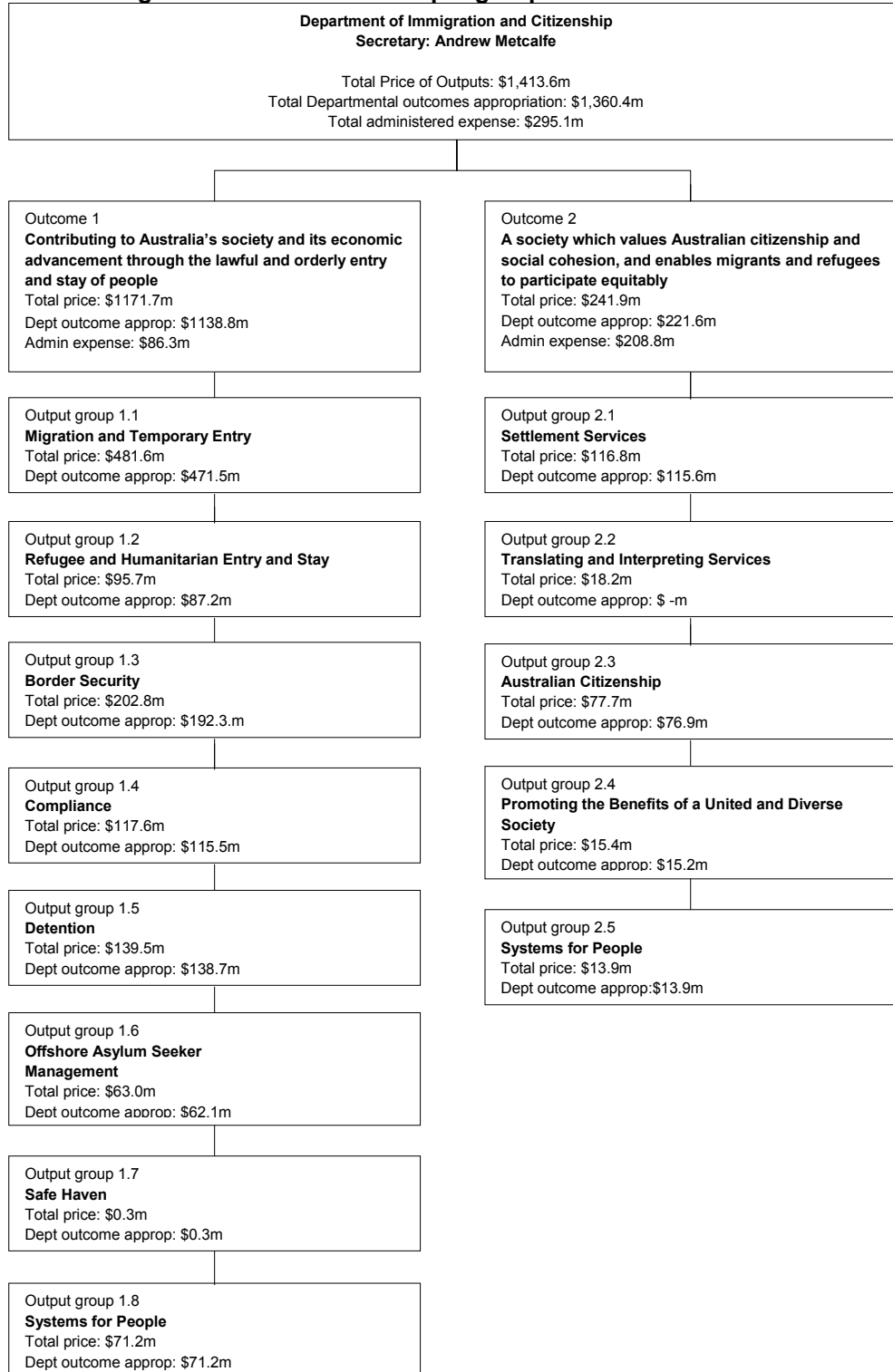


## **Section 2: Revisions to agency outcomes**

### **OUTCOMES, ADMINISTERED ITEMS AND OUTPUTS**

Figure 2 illustrates the revised allocation of resources to output groups which contribute to the delivery of the outcomes for the Department of Immigration and Citizenship.

