

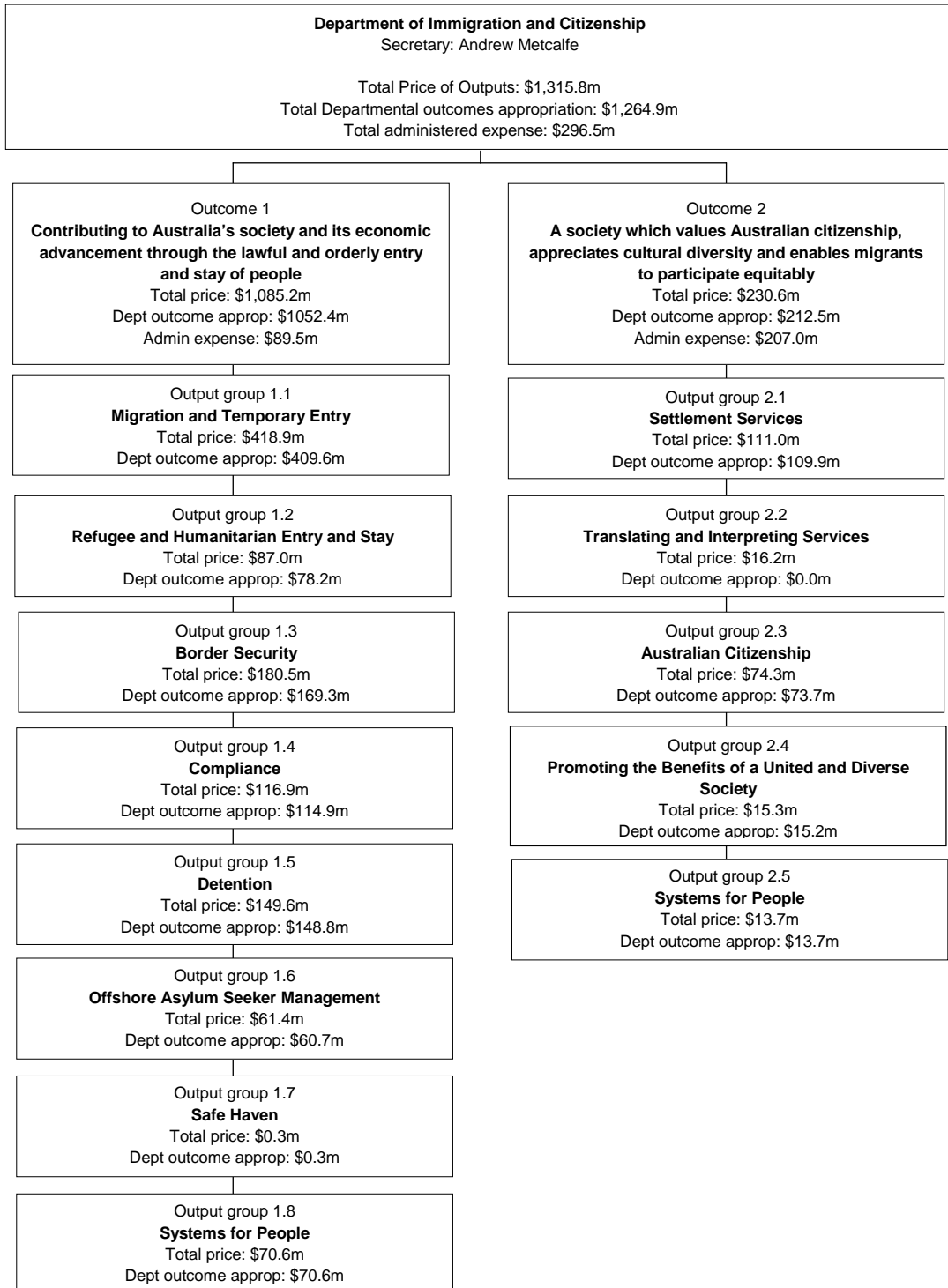
Section 3: Outcomes

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 Citizenship.

3.1 SUMMARY OF OUTCOMES AND CONTRIBUTION TO OUTCOMES

The relationship between activities of the Department of Immigration and Citizenship and the outcomes is summarised in Figure 3.

Figure 3: 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; and
- the Asylum Seeker Assistance Scheme.

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 to promote participation and a sense of belonging.

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.

