivery	11,096	12,793
Output 2.1.2 - Humanitarian Settlement Services	52,989	62,016
Output 2.1.3 - Support for Community Services	9,145	11,348
Output 2.1.4 - AMEP Administration	6,963	7,809
Output 2.1.5 - Fee-free Translating and Interpreting Services	9,976	10,846
Subtotal Output Group 2.1	90,169	104,812
Output Group 2.2 - Translating and Interpreting Services		
Output 2.2.1 - Document Translating	-	-
Output 2.2.2 - Telephone Interpreting	-	-
Output 2.2.3 - On-site Interpreting	-	-
Subtotal Output Group 2.2	-	-
Output Group 2.3 - Australian Citizenship		
Output 2.3.1 - Decisions on Citizenship Status	23,026	28,964
Output 2.3.2 - Promotion of the Value of Australian Citizenship	4,942	6,289
Subtotal Output Group 2.3	27,968	35,253
Output Group 2.4 - Promoting the Benefits of Cultural Diversity		
Subtotal Output Group 2.4	16,730	16,347
Total revenue from government (appropriations)	134,867	156,412
Contributing to price of departmental outputs	88%	90%

Table 3.1.2: Total resources for Outcome 2 (\$'000) (continued)

	Estimated actual 2005-06 \$'000	Budget estimate 2006-07 \$'000
Other resources available to be used		
<i>Output Group 2.1 - Settlement Services</i>		
Output 2.1.1 - Settlement Planning and Information Delivery	110	117
Output 2.1.2 - Humanitarian Settlement Services	126	133
Output 2.1.3 - Support for Community Services	64	68
Output 2.1.4 - AMEP Administration	931	980
Output 2.1.5 - Fee-free Translating and Interpreting Services	47	50
Subtotal Output Group 2.1	1,278	1,348
<i>Output Group 2.2 - Translating and Interpreting Services</i>		
Output 2.2.1 - Document Translating	7	8
Output 2.2.2 - Telephone Interpreting	9,706	10,056
Output 2.2.3 - On-site Interpreting	4,527	4,690
Subtotal Output Group 2.2	14,240	14,754
<i>Output Group 2.3 - Australian Citizenship</i>		
Output 2.3.1 - Decisions on Citizenship Status	2,071	610
Output 2.3.2 - Promotion of the Value of Australian Citizenship	27	29
Subtotal Output Group 2.3	2,098	639
<i>Output Group 2.4 - Promoting the Benefits of Cultural Diversity</i>	266	282
Subtotal Output Group 2.4	266	282
Total other resources available to be used	17,882	17,023
Total price from departmental outputs (Total revenue from government and from other sources)	152,749	173,435
Total estimated resourcing for Outcome 2 (Total price of outputs and administered appropriations)	327,459	363,377
	2005-06	2006-07
Average staffing level (number)	719	784

Measures affecting Outcome 2

Measures affecting Outcome 2 relate to measures disclosed in the 2006-07 Budget context (that is, measures agreed since the *Mid-Year Economic and Fiscal Outlook 2005-06* (MYEFO)). These are summarised in Table 2.2.2. Further details of Measures listed in Tables 2.2.1, 2.2.2 and 2.2.3 are published in Budget Paper No. 2.

Outcome 2 – contribution of outputs

This section provides a description of the outputs DIMA delivers to contribute to achieving Outcome 2.

Output Group 2.1 – Settlement Services

The *Settlement Services* output will:

- work to ensure that our settlement planning and information, support for community organisations and language services are effective in enabling full participation by migrants in Australia’s economic and social life through:
 - working closely with the Refugee Resettlement Advisory Council (RRAC),
 - delivering, through the National Settlement Planning Framework to states, territories and local government, information and data on new arrivals to enable them to plan and deliver services in a more coordinated manner,
 - seeking opportunities to settle humanitarian entrants in regional Australia,
 - effectively managing contracts for the delivery of English language tuition and associated services under the Adult Migrant English Programme to maximise client participation and English language and settlement outcomes, and
 - managing the further development and implementation of the government’s response to the Settlement Services Review;
- implement the framework for the new Settlement Grants Programme through which the performance of community grants will be monitored to ensure services address client needs and settlement priorities;
- support humanitarian entrants by effectively managing new service delivery contracts under the Integrated Humanitarian Settlement Strategy (IHSS), which commenced on 1 October 2005; and
- work with the National Accreditation Authority for Translators and Interpreters (NAATI) to ensure the maintenance of an effective accreditation framework to support the availability of qualified and competent translators and interpreters, as

required, to meet aspects of the government's *Charter of Public Service in a Culturally Diverse Society*.