**Figure 2: Outcome and output groups and administered items**



**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:

- the assisted passage of refugees and humanitarian entrants;
- initiatives to address the situation of displaced persons and promote sustainable returns; and
- the Asylum Seeker Assistance Scheme.

The outcome also includes payments for the Offshore Management of Asylum Seekers which covered operations in Nauru and Manus Province until these operations close down, scheduled for the end of March 2008.\*

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 and social cohesion, and enables migrants and refugees to participate equitably.\***

Administered expense items are major contributors to the effectiveness of this outcome. The Adult Migrant English Program (AMEP) supports the settlement and participation in society of eligible migrants by providing basic English language tuition. 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 to address racism and promote participation and a sense of belonging. Grants under the Citizenship Support Grants Program, which commences in 2008-09, will provide support for vulnerable groups, such as refugee and humanitarian entrants and some family stream migrants, to help them prepare for the Citizenship Test.\*

Administered revenue collected under this outcome is paid to consolidated revenue.\*

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

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\* Change in text from 2007-08 PBS

## Outcome 1

**Table 2.1: Outcome 1 - revised resourcing**

	Budget estimate 2007-08 \$'000	Revised estimate 2007-08 \$'000	Additional estimates 2007-08 \$'000	Reduced estimates 2007-08 \$'000
<b>ADMINISTERED APPROPRIATION</b>				
<b>Outcome 1</b>				
Allowances for persons on temporary visas in Humanitarian Program	46	46	-	-
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	8,136	8,136	-	-
International Organization for Migration – contribution	762	762	-	-
Joint Commonwealth, State and Territory Research Program (for payment to the Australian Population, Multicultural and Immigration Research Program Account)	50	50	-	-
Offshore management of asylum seekers	24,412	19,809	-	(4,603)
Payments to Australian Red Cross Society for Asylum Seeker Assistance Scheme	4,369	5,285	916	-
Payments under section 33 (FMA Act)	100	100	-	-
Refugee, humanitarian and assisted movements - passage and associated costs	11,030	11,030	-	-
Reintegration allowances	40	40	-	-
Management and care of irregular immigrants project in Indonesia	7,677	7,677	-	-
Safe Haven allowances	-	-	-	-
Special appropriation - statutory self-regulation of migration agents	4,500	5,000	500	-
<b>Total administered appropriations</b>	<b>61,256</b>	<b>58,069</b>	<b>1,416</b>	<b>(4,603)</b>
Non-cash administered expenses - bad and doubtful debts	28,255	28,255	-	-
<b>Total administered expenses</b>	<b>89,511</b>	<b>86,324</b>	<b>1,416</b>	<b>(4,603)</b>