3.2 OUTCOME RESOURCES AND PERFORMANCE INFORMATION

Output cost attribution – DIAC Funding Model

Based on the funding model agreed with the Department of Finance and Administration, DIAC has developed a costing framework 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 relevant 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 DIAC'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:

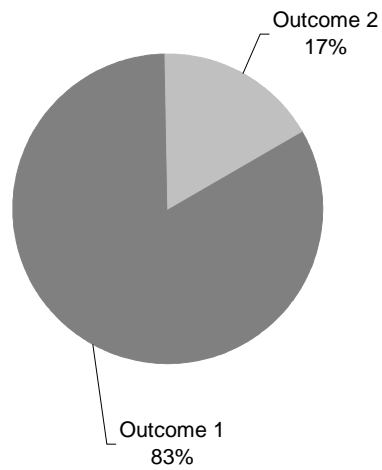
- a quarantined fund covering those outputs over which DIAC has little discretion or which are subject to large and volatile external influences. These include management of unauthorised boat arrivals, litigation, removals, detention, safe haven and humanitarian settlement. Any funds not spent on these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

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.

DIAC 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.

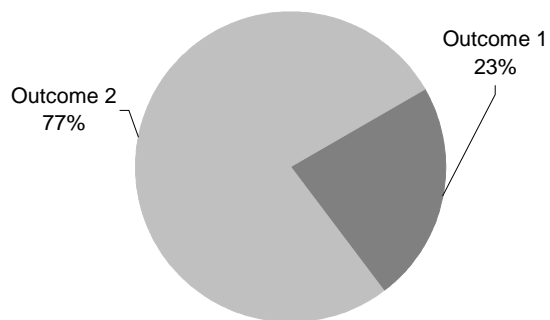
Departmental appropriations by outcome

Figure 4: Departmental appropriations by outcome, 2007-08



Administered appropriations by outcome

Figure 5: Administered appropriations by outcome, 2007-08



3.2.1 Outcome 1 resourcing

Table 3.1.1 shows how the 2007-08 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 2006-07 \$'000	Budget estimate 2007-08 \$'000
Administered appropriations		
Allowances for persons on temporary visas in the Humanitarian Programme	44	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	5,855	8,136
International Organization for Migration - contribution	747	762
Joint Commonwealth, State and Territory Research Programme (for payment to the Australian Population, Multicultural and Immigration Research Programme Account)	50	50
Offshore management of asylum seekers	22,093	24,412
Payments to the Australian Red Cross Society for the Asylum Seeker Assistance Scheme	4,639	4,369
Payments under section 33 (FMA Act)	361	100
Refugee, humanitarian and assisted movements - passage and associated costs	10,396	11,030
Reintegration allowances	40	40
Management and care of irregular immigrants project in Indonesia	-	7,677
Safe Haven allowances	111	-
Special appropriation - statutory self-regulation of migration agents	4,750	4,500
Total administered appropriations	49,220	61,256
Non-cash administered expenses - bad and doubtful debts	34,758	28,255
Total administered expenses	83,978	89,511

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

	Estimated actual 2006-07 \$'000	Budget estimate 2007-08 \$'000
Departmental appropriations		
Output Group 1.1 - Migration and Temporary Entry		
Output 1.1.1 - Economic Migration	60,130	62,773
Output 1.1.2 - Family Migration	82,636	86,128
Output 1.1.3 - Special Eligibility	3,831	4,702
Output 1.1.4 - Visitors and Working Holiday Makers	90,902	99,891
Output 1.1.5 - Students	60,924	63,875
Output 1.1.6 - Temporary Residents (Economic)	43,375	68,638
Output 1.1.7 - Temporary Residents (Non-Economic)	10,844	11,257
Output 1.1.8 - Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	11,881	12,362
Subtotal Output Group 1.1	364,523	409,626
Output Group 1.2 - Refugee and Humanitarian Entry and Stay		
Output 1.2.1 - Offshore Humanitarian Programme	25,167	25,177
Output 1.2.2 - Protection Visas (Onshore)	55,232	52,974
Subtotal Output Group 1.2	80,399	78,151
Output Group 1.3 - Border Security		
Output 1.3.1 - Borders	89,593	102,187
Output 1.3.2 - Identity	63,383	67,066
Subtotal Output Group 1.3	152,976	169,253
Output Group 1.4 - Compliance		
Output 1.4.1 - Detection Onshore	69,694	72,184
Output 1.4.2 - Status Resolution	10,426	9,064
Output 1.4.3 - Removals	32,934	33,672
Subtotal Output Group 1.4	113,054	114,920
Output Group 1.5 - Detention		
	149,996	148,813
Subtotal Output Group 1.5	149,996	148,813
Output Group 1.6 - Offshore Asylum Seeker Management		
	67,089	60,726
Subtotal Output Group 1.6	67,089	60,726
Output Group 1.7 - Safe Haven		
	307	312
Subtotal Output Group 1.7	307	312
Output Group 1.8 - Systems for People		
	72,385	70,573
Subtotal Output Group 1.8	72,385	70,573
Total revenue from government (appropriations)	1,000,729	1,052,374
Contributing to price of departmental outputs	97%	97%

