

Section 2: Revisions to agency outcomes and planned performance

2.1 OUTCOMES AND PERFORMANCE INFORMATION

Table 2.1 and Table 2.2 reflects the changes in output groups, specifying the performance indicators and targets used to assess and monitor the performance of the Department in achieving government outcomes.

OUTCOME 1

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

Outcome 1 Strategy

There is no change in the outcome 1 strategy from the PBS 2008-09.

Table 2.1: Performance information for output groups affected by additional estimates – Outcome 1

Overall effectiveness indicators for Outcome 1

Indicators	Measures
The extent to which Australia is economically, socially and culturally enriched by migration and temporary entry.	<p>Economic and fiscal impact of entry of migrants.</p> <p>The Migration Program is delivered in line with government planning levels.</p> <p>Applications are finalised within service standards.</p>
The extent to which there is adherence to Australian entry and stay requirements.	<p>The number of overstayers during the program year as a proportion of the number of temporary visa grants over the same period.</p> <p>Visa requirements are complied with during stay.</p>
The extent to which public health and safety are protected through immigration screening.	<p>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.</p> <p>Persons of character concern are prevented from entry to Australia or have their visas cancelled.</p>
The extent to which Australia contributes to international efforts to address the plight of refugees and displaced persons and meets its international protection obligations.	<p>The Humanitarian Program is delivered in line with government planning levels.</p> <p>Level 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 the effectiveness of implementation of domestic protection legislation.</p>
Provision of client-focused community and detention services to people while their immigration status is being resolved.*	<p>Appropriate placement of people in the community and detention services network in accordance with immigration detention values.*</p> <p>All people in immigration detention receive high-quality assessment and regular review of immigration detention placement decisions.</p>

* Change in effectiveness indicator text from the PBS 2008-09.

Table 2.1: Performance information for output groups affected by additional estimates – Outcome 1 (continued)

Output Group 1.1: Migration and Temporary Entry	
Changes in components of Output Group 1.1	
Output 1.1.4: 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.	
Key performance indicators	2008–09 targets
<i>Quality</i> ^{^*} : Percentage of students who abide by their visa conditions.	Greater than 95%
<i>Quality</i> : Percentage of applications lodged through eVisa.	Greater than 33%
<i>Quantity</i> : Number of visas granted.	325,000
Output 1.1.6: Temporary Residents (Non-Economic)	
Develop and administer temporary visa arrangements that further Australia's social, cultural and international relations.	
Key performance indicators	2008–09 targets
<i>Quality</i> ^{^*} : Percentage of temporary non-economic residents who abide by their visa conditions.	Greater than 95%
<i>Quantity</i> : Number of visas granted.	19,878

* Change in performance indicator text from the PBS 2008-09.

[^] Change in target/estimate.

Table 2.1: Performance information for output groups affected by additional estimates – Outcome 1 (continued)

Output Group 1.3: Border Security
<p>Output Group 1.3: Border Security</p> <p>The Border Security output will:</p> <ul style="list-style-type: none"> • prevent and deter unauthorised and irregular 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, streamline the entry of approved travellers and the return of refused entrants, and maintain accurate records of people movements • support law enforcement and security agencies in preventing the entry of people who are direct or indirect threats to Australia’s national security • cooperate with other countries to discourage people from resorting to illegal migration, prevent people smuggling, and prevent unauthorised departure of people to Australia • contribute to Australian Government efforts to prevent terrorism • undertake targeted capacity-building programs for regional partner agencies to raise their capabilities and improve regional border integrity • enhance our ability to detect identity fraud and minimise its occurrence • provide improved and consolidated identity information about all clients to decision makers • contribute to border security through the development of biometric technology and tools • contribute to whole-of-government initiatives on identity fraud and organised crime • maintain a capacity to coordinate and contribute to engagement in whole-of-government responses to offshore emergencies.*

* Change in performance indicator text from the PBS 2008-09.

Table 2.1: Performance information for output groups affected by additional estimates – Outcome 1 (continued)

Output Group 1.4: Compliance	
Output Group 1.4: Compliance[#]	
<p>The Compliance output will:</p> <ul style="list-style-type: none"> • maximise voluntary compliance by raising awareness of Australia’s immigration and citizenship laws through a variety of media, education and training programs and communication with clients, stakeholders, industry groups and other interested parties, such as migration agents, travel agents and foreign missions* • support the integrity of Australia’s visa and citizenship programs by enabling staff within the Department and other agencies to identify and respond to breaches of immigration and citizenship law or other irregularities in an appropriate manner (this covers the resolution of a 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)* • 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 community • through an active compliance strategy, seek to reduce the incidence of people working illegally or accessing the labour market by abusing process, deter people smugglers, investigate offences under the <i>Migration Act 1958</i> by migration agents and people traffickers, employers or intermediaries, and undertake employer awareness activities. 	
Changes in components of Output Group 1.4	
Output 1.4.1: Detection Onshore	
<p>The Detection Onshore output will undertake an effective program of prevention and deterrence, with enforcement used as a measure of last resort. Through this program, the Department will identify and respond to breaches of immigration law in Australia, and detect and locate persons who:</p> <ul style="list-style-type: none"> • have no lawful authority to be in Australia • have remained in Australia after their visa has expired (overstayers) • are in breach of conditions which apply to their visa (for example, illegal workers). <p>This program will also enable staff within the Department and other agencies to guard against fraud, including identity fraud, in the citizenship program and to identify and respond to cases where persons of character concern seek or have acquired citizenship.*</p> <p>This output embraces prevention and deterrence as a strategy to achieve visa and citizenship program integrity and 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.*</p>	
Key performance indicators	2008–09 targets
<i>Quality:</i> Client education and stakeholder engagement in support of prevention and deterrence.	Increased engagement