**Table 2.1: Outcome 1 - revised resourcing (continued)**

	Budget estimate 2007-08 \$'000	Revised estimate 2007-08 \$'000	Additional estimates 2007-08 \$'000	Reduced estimates 2007-08 \$'000
<b>DEPARTMENTAL APPROPRIATION</b>				
<b>Outcome 1</b>				
<b>Output Group 1.1 — Migration and Temporary Entry</b>				
Output 1.1.1 — Economic Migration	62,773	72,494	9,721	-
Output 1.1.2 — Family Migration	86,128	96,378	10,250	-
Output 1.1.3 — Special Eligibility	4,702	4,886	184	-
Output 1.1.4 — Visitors and Working Holiday Makers	99,891	110,855	10,964	-
Output 1.1.5 — Students	63,875	76,854	12,979	-
Output 1.1.6 — Temporary Residents (Economic)	68,638	78,806	10,168	-
Output 1.1.7 — Temporary Residents (Non-Economic)	11,257	17,711	6,454	-
Output 1.1.8 — Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	12,362	13,543	1,181	-
<b>Total Output Group 1.1</b>	<b>409,626</b>	<b>471,527</b>	<b>61,901</b>	<b>-</b>
<b>Output Group 1.2 — Refugee and Humanitarian Entry and Stay</b>				
Output 1.2.1 — Offshore Humanitarian Program	25,177	28,721	3,544	-
Output 1.2.2 — Protection Visas (Onshore)	52,974	58,510	5,536	-
<b>Total Output Group 1.2</b>	<b>78,151</b>	<b>87,231</b>	<b>9,080</b>	<b>-</b>
<b>Output Group 1.3 — Border Security</b>				
Output 1.3.1 — Borders	102,187	124,508	22,321	-
Output 1.3.2 — Identity	67,066	67,771	705	-
<b>Total Output Group 1.3</b>	<b>169,253</b>	<b>192,279</b>	<b>23,026</b>	<b>-</b>
<b>Output 1.4 — Compliance</b>				
Output 1.4.1 — Detection Onshore	72,184	72,547	363	-
Output 1.4.2 — Status Resolution	9,064	9,109	45	-
Output 1.4.3 — Removals	33,672	33,840	168	-
<b>Total Output Group 1.4</b>	<b>114,920</b>	<b>115,496</b>	<b>576</b>	<b>-</b>
<b>Output 1.5 — Detention</b>	<b>148,813</b>	<b>138,662</b>	<b>-</b>	<b>(10,151)</b>
<b>Total Output Group 1.5</b>	<b>148,813</b>	<b>138,662</b>	<b>-</b>	<b>(10,151)</b>
<b>Output 1.6 — Offshore Asylum Seeker Management</b>				
	60,726	62,060	1,334	-
<b>Total Output Group 1.6</b>	<b>60,726</b>	<b>62,060</b>	<b>1,334</b>	<b>-</b>
<b>Output 1.7 — Safe Haven</b>				
	312	314	2	-
<b>Total Output Group 1.7</b>	<b>312</b>	<b>314</b>	<b>2</b>	<b>-</b>
<b>Output 1.8 — Systems for People</b>				
	70,573	71,209	636	-
<b>Total Output Group 1.8</b>	<b>70,573</b>	<b>71,209</b>	<b>636</b>	<b>-</b>
<b>Total revenue from government (appropriations)</b>	<b>1,052,374</b>	<b>1,138,778</b>	<b>96,555</b>	<b>(10,151)</b>
<b>Contributing to price of departmental outputs</b>	<b>97%</b>	<b>97%</b>	<b>-</b>	<b>-</b>