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

	Estimated actual 2006-07 \$'000	Budget estimate 2007-08 \$'000
Other resources available to be used		
Output Group 1.1 - Migration and Temporary Entry		
Output 1.1.1 - Economic Migration	2,764	2,203
Output 1.1.2 - Family Migration	1,723	1,413
Output 1.1.3 - Special Eligibility	1,094	278
Output 1.1.4 - Visitors and Working Holiday Makers	2,705	2,387
Output 1.1.5 - Students	1,893	1,372
Output 1.1.6 - Temporary Residents (Economic)	1,187	1,160
Output 1.1.7 - Temporary Residents (Non-Economic)	280	275
Output 1.1.8 - Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	212	185
Subtotal Output Group 1.1	11,858	9,273
Output Group 1.2 - Refugee and Humanitarian Entry and Stay		
Output 1.2.1 - Offshore Humanitarian Programme	189	214
Output 1.2.2 - Protection Visas (Onshore)	8,553	8,632
Subtotal Output Group 1.2	8,742	8,846
Output Group 1.3 - Border Security		
Output 1.3.1 - Borders	8,225	10,615
Output 1.3.2 - Identity	889	661
Subtotal Output Group 1.3	9,114	11,276
Output Group 1.4 - Compliance		
Output 1.4.1 - Detection Onshore	1,526	1,582
Output 1.4.2 - Status Resolution	-	-
Output 1.4.3 - Removals	354	403
Subtotal Output Group 1.4	1,880	1,985
Output Group 1.5 - Detention		
Subtotal Output Group 1.5	711	753
Output Group 1.6 - Offshore Asylum Seeker Management		
Subtotal Output Group 1.6	595	721
Output Group 1.7 - Safe Haven		
Subtotal Output Group 1.7	-	-
Output Group 1.8 - Systems for People		
Subtotal Output Group 1.8	-	-

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

	Estimated actual 2006-07 \$'000	Budget estimate 2007-08 \$'000
Total other sources available to be used	32,900	32,854
Total price from departmental outputs (Total revenue from government and from other sources)	1,033,629	1,085,228
Total estimated resourcing for Outcome 1 (Total price of outputs and administered appropriations)	1,082,849	1,146,484
	2006-07	2007-08
Average staffing level (number)	5,942	6,032

3.2.2 Measures affecting Outcome 1

Measures affecting Outcome 1 relate to measures disclosed in the 2007-08 Budget context (that is, measures agreed since the Mid-Year Economic and Fiscal Outlook 2006-07 (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 Tables 2.2.1, 2.2.2 and 2.2.3 are published in Budget Paper No. 2.

3.2.3 Contributions to achievement of Outcome 1

This section provides a description of the outputs DIAC 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 recommendations of the *Review of General Skilled Migration* that have been approved by government,
 - implementing or enhancing 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, including to maintain the integrity of the sponsored business temporary entry programme,
 - 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 on 1 July 2001, and
 - 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 the People’s Republic of China), and
 - Working Holiday Maker agreements with an expanded range of countries; and
- pursue strategic and targeted leading research programmes on population and immigration issues. DIAC 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 Migration

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 Migration

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

Develop and administer visa arrangements to facilitate entry of people 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.

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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 (Economic)

Develop and administer temporary visa arrangements that further Australia's economic relations in the context of an increasingly global workforce; assist business to meet key and emerging skill gaps, particularly in regional Australia; and ensure a balance of benefits to Australia by assisting business to meet their skill needs and protecting Australian employment and training opportunities.

1.1.7 Temporary Residents (Non-Economic)

Develop and administer temporary visa arrangements that further Australia's social, cultural and international relations.

1.1.8 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 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 Programme through innovative processing initiatives and, in conjunction with Outcome 2, provide 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 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, including applications from temporary protection visa holders and temporary humanitarian visa holders, in accordance with legislated time frames.

Output Group 1.2 components

1.2.1 Offshore Humanitarian Programme

Assist people in humanitarian need overseas for whom resettlement in another country is the appropriate option and support 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 (Onshore)

Ensure 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 United Nations Refugees Convention and Protocol.

Output Group 1.3 – Border Security

The *Border Security* 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 technology and intelligence;
- enhance our ability to detect and minimise document fraud;
- 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;

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- support law enforcement and security agencies in preventing entry of people who are of direct or indirect threat to Australia's national security;
- cooperate with other countries to discourage people from resorting to illegal migration, prevent people smuggling and terrorism, and prevent unauthorised departure of people to Australia;
- enhance our ability to detect identity fraud and minimise its occurrence;
- provide improved and consolidated identity information of all clients to decision makers;
- contribute to border security through the development of biometric technology and tools; and
- contribute to whole-of-government initiatives on identity fraud and organised crime.

Output Group 1.3 components

1.3.1 Borders

To facilitate genuine travellers and prevent entry to Australia of those who threaten the national interest.

1.3.2 Identity

To identify people entering Australia and maintain that foundation identity for use in the Australian community.