Output Group 2.1 components

2.1.1 Settlement planning and information delivery

Provides a planning framework for the delivery of settlement services and information for recently arrived migrants and humanitarian entrants which complements the services governments direct to all Australian residents. It also supports provision of information to assist service providers across the three levels of government to plan to meet the needs of newly arrived migrants and humanitarian entrants.

2.1.2 Humanitarian Settlement Services

Provides humanitarian entrants with initial intensive settlement services on a needs basis under the IHSS. IHSS services include information, referral, orientation, accommodation assistance, a package of household goods, and access to torture/trauma counselling. The aim of the IHSS is to assist humanitarian entrants to become self-sufficient as soon as possible.

2.1.3 Support for community services

Supports the delivery of settlement services to the migrant community through the administration of settlement grants. The new Settlement Grants Programme (SGP) will commence on 1 July 2006 and combines funding previously provided under the Community Settlement Services Scheme (CSSS) and through core funding to Migrant Resource Centres (MRCs) and Migrant Service Agencies (MSAs).

2.1.4 AMEP Administration

Supports the AMEP administered item managed by the department through contracts for English language tuition and ancillary services.

2.1.5 Fee-free Translating and Interpreting Services

Supports access to fee-free translating and interpreting services for eligible client groups.

Output Group 2.2 – Translating and Interpreting Services

The *Translating and Interpreting Services* output will:

- continue the move to a business-like national Translating and Interpreting Service (TIS) to provide the means of communication essential to a culturally and linguistically diverse society; and
- provide a quality, responsive and professional service.

Output Group 2.2 components

2.2.1 Document Translating

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

2.2.2 Telephone interpreting

Provides for a national 24 hour 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.

2.2.3 On-site interpreting

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

Output Group 2.3 – Australian Citizenship

The *Australian Citizenship* output will:

- continue to ensure that citizenship policies and procedures support the objectives of Australia's citizenship law;
- implement changes to citizenship law passed by Parliament;
- encourage the community to value citizenship and promote the acquisition of Australian citizenship; and
- ensure timely access to Australian citizenship by eligible non-citizens.

Output Group 2.3 components

2.3.1 Decisions on citizenship status

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, and resumption and renunciation of citizenship; management of conferral of citizenship; and provision of citizenship information services.

2.3.2 Promotion of the value of Australian citizenship

Implementation of a programme which promotes the value of Australian citizenship and encourages eligible non-citizens to become Australian citizens.

Output Group 2.4 – Promoting the Benefits of Cultural Diversity

Output 2.4 provides leadership for the implementation of multicultural policy, in consultation with Australian Government agencies. The focus will be 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.

The *Promoting the Benefits of Cultural Diversity* output will:

- enhance social cohesion, through the *Living in Harmony* initiative, and the management of tensions and threats by working closely with individuals and communities and cooperating with state and territory governments;
- coordinate, implement, monitor and report to the Council of Australian Governments, through the Ministerial Council of Immigration and Multicultural Affairs (MCIMA), on the National Action Plan to address intolerance, extremism and the promotion of violence;
- make further gains in the implementation of the Access and Equity Strategy which aims to ensure that all government services are attuned to Australia's diversity and respond accordingly and consistently with the requirements of the *Charter of Public Service in a Culturally Diverse Society*; and
- facilitate the engagement of the public and private sectors to use Australia's language and cultural diversity for the economic and social benefit of all Australians.

Output Group 2.4 components

- 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;
- manage projects and promotional campaigns on community relations issues; and
- facilitate the contribution by the Council for Multicultural Australia, the Muslim Community Reference Group and other bodies to the promotion of social cohesion and to the minimisation of intolerance and extremism.