**Table 2.1: Outcome 1 - revised resourcing (continued)**

	Budget estimate 2007-08 \$'000	Revised estimate 2007-08 \$'000	Additional estimates 2007-08 \$'000	Reduced estimates 2007-08 \$'000
<b>OTHER RESOURCES AVAILABLE TO BE USED</b>				
<b>Output Group 1.1 — Migration and Temporary Entry</b>				
Output 1.1.1 — Economic Migration	2,203	2,092	-	(111)
Output 1.1.2 — Family Migration	1,413	1,576	163	-
Output 1.1.3 — Special Eligibility	278	264	-	(14)
Output 1.1.4 — Visitors and Working Holiday Makers	2,387	2,842	455	-
Output 1.1.5 — Students	1,372	1,486	114	-
Output 1.1.6 — Temporary Residents (Economic)	1,160	1,249	89	-
Output 1.1.7 — Temporary Residents (Non-Economic)	275	340	65	-
Output 1.1.8 — Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	185	214	29	-
<b>Total Output Group 1.1</b>	<b>9,273</b>	<b>10,063</b>	<b>915</b>	<b>(125)</b>
<b>Output Group 1.2 — Refugee and Humanitarian Entry and Stay</b>				
Output 1.2.1 — Offshore Humanitarian Program	214	269	55	-
Output 1.2.2 — Protection Visas (Onshore)	8,632	8,215	-	(417)
<b>Total Output Group 1.2</b>	<b>8,846</b>	<b>8,484</b>	<b>55</b>	<b>(417)</b>
<b>Output Group 1.3 — Border Security</b>				
Output 1.3.1 — Borders	10,615	9,800	-	(815)
Output 1.3.2 — Identity	661	739	78	-
<b>Total Output Group 1.3</b>	<b>11,276</b>	<b>10,539</b>	<b>78</b>	<b>(815)</b>
<b>Output Group 1.4 — Compliance</b>				
Output 1.4.1 — Detection Onshore	1,582	1,630	48	-
Output 1.4.2 — Status Resolution	-	40	40	-
Output 1.4.3 — Removals	403	458	55	-
<b>Total Output Group 1.4</b>	<b>1,985</b>	<b>2,128</b>	<b>143</b>	<b>-</b>
<b>Output Group 1.5 — Detention</b>				
<b>Total Output Group 1.5</b>	<b>753</b>	<b>800</b>	<b>47</b>	<b>-</b>
<b>Output Group 1.6 — Offshore Asylum Seeker Management</b>				
<b>Total Output Group 1.6</b>	<b>721</b>	<b>938</b>	<b>217</b>	<b>-</b>
<b>Output Group 1.7 — Safe Haven</b>				
<b>Total Output Group 1.7</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Output Group 1.8 — Systems for People</b>				
<b>Total Output Group 1.8</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total other resources available to be used</b>	<b>32,854</b>	<b>32,953</b>	<b>1,456</b>	<b>(1,357)</b>
<b>Total price from departmental outputs</b> (Total revenue from government and from other sources)	<b>1,085,228</b>	<b>1,171,731</b>	<b>98,011</b>	<b>(11,508)</b>
<b>Total estimated resourcing for Outcome 1</b> (Total price of outputs and administered appropriations)	<b>1,146,484</b>	<b>1,229,800</b>	<b>99,427</b>	<b>(16,111)</b>

**Table 2.2: Performance information for outputs affected by additional estimates — 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 the detention of unlawful non-citizens is lawful, appropriate and humane**

- The principle - 'no children in immigration detention centres' is maintained\*
- Appropriate placement of people in the immigration detention services network
- Individual health management strategies available for all people in immigration detention
- People detained for shortest possible time
- Average time spent in detention is reduced over time

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\* Change in performance indicator text from 2007-08 PBS

**Table 2.2: Performance information for outputs affected by additional estimates — Outcome 1 (continued)**

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**Administered items**

**Offshore Asylum Seeker Management\*^**

Quality

Timeliness and efficiency of contract compliance and management

The standard of care provided to Offshore Processing Centres (OPC) residents through the International Organization for Migration (IOM) is high and is monitored consistently through an assurance framework

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\* Quantity removed

^The Government announced in December 2007 that the centres in Nauru and Manus Province will close by March 2008.

## **Contributions to achievement of Outcome 1**

This section provides a revised description of the relevant outputs the Department delivers to contribute to achieving Outcome 1.

### **Output Group 1.1 — *Migration and Temporary Entry***

Output Group 1.1 components

#### *1.1.3 Special Eligibility*

Develop and administer visa arrangements to facilitate entry of former Australian permanent residents who spent nine out of their first 18 years in Australia and who have maintained close ties to Australia; and those who served in Australia's armed forces.\*

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

Under the *Refugee and Humanitarian Entry and Stay* output the Department 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 Program, to a high level of integrity;
- in the context of the Humanitarian Program in 2007-08, 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 Program through innovative processing initiatives and, in conjunction with Outcome 2, provide support for refugees and Special Humanitarian Program 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 with UNHCR for the 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 in accordance with legislated time frames. \*

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\* Change in text from 2007-08 PBS

**Output Group 1.6 – Offshore Asylum Seeker Management**

This output ensures that persons in Offshore Processing Centres (OPCs) are provided with appropriate care and accommodation and the opportunity for any asylum claims to be considered where necessary.