Output Group 1.4 – Compliance

The *Compliance* output will:

- 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. This covers the resolution of the client's immigration status, including possible return to their country of origin for those non-citizens who no longer have a right to remain in 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;
- 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; 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, employers or intermediaries and undertaking employer awareness activities.

Output Group 1.4 Components

1.4.1 Detection Onshore

Deter, identify and respond to breaches of immigration law in Australia. Compliance resources are dedicated to engage with key stakeholders such as employers, to find people who have no authority to be in Australia; have stayed in Australia beyond the period specified in their visas (over stayers); or are in breach of conditions which apply to their visas (e.g. illegal workers). This output component also delivers security to the community through the refusal or cancellation of visas for non-citizens who may be of concern to the public for reasons such as involvement in serious criminal activity.

1.4.2 Status Resolution

Obtain a substantive immigration outcome for clients in a lawful, timely, fair and reasonable manner.

1.4.3 Removals

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

Output Group 1.5 – Detention

This output seeks to provide lawful, appropriate, humane and efficient detention of unlawful non-citizens.

Output Group 1.6 – Offshore Asylum Seeker Management

This output ensures that persons in offshore processing centres are provided with appropriate care and accommodation and the opportunity for any asylum claims to be considered where necessary.

Output Group 1.7 – Safe Haven

This output will develop and maintain contingency capacity and facilitate effective management of Safe Haven arrangements.

Output Group 1.8 – Systems for People

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

- providing a single view of the client's dealings with the department;

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- establishing consistency in work processes and decision making, together with establishing effective record keeping and quality assurance;
- improving data quality, data completeness and accuracy; and
- significantly improving decision-making by providing staff with clearer operating instructions and appropriate decision support tools.

3.2.4 Performance Information for Outcome 1

Performance Information for administered items, individual outputs and output groups relating to DIAC are summarised in Table 3.2.1 for outcome 1 (and Table 3.2.2 for outcome 2).

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 Migration Programme is delivered in line with government planning levels
- 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 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

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

- Decrease in unauthorised arrivals over time as a proportion of total passenger and crew arrivals
- Proportion of over stayers against temporary visa grants decreases over time
- Number of cancellations for breaches of visa conditions
- Median period of overstay of those located is reduced over time

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
- Number of persons removed whose visas are cancelled or refused under s501

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
- The Humanitarian Programme is delivered in line with government planning levels

Table 3.2.1: Performance information for Outcome 1 (continued)

The extent to which the detention of unlawful-non citizens is lawful, appropriate and humane

- No children detained in immigration detention centres
 - 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
-

The extent to which persons in offshore processing centres are provided with appropriate care and accommodation and the opportunity for any asylum claims to be considered

- Maintain Government agreed capacity at Offshore Processing Centres (OPC)
- Operational readiness, including facilities, is maintained in accordance with Memorandum of Understanding with Nauru and Papua New Guinea

Table 3.2.1: Performance information for Outcome 1 (continued)

Administered items

Allowances for persons on temporary visas in the Humanitarian Programme

Quality

All payments are made in accordance with eligibility criteria

Quantity

Estimated number of people who will be assisted

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

Quality

Australia's annual funding contribution is provided on time

Quantity

One payment is made annually

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

Quality

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

Quantity

Number of aid contributions

International Organization for Migration (IOM) - contribution

Quality

Australia's annual funding contribution is provided on time

Quantity

One payment is made annually

Joint Commonwealth/State research programme for the payment of the Australian Population, Multicultural and Immigration Research Programme

Quality

Payments are made in accordance with agreed Commonwealth/State processes

Quantity

Number of payments made

Management and care of Irregular Immigrants Project (MCIIP) in Indonesia

Quality

Australia's annual funding contribution is provided on time

Quantity

One payment is made annually

Table 3.2.1: Performance information for Outcome 1 (continued)

Administered items (continued)	
Offshore Asylum Seeker Management	
Quality	
	Timeliness and efficiency of contract compliance and management
	The standard of care provided to OPC residents through the IOM is high and is monitored consistently through assurance framework
Quantity	
	Suitable number of contingency places available in Nauru and Papua New Guinea
Payments to the Australian Red Cross Society for the Asylum Seeker Assistance Scheme	
Quality	
	Payments are made by the Australian Red Cross Society to eligible asylum seekers in accordance with contractual obligations
Quantity	
	Number of people assisted (estimated) 1,000
Reintegration allowances	
Quality	
	Payments are made in accordance with eligibility criteria
Quantity	
	Those eligible to receive the allowance
Refugee, humanitarian and assisted movements - passage and associated costs	
Quality	
	Payments for travel and medical processing are made in line with contractual obligations and scheme eligibility criteria
Quantity	
	Number of refugees moved to Australia 6,000
	Number of refugee applicants medically screened for entry to Australia 12,000
Safe Haven	
Quality	
	All eligible individuals receive support
Quantity	
	Quantity is demand driven