Table 3.2.2: Performance information for Outcome 2

Outcome 2 – A society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably

Effectiveness

Extent to which settlement planning arrangements and services equip eligible migrants and humanitarian settlers to participate in society

- Level of participation, and client outcomes from settlement services measured through programme evaluations, client and community feedback and advice from relevant government agencies

Extent to which settlement needs of eligible refugee and humanitarian settlers are met

- Level of satisfaction with settlement services among eligible refugees, humanitarian settlers and community groups who work closely with these people measured through client and community feedback

Extent to which Australian citizenship is valued

- Level of community awareness of the value of Australian citizenship

Extent to which DIMA supports cohesion of Australian society, fairness for all and awareness of the economic benefits arising from cultural diversity

- Level of awareness of the *Living in Harmony* initiative as measured by the number of events registered for Harmony Day, grant applications received, level of media reporting of the *Living in Harmony* events and projects
- Positive impact of the *Living in Harmony* initiative, as measured by the number of grants and partnerships that achieve their project objectives
- Level of awareness of stakeholders about multicultural policy, particularly regarding the balance between unity and diversity
- Contribution of the Council for Multicultural Australia (CMA) in gaining public support for the goals of cohesion, unity, fairness and economic benefits of cultural diversity
- Extent to which the department engages other Commonwealth agencies to promote the economic benefits of cultural diversity through their programmes
- Extent to which Commonwealth agencies improve the accessibility of their services and programmes, as measured by their performance against the framework for the implementation of the *Charter of Public Service in a Culturally Diverse Society*; and their response to issues raised by their clients under the Charter
- Extent to which the Australian Government's community relations strategy and coordination of the National Action Plan enhance social cohesion and minimise extremism and intolerance

Table 3.2.2: Performance information for Outcome 2 (continued)

Administered items

Adult Migrant English Programme — Tuition, accommodation and related expenses

Quantity
 Anticipated demand for tuition by eligible migrants 39,810

Quality
 Clients exiting the programme are expected to have achieved an accredited award under the Certificates in Spoken and Written English (CSWE) as follows:
 39% – Certificate 1
 25% – Certificate 2
 22% – Certificate 3
 14% – Record of Achievement

Grants for Living in Harmony

Quantity
 Funding agreements 100

Quality
 Funding agreements that meet agreed milestones 95%

Grants for migrant community services

Quantity
 Projects funded under SGP 324

Quality
 Level of compliance with Service Agreement objectives and requirements

Multicultural Affairs (Grant to Federation of Ethnic Communities' Councils of Australia)

Quantity
 One grant

Quality
 95% of agreed performance indicators met

Table 3.2.2: Performance information for Outcome 2 (continued)

Administered items (continued)

National Accreditation Authority for Translators and Interpreters Ltd — Contribution

Quantity

Contribution paid as specified in the Funding Agreement between the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) and the Commonwealth, State and Territory Governments

Quality

Fulfilment of agreement requirements or breaches addressed

Welfare of humanitarian minors without parents in Australia

Quantity

Offshore - numbers on advice from UNHCR
Onshore - numbers assessed as in need of protection

Quality

Appropriate guardianship, monitoring and settlement support arrangements are in place for all unaccompanied humanitarian minors

Departmental outputs

Output 2.1: Settlement Services

Output 2.1.1: Settlement Planning and Information Delivery

\$12.9 million

Quantity

Development of needs based planning arrangements to inform the new settlement grants programme

Quality

Extent to which identified needs of target group are met

On-Line Settlement Information

Quantity

Availability of relevant settlement information in an accessible form

Quality

Relevant and current content

Output 2.1.2: Humanitarian Settlement Services

\$62.1 million

Quantity

Offshore Humanitarian Programme entrants assisted 12,500

Quality

Level of client satisfaction as measured through client and community feedback

Table 3.2.2: Performance information for Outcome 2 (continued)

Departmental outputs (continued)		
Output 2.1.3: Support for Community Services		\$11.4 million
Quantity		
Management and monitoring of funded projects		324
Quality		
Level of compliance with service agreement objectives and requirements		
Output 2.1.4: AMEP Administration		\$8.8 million
Quantity		
Management and monitoring of the performance of service providers (18 managed/monitored)		
Quality		
Contract breaches are promptly identified and managed		
Output 2.1.5: Fee-free Translating and Interpreting Services		\$10.9 million
Quantity		
Estimated demand by eligible clients (services):		131,500
<i>Document translations</i>	9,500	
<i>Interpreting services</i>	122,000	
Quality		
Level of satisfaction of eligible clients with fee-free language services delivered		