Under this output the Department will ensure that OPCs in Nauru and Manus Province are closed in a timely manner with due consideration given to transferring residents, disposing of assets and negotiating conditions of closure with host governments and other key stakeholders. \*

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\* Change in text from 2007-08 PBS

**Table 2.2: Revised Performance information for outputs — Outcome 1**

	Budget estimate 2007-08	Revised estimate 2007-08	Increase/ (decrease) 2007-08
<b>Departmental Outputs</b>			
<b>Output 1.1: Migration and Temporary Entry</b>			
Output 1.1.8: Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status			
Quality			
Percentage of applications finalised within service standard			
Quantity^			
Number of applications (persons) finalised	82,000	80,000	(2,000)
<b>Output 1.2: Refugee and Humanitarian Entry and Stay</b>			
Output 1.2.2: Protection Visas (Onshore)			
Quality			
Applications decided within 90 days in accordance with legislation	100%	100%	
Applications from applicants in detention decided within 42 days of lodgement	60%	60%	
Quantity^			
Number of Onshore protection applications (persons) finalised	4,200	5,350	1,150
Number of matters relating to complaints to and assessments for UN treaty bodies	30	30	-
Number of persons in detention assisted under the Immigration Advice and Applications Assistance Scheme	250	250	-
<b>Output 1.3: Border Security</b>			
Output 1.3.1: Borders			
Quantity^			
Number of passengers and crew arrivals and departures processed within integrity framework	23.0 million	25.5 million	2.5 million
Number of people refused immigration clearance at airports			
Number of people refused immigration clearance at seaports			
<b>Output 1.6: Offshore Asylum Seeker Management</b>			
Quality*			
Contractors' performance is reviewed quarterly to ensure appropriate care and accommodation for people in Offshore Processing Centres			
All contracts are managed on time			
Residents are transferred from Nauru in safety and with dignity			
Government equipment in Offshore Processing Centres is disposed of effectively			
Closure negotiations are concluded on time			

\* Change in performance indicator text

^ Change in target/estimate

## Outcome 2

**Table 2.1: Outcome 2 - revised resourcing**

	Budget estimate 2007-08 \$'000	Revised estimate 2007-08 \$'000	Additional estimates 2007-08 \$'000	Reduced estimates 2007-08 \$'000
<b>ADMINISTERED APPROPRIATION</b>				
<b>Outcome 2</b>				
Adult Migrant English Program	166,495	167,495	1,000	-
Assistance for Former Child Migrants	150	150	-	-
Grants for Living in Harmony Parliament of the World's Religions 2009 - contribution	2,130	2,130	-	-
Grants for migrant community services	32,019	32,019	-	-
Grants for Multicultural Affairs	406	406	-	-
National Accreditation Authority for Translators and Interpreters Limited - Contribution	536	536	-	-
National Action Plan to Build Social Cohesion, Harmony and Security Community Engagement	513	513	-	-
Supervision and welfare support for unaccompanied humanitarian minors (SPP Bill 2)	2,271	nfp	nfp	-
National Action Plan to Build Social Cohesion, Harmony and Security State/Territory Government Partnership (SPP Bill 2)	461	461	-	-
<b>Total administered appropriations</b>	<b>206,981</b>	<b>205,710</b>	<b>1,000</b>	<b>-</b>
<b>Total administered expenses</b>	<b>206,981</b>	<b>205,710</b>	<b>1,000</b>	<b>-</b>