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs	
Output 1.1: Migration and Temporary Entry	
Output 1.1.1: Economic Migration	\$65.0 million
Quality	
Percentage of applications finalised within service standards	
Quantity	
The skilled migration component of the Migration Programme meets the planning level determined by Government	
Number of applications (persons) finalised	110,700
Output 1.1.2: Family Migration	\$87.5 million
Quality	
Percentage of applications finalised within service standard	
Quantity	
The Family Stream component of the Migration Programme meets the planning level determined by Government	
Number of offshore applications (persons) finalised	58,792
Output 1.1.3: Special Eligibility	\$5.0 million
Quality	
Percentage of applications finalised within service standards	
Output 1.1.4: Visitors and Working Holiday Makers	\$102.3 million
Quality	
Percentage of visitors that apply for protection visas remains low or declines	
Percentage of applications finalised within service standard	
Quantity	
Number of applications (persons) finalised	975,000
Number of ETA applications (persons) finalised	3,321,000

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs - Output 1.1 (continued)		
Output 1.1.5: Students		\$65.2 million
Quality		
Percentage of students who become unlawful remains low or decreases as a proportion of student visas expiring in that programme year		
Percentage of student visas cancelled for non-attendance or for not meeting course requirements remains low or decreases as a proportion of the total number of student visas in place in the year		
Percentage of applications finalised within service standard		
Quantity		
Number of applications (persons) finalised		310,000
Output 1.1.6: Temporary Residents (Economic)		\$69.8 million
Quality		
Percentage of temporary entrants who apply for protection visas decreases		
Percentage of temporary entrants who abided by their visa conditions remains high or increases		
Percentage of applications finalised within service standard		
Extent to which the fast-track processing initiatives leads to faster processing times compared to the rest of the caseload		
Take-up rate for the e:lodged 457 visa increases		
Quantity		
Number of Temporary Residents (Economic) visa applications finalised (persons)		203,400
Output 1.1.7: Temporary Residents (Non-Economic)		\$11.5 million
Quality		
Percentage of temporary entrants who apply for protection visas decreases		
Percentage of temporary entrants who abided by their visa conditions remains high or increases		
Percentage of applications finalised within service standards		
Quantity		
Number of Temporary Residents (Non-Economic) visa applications finalised (persons)		33,705
Output 1.1.8: Resident Return Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status		\$12.5 million
Quality		
Percentage of applications finalised within service standard		
Quantity		
Number of applications (persons) finalised		82,000

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 Programme	\$25.4 million
Quality	
Percentage of applications finalised within service standard	
Quantity	
Number of applications (persons) finalised	85,000
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Output 1.2.2: Protection Visas (Onshore)	\$61.6 million
Quality	
Applications decided within 90 days in accordance with legislation	100%
Applications from applicants in detention decided within 42 days of lodgement	60%
Quantity	
Number of Onshore protection applications (persons) finalised	4,200
Number of matters relating to complaints to and assessments for UN treaty bodies	30
Number of persons in detention assisted under the Immigration Advice and Applications Assistance Scheme	250
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Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs (continued)	
Output 1.3: Border Security	
Output 1.3.1: Borders	\$112.8 million
Quality	
Increasing or maintaining proportion of referrals on arrival that result in refused entry at airports	
Increasing or maintaining proportion of referrals on arrival that result in refused entry to seaports	
Quantity	
Number of passengers and crew arrivals and departures processed within the integrity framework	23 million
Number of people refused immigration clearance at airports	
Number of people refused immigration clearance at seaports	
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Output 1.3.2: Identity	\$67.7 million
Quality	
Percentage of national identity verification referrals finalised within service standards	
Quantity	
Number of consolidated identity information records stored	
Number of national identity verification referrals	
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Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs (continued)	
Output 1.4: Compliance	
Output 1.4.1: Detection Onshore	\$73.8 million
Quality	
Proportion of s501 cases in the serious criminal category considered for cancellation	
Proportion of briefs of evidence submitted to the Commonwealth Director of Public Prosecutions that are accepted	
Quantity	
Number of locations	
Number of overstayers	
Number of s109 cancellations	
Number of s116 cancellations	
Number of s128 cancellations	
Number of student visas cancelled under s116 and s137J	
Number of cases considered for s501 refusals	
Number of cases considered for s501 cancellations	
Number of cases involving indicators of people trafficking referred to the Australian Federal Police	
Output 1.4.2: Status Resolution	\$9.1 million
Quality	
Initial decisions to detain are reviewed by the Detention Review Manager within service standards	
On-going decisions to detain are reviewed by the Detention Review Manager within service standards	
Number of bridging visa (BV) E overstayers as a proportion of total BV E grants	
Quantity	
Number of people entering detention as a result of compliance activities	
Number of clients in the case management service	
Output 1.4.3: Removals	\$34.1 million
Quality	
Compliance with quality assurance framework	
Quantity	
Number of removals, supervised and monitored departures	
Number of removal pending bridging visa (RPBV) holders returned or removed	