Table 3.2.2: Performance information for Outcome 2 (continued)

Departmental outputs (continued)

Outcome 2.2: Translating and interpreting services

Output 2.2.1: Document Translating	\$0.008 million
Quantity	
Estimated demand for documents to be translated	8,500
Quality	
90% of fee-free translations will be processed within 20 working days of request	
95% of translating jobs will be done by a NAATI accredited/recognised translator	
Output 2.2.2: Telephone Interpreting	\$10.1 million
Quantity	
Estimated demand for telephone interpreting calls	460,000
Quality	
90% of telephone calls will be answered by a TIS operator within 30 seconds, and a telephone interpreter in a major community language will be provided within 3 minutes	
90% of interpreter jobs will be done by a NAATI accredited/recognised interpreter	
Output 2.2.3: On-site Interpreting	\$4.7 million
Quantity	
Estimated demand for on-site interpreting visits	43,000
Quality	
85% of requests for an on-site interpreter will result in a confirmed appointment within 3 working days	
90% of interpreter jobs will be done by a NAATI accredited/recognised interpreter	

Table 3.2.2: Performance information for Outcome 2 (continued)

Departmental outputs (continued)	
Outcome 2.3: Australian Citizenship	
Output 2.3.1: Decisions on Citizenship Status	\$29.6 million
Quantity	
Decisions on citizenship status	100,000
- including: on grant applications	80,000
Quality	
Less than 1% of negative decisions overturned at review	
Output 2.3.2: Promoting the Value of Australian Citizenship	\$6.3 million
Quantity	
Development and implementation of a campaign promoting the value of Australian citizenship with Australia Day, Harmony Day and Australian Citizenship Day as focus points	
Quality	
Satisfaction of Minister and other key stakeholders with the development and implementation of the citizenship promotion campaign	

Table 3.2.2: Performance information for Outcome 2 (continued)

Departmental outputs (continued)

Outcome 2.4: Promoting the benefits of cultural diversity **\$16.6 million**

Quantity

- Number of items of policy and other advice provided to Commonwealth and other governments, international agencies and community organisations
- Council for Multicultural Australia meets quarterly, represents the Minister and Parliamentary Secretary at functions and provides advice on multicultural policy and programmes to the Minister, the Parliamentary Secretary and the department
- Liaison maintained with approximately 6,000 community organisations and individuals nationally
- An estimated six *Living in Harmony* partnerships, three projects to highlight the economic, benefits of cultural diversity, eighteen Harmony Day partners managed and an estimated 300 local government authorities engaged through grants and Harmony Day participation
- Promotional events and activities organised by DIMA and communities, particularly regarding Harmony Day
- An estimated number of 45 projects implemented and completed under the National Action Plan to address extremism and intolerance and encourage social cohesion
- Number and level of participation in consultation forums to address extremism and encourage social cohesion
- Number of completed ministerial correspondence, briefs, speeches, situation reports, community update reports and other documents as required

Quality

- High level of satisfaction by recipients of policy and other advice
- High level of satisfaction of the Minister and the Parliamentary Secretary with the Council for Multicultural Australia and Muslim Community Reference Group activities
- Extent to which engagements with government agencies, community groups, organisations, and individuals enhance inter-governmental and community relationships; extent to which community relations issues are well managed; extent to which advice on these is accepted by the Minister, the Parliamentary Secretary, DIMA Executive and communities
- Living in Harmony* partnerships and projects meet their agreed objectives within agreed periods and are completed to satisfaction of the Minister, Parliamentary Secretary and other stakeholders
- High level of satisfaction of the Minister and the Parliamentary Secretary with the outcomes of projects under the National Action Plan
- High level of satisfaction expressed by participants in community forums relating to the National Action Plan with outcomes produced
- Positive impacts of the promotional events and activities as assessed by media reporting and community participation
- High level of satisfaction of the Minister and Parliamentary Secretary, DIMA Executive and other stakeholders with reports and documents provided

Evaluations for Outcome 2

No evaluations are planned for Outcome 2 for the forthcoming Budget year.

Competitive tendering and contracting for Outcome 2

Translating and interpreting services

DIMA will undertake a market testing process to establish a panel of interpreters. The new panel is expected to be in place in 2006-07.