**Table 2.1: Outcome 2 - revised resourcing (continued)**

	Budget estimate 2007-08 \$'000	Revised estimate 2007-08 \$'000	Additional estimates 2007-08 \$'000	Reduced estimates 2007-08 \$'000
<b>DEPARTMENTAL APPROPRIATION</b>				
<b>Outcome 2</b>				
<b>Output Group 2.1 — Settlement Services</b>				
Output 2.1.1 — Settlement Planning and Information Delivery	12,365	12,437	72	-
Output 2.1.2 — Humanitarian Settlement Services	68,096	73,491	5,395	-
Output 2.1.3 — Support for Community Services	10,761	10,823	62	-
Output 2.1.4 — AMEP Administration	7,559	7,603	44	-
Output 2.1.5 — Free Translating and Interpreting Services	11,137	11,202	65	-
<b>Total Output Group 2.1</b>	<b>109,918</b>	<b>115,556</b>	<b>5,638</b>	<b>-</b>
<b>Output Group 2.2 — Translating and Interpreting Services</b>				
Output 2.2.1 — Document Translating	-	-	-	-
Output 2.2.2 — Telephone Interpreting	-	-	-	-
Output 2.2.3 — On-site Interpreting	-	-	-	-
<b>Total Output Group 2.2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Output Group 2.3 — Australian Citizenship</b>				
Output 2.3.1 — Decisions on Citizenship Status	68,980	71,759	2,779	-
Output 2.3.2 — Promotion of the Value of Australian Citizenship	4,738	5,178	440	-
<b>Total Output Group 2.3</b>	<b>73,718</b>	<b>76,937</b>	<b>3,219</b>	<b>-</b>
<b>Output Group 2.4 — Promoting the Benefits of a United and Diverse Society</b>				
	15,152	15,240	88	-
<b>Total Output 2.4</b>	<b>15,152</b>	<b>15,240</b>	<b>88</b>	<b>-</b>
<b>Output Group 2.5 - Systems for People</b>				
	13,732	13,855	123	-
<b>Total Output 2.5</b>	<b>13,732</b>	<b>13,855</b>	<b>123</b>	<b>-</b>
<b>Total revenue from government (appropriations)</b>	<b>212,520</b>	<b>221,588</b>	<b>9,068</b>	<b>-</b>
<b>Contributing to price of departmental outputs</b>	<b>92%</b>	<b>92%</b>	<b>-</b>	<b>-</b>

**Table 2.1: Outcome 2 - revised resourcing (continued)**

	Budget estimate 2007-08 \$'000	Revised estimate 2007-08 \$'000	Additional estimates 2007-08 \$'000	Reduced estimates 2007-08 \$'000
<b>OTHER RESOURCES AVAILABLE TO BE USED</b>				
<b>Outcome 2</b>				
<b>Output Group 2.1 — Settlement Services</b>				
Output 2.1.1 — Settlement Planning and Information Delivery	65	82	17	-
Output 2.1.2 — Humanitarian Settlement Services	110	134	24	-
Output 2.1.3 — Support for Community Services	111	132	21	-
Output 2.1.4 — AMEP Administration	817	882	65	-
Output 2.1.5 — Free Translating and Interpreting Services	-	-	-	-
<b>Total Output Group 2.1</b>	<b>1,103</b>	<b>1,230</b>	<b>127</b>	<b>-</b>
<b>Output Group 2.2 — Translating and Interpreting Services</b>				
Output 2.2.1 — Document Translating	-	-	-	-
Output 2.2.2 — Telephone Interpreting	11,056	12,463	1,407	-
Output 2.2.3 — On-site Interpreting	5,180	5,698	518	-
<b>Total Output Group 2.2</b>	<b>16,236</b>	<b>18,161</b>	<b>1,925</b>	<b>-</b>
<b>Output Group 2.3 — Australian Citizenship</b>				
Output 2.3.1 — Decisions on Citizenship Status	600	706	106	-
Output 2.3.2 — Promotion of the Value of Australian Citizenship	16	21	5	-
<b>Total Output Group 2.3</b>	<b>616</b>	<b>727</b>	<b>111</b>	<b>-</b>
<b>Output Group 2.4 — Promoting the Benefits of a United and Diverse Society</b>				
<b>Total Output 2.4</b>	<b>142</b>	<b>174</b>	<b>32</b>	<b>-</b>
<b>Output Group 2.5 - Systems for People</b>				
<b>Total Output 2.5</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total other resources available to be used</b>	<b>18,097</b>	<b>20,292</b>	<b>2,195</b>	<b>-</b>
<b>Total price from departmental outputs</b> (Total revenue from government and from other sources)				
	<b>230,617</b>	<b>241,880</b>	<b>11,263</b>	<b>-</b>
<b>Total estimated resourcing for Outcome 2</b> (Total price of outputs and administered appropriations)				
	<b>437,598</b>	<b>447,590</b>	<b>12,263</b>	<b>-</b>