Table 3.2.1: Performance information for Outcome 1 (continued)

Departmental outputs (continued)		
Output 1.5: Detention		\$149.6 million
Quality		
Timeliness of contract compliance and management		
<hr/>		
Output 1.6: Offshore Asylum Seeker Management		\$61.4 million
Quality		
Contractors' performance is reviewed quarterly to ensure appropriate care and accommodation for people in offshore processing centres		
All contracts are managed on time		
<hr/>		
Output 1.7: Safe Haven		\$0.3 million
Quality		
All eligible persons receive temporary safe haven visas		
Quantity		
Demand driven		
<hr/>		
Output 1.8: Systems for People		\$70.6 million
Quality		
Scheduled deployment of 6 Portals (July 2007)		
Scheduled deployment of 1 Portal (October 2007)		
Scheduled deployment of 6 Portals (January 2008)		
Scheduled deployment of 2 Portals (April 2008)		
Quantity		
Deployment of 3 DIAC and 3 External portals		
Deployment of 0 DIAC and 1 External portals		
Deployment of 5 DIAC and 1 External portals		
Deployment of 1 DIAC and 1 External portals		

3.2.5 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; 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 that was not decided within 90 days in accordance with the legislative requirements and giving reasons why any such applications were not decided in that timeframe; and
- an evaluation of effectiveness of Pre-departure Medical Screening (PDMS) which was introduced in August 2005.

Competitive tendering and contracting for Outcome 1

Passenger card related services

DIAC 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 was decided not to proceed to a select Request for Tender. DIAC intends to undertake a new procurement process for passenger cards in 2007-08.

Assisted Passage

In 2006-07 DIAC issued a Request for Expression of Interest to undertake assisted passage travel, medical and related services for Australian Government funded RSHP clients. DIAC expects to engage the successful tenderer(s) to begin providing the service from December 2007.

DIAC Budget Statement: Outcomes

Detention Services

DIAC 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.

3.2.6 Outcome 2 resourcing

Table 3.1.2 shows how the 2007-08 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 2006-07 \$'000	Budget estimate 2007-08 \$'000
Administered appropriations		
Adult Migrant English Programme	156,097	166,495
Assistance for Former Child Migrants	150	150
Grants for Living in Harmony	1,870	2,130
Parliament of the World's Religions 2009 - contribution	-	2,000
Grants for migrant community services	30,833	32,019
Grants for Multicultural Affairs	400	406
National Accreditation Authority for Translators and Interpreters Limited - Contribution	507	536
National Action Plan to Build Social Cohesion, Harmony and Security Community Engagement	500	513
Supervision and welfare support for unaccompanied humanitarian minors (SPP Bill 2)	2,253	2,271
National Action Plan to Build Social Cohesion, Harmony and Security State/Territory Government Partnership (SPP Bill 2)	450	461
Total administered appropriations	193,060	206,981
Departmental appropriations		
Output Group 2.1 - Settlement Services		
Output 2.1.1 - Settlement Planning and Information Delivery	12,087	12,365
Output 2.1.2 - Humanitarian Settlement Services	57,537	68,096
Output 2.1.3 - Support for Community Services	10,258	10,761
Output 2.1.4 - AMEP Administration	7,389	7,559
Output 2.1.5 - Fee-free Translating and Interpreting Services	10,648	11,137
Subtotal Output Group 2.1	97,919	109,918
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	42,926	68,980
Output 2.3.2 - Promotion of the Value of Australian Citizenship	5,905	4,738
Subtotal Output Group 2.3	48,831	73,718
Output Group 2.4 - Promoting the Benefits of a United and Diverse Society		
	15,620	15,152
Subtotal Output Group 2.4	15,620	15,152
Output Group 2.5 - Systems for People		
	14,076	13,732
Subtotal Output Group 2.5	14,076	13,732
Total revenue from government (appropriations)	176,446	212,520
Contributing to price of departmental outputs	91%	92%