* Change in performance indicator text from the PBS 2008-09.

The following statement has been omitted: *Secure readmission of asylum seekers to a country of prior protection and return unauthorised arrivals to whom Australia does not owe a protection obligation.*

Table 2.1: Performance information for output groups affected by additional estimates – Outcome 1 (continued)

Output Group 1.5: Detention	
Administered Item 1.5: Detention Contract	
<p>This administered program relates to the payments to external contractors for the:</p> <ul style="list-style-type: none"> • provision of services for people in detention at immigration detention centres* • provision of health services for people in immigration detention • provision of services for people in immigration detention in the community, in immigration residential housing and immigration transit accommodation.* 	
Key performance indicators	2008–09 targets
<i>Quality:</i> The performance of contracted service providers will be measured quarterly against agreed performance standards.	Service standards are met.
Output Group 1.5: Detention	
<p>The Detention output will seek to provide lawful, appropriate, humane and efficient community and detention services to unlawful non-citizens.*</p>	
Key performance indicators	2008–09 targets
<i>Quality:</i> The performance of contracted service providers against performance standards (as measured through quality performance reviews).	Service standards are met.

* Change in performance indicator text from the PBS 2008-09.

Table 2.1: Performance information for output groups affected by additional estimates – Outcome 1 (continued)

Output Group 1.6: Offshore Asylum Seeker Management	
Administered Item 1.6: Offshore Asylum Seeker Management	
This administered program relates to payments to external contractors for the provision of community and detention services at Christmas Island and assistance to other countries in our region in countering people smuggling and illegal people movements.*	
Key performance indicators	2008–09 targets
<i>Quality:</i> Contractor's performance is reviewed quarterly to ensure appropriate care and accommodation at Christmas Island.	Service standards are met.
Output Group 1.6: Offshore Asylum Seeker Management	
Output 1.6 ensures that people detained in the Immigration Detention Centre, or other designated community accommodation at Christmas Island, are provided with appropriate care and the opportunity to pursue any asylum claims.	
Key performance indicators	2008–09 targets
<i>Quality:</i> The contract service provider's performance is reviewed quarterly to ensure the provision of care, access to services and appropriate accommodation at Christmas Island.	Service standards are met.

* Change in performance indicator text from the PBS 2008-09.

OUTCOME 2

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

Outcome 2 Strategy

There is no change in the outcome 2 strategy from the PBS 2008-09.

Table 2.2: Performance information for output groups affected by additional estimates – Outcome 2

Output Group 2.1: Settlement Services	
Output Group 2.1: Settlement Services	
<p>The Settlement Services output will:</p> <ul style="list-style-type: none"> • work to ensure that our settlement planning and information, support for community organisations and language services are effective in assisting migrants and refugees to participate fully in Australia's economic and social life • administer the Adult Migrant English Program (AMEP), which provides English language tuition to eligible migrants and humanitarian entrants* • administer the Settlement Grants Program (SGP), delivering services that address client needs and settlement priorities • support humanitarian entrants by effectively managing service delivery under the Integrated Humanitarian Settlement Strategy (IHSS) and complex case support • work with the National Accreditation Authority for Translators and Interpreters Ltd (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 <i>Access and Equity</i> strategy. 	
Changes in components of Output Group 2.1	
Administered Item 2.1.2: Humanitarian Settlement Services	
<p>The administered program relates to payments to contractors to provide intensive settlement services for newly arrived refugees and Special Humanitarian Program entrants, including:</p> <ul style="list-style-type: none"> ▪ case coordination, information and referrals ▪ on arrival reception and assistance ▪ accommodation services ▪ short term torture and trauma counselling services ▪ complex case support services. 	
Key performance indicators	2008–09 targets
<i>Quality</i> : Services under the Integrated Humanitarian Settlement Strategy are available, accessible and of good quality in all contract regions.	Service standards are met.
<i>Quantity</i> [^] : Number of refugees and eligible humanitarian entrants assisted.	13,500

* Change in performance indicator text from the PBS 2008-09.

[^] Change in target/estimate.