Survey of Recently Arrived Humanitarian Entrants

The contract for research into the settlement experiences of humanitarian entrants has been signed and the project commenced on 1 February 2006. The research involves 500 interviews and eight focus groups in capital cities and regional centres.

Cross-outcome competitive tendering and contracting activity

CTC advice panel

DIMA has established a panel for competitive tendering and contracting advice. The panel provides financial, business and probity advice for procurement and contracting projects. To refresh the panel, DIMA will undertake a competitive tender process to be completed by October 2006.

Information and Communication Technology sourcing

A DIMA IT Sourcing Programme has been established to conduct and manage the market testing for DIMA's Information and Communication Technology (ICT) requirements as current provider contracts expire.

Four procurement processes are underway and are due for completion before the current agreements expire in June 2007:

1. Request for Expression of Interest (REOI) for selected IT services including End User computing and Secure Gateway and Service desk.
2. Contract extension negotiation for Border Critical Infrastructure mainframe and midrange services.
3. A RFT to establish a software procurement panel for provision of software products and associated services.
4. Contract extension negotiation for Telecommunication Services under Cluster 3 contract arrangements.

Former Outcome 3 resourcing

The department's former Outcome 3 – Innovative whole-of-government policy on Indigenous Affairs – was transferred to the Families, Community Services and Indigenous Affairs Portfolio with effect of the AAO of 27 January 2006. Table 3.1.3 shows how the 2005-06 Budget appropriations translated to total resourcing for this outcome, including administered expenses, revenue from government (appropriation), revenue from other sources, and the total price of outputs prior to the relevant transfer of function and appropriations.

Table 3.1.3: Total resources for Outcome 3 (\$'000)

	Estimated actual 2005-06 \$'000	Budget estimate 2006-07 \$'000
Administered Appropriations		
Native Title and Land Rights	37,837	-
Shared Responsibility Agreement Implementation Assistance	7,467	-
Indigenous Women	2,649	-
Public Information	699	-
Repatriation	96	-
Indigenous affairs litigation	1,784	-
Reconciliation Place - completion of stage three	-	-
Cross-portfolio Indigenous flexible funding arrangements	-	-
Total administered appropriations	50,532	-
Special Appropriation		
Aboriginals Benefit Account	30,545	-
Subtotal special appropriation	30,545	-
Total administered expenses	81,077	-
Departmental Appropriations		
Output 3.1 — Indigenous Policy		
Output 3.1.1 — Partnership Development with Indigenous Communities	46,960	-
Output 3.1.2 — Policy Development and innovation	2,487	-
Output 3.1.3 — Performance assessment and Evaluation	4,664	-
Total Output 3.1	54,111	-
Output 3.2 — Services to Indigenous Australians		
Output 3.2.1 — Native Title Land Rights	4,279	-
Output 3.2.2 — Repatriation and Reconciliation Programmes	2,123	-
Output 3.2.3 — Incorporation, Regulation and Building Capacity of Indigenous Corporations	6,882	-
Total Output 3.2	13,284	-
Total revenue from government (appropriations)	67,395	-
Contributing to price of departmental outputs	85%	-

Table 3.1.3: Total resources for Outcome 3 (\$'000)

	Estimated actual 2005-06 \$'000	Budget estimate 2006-07 \$'000
Other resources available to be used		
Output 3.1 — Indigenous Policy		
Output 3.1.1 — Partnership Development with Indigenous Communities	8,520	-
Output 3.1.2 — Policy Development and innovation	450	-
Output 3.1.3 — Performance assessment and Evaluation	846	-
Total Output 3.1	9,816	-
Output 3.2 — Services to Indigenous Australians		
Output 3.2.1 — Native Title Land Rights	776	-
Output 3.2.2 — Repatriation and Reconciliation Programmes	385	-
Output 3.2.3 — Incorporation, Regulation and Building Capacity of Indigenous Corporations	1,249	-
Total Output 3.2	2,410	-
Total other resources available to be used	12,226	-
Total price from departmental outputs (Total revenue from government and from other sources)	79,621	-
Total estimated resourcing for the former Outcome 3 (Total price of outputs and administered appropriations)	160,698	-
	2005-06	2006-07
Average staffing level (number)	435	-