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

	Estimated actual 2006-07 \$'000	Budget estimate 2007-08 \$'000
Other resources available to be used		
<i>Output Group 2.1 - Settlement Services</i>		
Output 2.1.1 - Settlement Planning and Information Delivery	57	65
Output 2.1.2 - Humanitarian Settlement Services	97	110
Output 2.1.3 - Support for Community Services	98	111
Output 2.1.4 - AMEP Administration	795	817
Output 2.1.5 - Fee-free Translating and Interpreting Services	-	-
Subtotal Output Group 2.1	1,047	1,103
<i>Output Group 2.2 - Translating and Interpreting Services</i>		
Output 2.2.1 - Document Translating	-	-
Output 2.2.2 - Telephone Interpreting	9,955	11,056
Output 2.2.3 - On-site Interpreting	4,665	5,180
Subtotal Output Group 2.2	14,620	16,236
<i>Output Group 2.3 - Australian Citizenship</i>		
Output 2.3.1 - Decisions on Citizenship Status	2,403	600
Output 2.3.2 - Promotion of the Value of Australian Citizenship	14	16
Subtotal Output Group 2.3	2,417	616
<i>Output Group 2.4 - Promoting the Benefits of a United and Diverse Society</i>		
	125	142
Subtotal Output Group 2.4	125	142
<i>Output Group 2.5 - Systems for People</i>		
	-	-
Subtotal Output Group 2.5	-	-
Total other resources available to be used	18,209	18,097
Total price from departmental outputs (Total revenue from government and from other sources)	194,655	230,617
Total estimated resourcing for Outcome 2 (Total price of outputs and administered appropriations)	387,715	437,598
	2006-07	2007-08
Average staffing level (number)	1,048	1,217

3.2.7 Measures affecting Outcome 2

Measures affecting Outcome 2 relate to measures disclosed in the 2007-08 Budget context (that is, measures agreed since the *Mid-Year Economic and Fiscal Outlook 2006-07* (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.

3.2.8 Contributions to achievement of Outcome 2

This section provides a description of the outputs DIAC 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 (AMEP) 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;
- streamline processes leading up to announcement of successful Settlement Grants Programme (SGP) recipients which 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 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.

Output Group 2.1 components

2.1.1 *Settlement Planning and Information Delivery*

It 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 provides demographic data and 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*

It provides humanitarian entrants with initial intensive settlement services on a needs basis under the IHSS. IHSS services include case coordination, information and referrals, on-arrival reception and assistance, accommodation services and short-term torture and trauma counselling. The aim of the IHSS is to assist humanitarian entrants to become self-sufficient as soon as possible after arrival in Australia.

2.1.3 *Support for Community Services*

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

2.1.4 *AMEP Administration*

It 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*

It 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

It 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

This 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 resumption, and applications for evidence of citizenship; renunciation of citizenship; management of conferral of citizenship and provision of citizenship information services.

2.3.2 Promotion of the Value of Australian citizenship

Implement 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 a United and Diverse Society

Output 2.4 provides leadership for the implementation of cultural diversity 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 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, 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.

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, Assistant Minister and relevant stakeholders;
- manage stakeholder relationships;
- manage projects under the *Living in Harmony* and National Action Plan programmes; and
- facilitate the contribution by an advisory council to the promotion of social cohesion and minimisation of extremism and intolerance.

Output Group 2.5 – Systems for People

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

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

3.2.9 Performance Information for Outcome 2

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 target areas of need that will enable humanitarian entrants and eligible migrants to participate equitably in society
<ul style="list-style-type: none">• Level of participation and outcomes for relevant settlement services
Extent to which settlement needs of eligible refugee and humanitarian settlers are met
<ul style="list-style-type: none">• Extent to which appropriate settlement services are available and accessible• Level of satisfaction among eligible refugees and humanitarian settlers who participate in settlement services
Extent to which Australian citizenship is valued
<ul style="list-style-type: none">• Extent of community awareness of Australian citizenship
Extent to which DIAC promotes social cohesion in a culturally diverse society
<ul style="list-style-type: none">• Level of awareness of, and participation in, the <i>Living in Harmony</i> initiative• Number of completed projects under the National Action Plan to enhance unity 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	
Quality	
English language tuition is available, accessible and of good quality in all contract areas.	
Quantity	
Anticipated demand for tuition by eligible migrants	39,810
Average numbers of hours used per eligible migrant	
Assistance for Former Child Migrants	
Quality	
Tracing assistance and counselling referrals provided to all eligible clients in accordance with the terms of the contract	
Grants for Living in Harmony	
Quality	
Funding agreements meet agreed milestones	
Quantity	
Number of grants administered	100
Grants for migrant community services	
Quality	
Work programme objectives and requirements are met by funded organisations	
Quantity	
Number of grants administered	354
Multicultural Affairs (Grant to the Federation of Ethnic Communities' Councils of Australia)	
Quality	
Agreed performance indicators met	
Quantity	
One grant paid on time	

Table 3.2.2: Performance information for Outcome 2 (continued)

Administered items (continued)

National Accreditation Authority for Translators and Interpreters Ltd - Contribution

Quality

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

Quantity

One grant paid on time

National Action Plan to Build Social Cohesion, Harmony and Security - Community

Engagement

Quality

Project activity completed according to funding agreement

Quantity

An estimated 10 to 20 Funding Agreements

National Action Plan to Build Social Cohesion, Harmony and Security - State/Territory