## Contributions to achievement of Outcome 2

This section provides a revised description of the relevant outputs the Department delivers to contribute to achieving Outcome 2.

### Output Group 2.1 – Settlement Services

Under the *Settlement Services* output the Department 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 by:
  - providing information and data on new arrivals to states, territories and local government, through the National Settlement Planning Framework, enabling 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 Program (AMEP), and\*
  - working with other Australian Government Agencies to ensure that services and programs are responsive to the needs of recently arrived migrants and humanitarian entrants;\*
- administer the Settlement Grants Program (SGP), delivering services which 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 Limited (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 *Accessible Government Services for All* strategy.

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\* Change in text from 2007-08 PBS

**Output Group 2.1 components**

**2.1.2 Humanitarian Settlement Services**

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

**2.1.5 Free Translating and Interpreting Services**

Supports access to free translating and interpreting services for eligible clients.\*

**Output Group 2.3 – Australian Citizenship**

**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, by adoption under full and permanent Hague Convention arrangements, by resumption, and applications for evidence of citizenship; renunciation of citizenship; management of conferral of citizenship and provision of citizenship information services.\*

**Output Group 2.4 – Promoting the Benefits of a United and Diverse Society**

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.\*

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\* Change in text from 2007-08 PBS

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 A United and Diverse Society* output will:

- promote mutual respect, Australia's democratic values and community participation through the *Living in Harmony* initiative;
- manage tensions and threats to social cohesion 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 on Immigration and Multicultural Affairs (MCIMA), on the National Action Plan to build on social cohesion, harmony and security; and
- make further gains in the implementation of the *Accessible Government Services for All* strategy which aims to ensure that all government agencies are responsive to Australia's diversity.

**Table 2.2: Performance information for outputs affected by additional estimates — Outcome 2**

**Outcome 2 – A society which values Australian citizenship and social cohesion, and enables migrants and refugees to participate equitably**

**Effectiveness**

**Extent to which DIAC promotes social cohesion in a culturally diverse society**

- Level of awareness of, and participation in, the *Living in Harmony* initiative
- Number of completed projects under the National Action Plan to address marginalisation and build community resilience.\*

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\* Change in performance indicator text from 2007-08 PBS

## **Cross-outcome competitive tendering and contracting activity**

### **Procurement advice panel**

The Department has established a panel for procurement advisers. The panel provides financial, business and probity advice for procurement and contracting projects. To refresh the panel, the Department is undertaking a competitive process in early 2008.

### **Information and Communication Technology sourcing**

Last financial year, a Departmental IT Sourcing Program was established to conduct and manage the market testing for the Department's Information and Communication Technology (ICT) requirements as current provider contracts expire. Four procurement processes were completed before agreements expired in June 2007. These included:

- request for Expression of Interest for selected IT services including End User computing and Secure Gateway and Service desk;
- contract extension negotiation for Border Critical Infrastructure mainframe and midrange services;
- a Request for Tender (RFT) to establish a software procurement panel for provision of software products and associated services; and
- contract extension negotiation for telecommunication services under Cluster 3 contract arrangements.

The Telecommunications Services contract was extended to June 2008 and an RFT was advertised. The RFT closed in September 2007 and negotiation processes are in place with the successful tenderer. It is expected that, following negotiations, transition from the former contract to the new contract will occur.