Government Partnerships

Quality

Project activity completed according to agreement

Quantity

Eight Memoranda of Understanding or Funding Agreements

Parliament of the World's Religions 2009 - contribution

Quality

Funding agreements milestones are met

Quantity

One funding agreement

Welfare of humanitarian minors without parents in Australia

Quality

Arrangements are in place for welfare supervision and support of Unaccompanied Humanitarian Minors (UHM) wards and for the provision of settlement assistance to all UHM non-wards

Quantity

Number of UHMs (wards and non-wards) in the programme

Table 3.2.2: Performance information for Outcome 2 (continued)

Departmental outputs	
Output 2.1: Settlement Services	
Output 2.1.1: Settlement Planning and Information Delivery	\$12.4 million
Quality	
Current, relevant and translated settlement information is available for clients	
Output 2.1.2: Humanitarian Settlement Services	\$68.2 million
Quality	
Appropriate settlement services are made available to all eligible refugees on arrival and to all eligible entrants under the Special Humanitarian Programme on a needs basis	
Quantity	
Number of refugees and eligible humanitarian entrants arriving under the Humanitarian Programme	12,500
Output 2.1.3: Support for Community Services	\$10.9 million
Quality	
All work programme objectives and requirements of funded organisations are monitored and supervised	
Quantity	
Number of funding agreements managed and monitored	354
Output 2.1.4: AMEP Administration	\$8.4 million
Quality	
Service provider breaches identified and addressed	
Quantity	
Number of contracts managed	20
Output 2.1.5: Free-fee Translating and Interpreting Services	\$11.1 million
Quality	
Payment to TIS for estimated number of fee-free services administered efficiently	

Table 3.2.2: Performance information for Outcome 2 (continued)

Departmental outputs (continued)	
Output 2.2: Translating and Interpreting Services	
Output 2.2.1: Document Translating	-
Quality	
Fee-free translations will be processed within service standard	
95 percentage of translating jobs will be done by a NAATI accredited/recognised translator	
Quantity	
Number of documents to be translated	8,500
Output 2.2.2: Telephone Interpreting	\$11.1 million
Quality	
90 percentage 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 percentage of telephone interpreter jobs will be done by a NAATI accredited/recognised interpreter	
Quantity	
Number of telephone interpreting calls	460,000
Output 2.2.3: On-site Interpreting	\$5.2 million
Quality	
85 percentage of requests for an on-site interpreter will result in a confirmed appointment within 3 working days	
90 percentage of on-site interpreter jobs will be done by a NAATI accredited/recognised interpreter	
Quantity	
Number of on-site interpreting visits	43,000

Table 3.2.2: Performance information for Outcome 2 (continued)

Departmental outputs (continued)	
Output 2.3: Australian Citizenship	
Output 2.3.1: Decisions on Citizenship Status	\$69.6 million
Quality	
Less than one per cent of negative decisions overturned at review	
Quantity	
Number of decisions on citizenship status	139,000
<hr/>	
Output 2.3.2: Promotion of the Value of Australian Citizenship	\$4.8 million
Quantity	
Development and implementation of a campaign promoting Australian citizenship	
<hr/>	
Output 2.4: Promoting the Benefits of a United and Diverse Society	\$15.3 million
Quantity	
Number of hits on websites	
Participation in Harmony Day events	
Participation in Living in Harmony partnerships	
Number of projects implemented under the National Action Plan	
<hr/>	
Output 2.5: Systems for People	\$13.7 million
Quality	
Scheduled deployment of 6 Portals (July 2007)	
Scheduled deployment of 1 Portal (October 2007)	
Scheduled deployment of 6 Portals (January 2008)	
Scheduled deployment of 2 Portals (April 2008)	
Quantity	
Deployment of 3 DIAC and 3 External portals	
Deployment of 0 DIAC and 1 External portals	
Deployment of 5 DIAC and 1 External portals	
Deployment of 1 DIAC and 1 External portals	

3.2.10 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

DIAC will introduce a Deed of Standing Offer for a panel of independent suppliers of interpreting services. The Deed will be in place from 2007-2008.

DIAC will offer an open market tender for the supply of translation services. The contract is scheduled to be in place from August 2007.

Survey of Recently Arrived Humanitarian Entrants

The research project into the settlement experiences of humanitarian entrants commenced on 1 February 2006. The research involved 500 interviews and eight focus groups in capital cities and regional centres. The final report will be available in 2007-08.

Cross-outcome competitive tendering and contracting activity

Procurement advice panel

DIAC has established a panel for procurement advisers. The panel provides financial, business and probity advice for procurement and contracting projects. To refresh the panel, DIAC will undertake a competitive process to be completed by October 2007.

Information and Communication Technology sourcing

A DIAC IT Sourcing Programme has been established to conduct and manage the market testing for DIAC'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. They are:

- 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 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.