

Section 2: Outcomes and planned performance

The Australian Government requires agencies to measure their intended and actual performance in terms of outcomes. Government outcomes are the results, impacts on the Australian community or consequences of actions by the government. Agencies are required to identify the output groups which demonstrate their contribution to government outcomes over the coming year.

Each outcome is described below by output groups, specifying the performance indicators and targets used to assess and monitor the performance of the Department in achieving government outcomes.

2.1 OUTCOME 1

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

2.1.1 Outcome 1 Strategy

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:

- detention contract
- offshore asylum seeker management
- initiatives to address the situation of displaced persons and promote sustainable returns.

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

The key strategies for 2008–09 are to:

- deliver an annual migration program set by government to respond to Australia's labour and demographic needs
- review and improve Australia's temporary entry arrangements to better meet the needs of business, education and tourism while ensuring the integrity of those programs
- maximise voluntary compliance by raising the awareness of immigration laws, stopping people who might consider non-compliance through increased detection

and effective warning systems, ensuring compliance through the imposition of sanctions and administrative actions, and the investigation and prosecution of unlawful behaviour.

Under the ongoing Displaced Persons Program, activities are funded to stabilise and assist displaced people in the region and thereby reduce the flow of unauthorised arrivals to Australia. The program also supports projects which assist displaced persons to safely return to their country of origin or resettle to third countries.

2.1.2 Outcome 1 Resource statement

Table 2.1 provides additional detail of Budget appropriations and the total resourcing for Outcome 1.

Table 2.1: Total resources for Outcome 1

Outcome 1: Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people.	2008–09 Total estimate of available resources \$'000	2007–08 Estimated actual \$'000
Output Group 1.1: Migration and Temporary Entry		
Administered items:		
Joint Commonwealth, State and Territory Research Program (for payment to the Australian Population, Multicultural and Immigration Research Program Account)	50	50
Special Appropriations:		
<i>Special Appropriation: Statutory self-regulation of migration agents</i>	5,513	5,250
Departmental Outputs		
Output 1.1.1 – Economic Migration	106,601	72,514
Output 1.1.2 – Family Migration	72,636	96,404
Output 1.1.3 – Visitors and Working Holiday Makers	112,608	110,887
Output 1.1.4 – Students	84,602	76,875
Output 1.1.5 – Temporary Residents (Economic)	94,428	78,827
Output 1.1.6 – Temporary Residents (Non–Economic)	8,071	17,716
Output 1.1.7 – Resident Return Visas, Former Resident Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	18,711	18,434
Revenues from other sources (s. 31) for:		
Output 1.1.1 – Economic Migration	1,387	1,374
Output 1.1.2 – Family Migration	1,436	1,416
Output 1.1.3 – Visitors and Working Holiday Makers	1,828	1,785
Output 1.1.4 – Students	1,608	1,600
Output 1.1.5 – Temporary Residents (Economic)	1,801	1,830
Output 1.1.6 – Temporary Residents (Non–Economic)	540	530
Output 1.1.7 – Resident Return Visas, Former Resident Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	290	285
Subtotal for Output Group 1.1	512,110	485,777

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Table 2.1: Total resources for Outcome 1 (continued)

	2008–09 Total estimate of available resources \$'000	2007–08 Estimated actual \$'000
Output Group 1.2: Refugee and Humanitarian Entry and Stay		
Administered items:		
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	16,536	8,136
International Organization for Migration – contribution	762	762
Refugee, humanitarian and assisted movements – passage and associated costs	12,952	11,030
Management and care of irregular immigrants project in Indonesia	-	7,677
Allowances for persons granted visas in the Humanitarian Program	47	46
Payments to the Australian Red Cross Society for the Asylum Seeker Assistance (ASA) Scheme	7,101	5,285
Departmental Outputs		
Output 1.2.1 – Offshore Humanitarian Program	28,375	29,043
Output 1.2.2 – Protection Visas (Onshore)	53,339	58,526
Revenues from other sources (s. 31) for:		
Output 1.2.1 – Offshore Humanitarian Program	306	301
Output 1.2.2 – Protection Visas (Onshore)	5,031	5,184
Subtotal for Output Group 1.2	124,583	126,124
Output Group 1.3: Border Security		
Departmental Outputs		
Output 1.3.1 – Borders	125,937	124,542
Output 1.3.2 – Identity	69,606	67,789
Revenues from other sources (s. 31) for:		
Output 1.3.1 – Borders	9,069	8,614
Output 1.3.2 – Identity	387	372
Subtotal for Output Group 1.3	204,999	201,317

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Table 2.1: Total resources for Outcome 1 (continued)

	2008–09 Total estimate of available resources \$'000	2007–08 Estimated actual \$'000
Output Group 1.4: Compliance		
Administered items:		
Reintegration allowances	-	40
Departmental Outputs		
Output 1.4.1 – Detection Onshore	73,644	72,567
Output 1.4.2 – Status Resolution	9,273	9,111
Output 1.4.3 – Removals	34,467	33,849
Revenues from other sources (s. 31) for:		
Output 1.4.1 – Detection Onshore	1,621	1,639
Output 1.4.2 – Status Resolution	107	102
Output 1.4.3 – Removals	495	498
Subtotal for Output Group 1.4	119,607	117,806
Output Group 1.5: Detention		
Administered items:		
Detention Contract*	85,851	-
Departmental Outputs		
Output 1.5 – Detention	29,848	138,700
Revenues from other sources (s. 31) for:		
Output 1.5 – Detention	4,542	3,690
Subtotal for Output Group 1.5	120,241	142,390

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Table 2.1: Total resources for Outcome 1 (continued)

	2008–09 Total estimate of available resources \$'000	2007–08 Estimated actual \$'000
Output Group 1.6: Offshore Asylum Seeker Management		
Administered items:		
Offshore Asylum Seeker Management*	50,638	22,482
Departmental Outputs		
Output 1.6 – Offshore Asylum Seeker Management	21,893	62,077
Revenues from other sources (s. 31) for:		
Output 1.6 – Offshore Asylum Seeker Management	919	917
Subtotal for Output Group 1.6	73,450	85,476
Output Group 1.7: Systems for People		
Departmental Outputs		
Output Group 1.7 – Systems for People	70,379	71,228
Revenues from other sources (s. 31) for:		
Output Group 1.7 – Systems for People	-	-
Subtotal for Output Group 1.7	70,379	71,228
Cross-Output Administered Items		
Payments Under Section 33 (FMA Act)	100	100
Non-cash administered expenses – bad and doubtful debts	28,255	28,255
Total resources for Outcome 1	1,253,724	1,258,473

	2008–09	2007–08
Average staffing level (number)	6,171	6,217

Note: Departmental appropriation splits and totals, by outcome and output, are indicative estimates and may change in the course of the budget year as government priorities change.

* These items contain transfers from departmental quarantined funding to administered appropriations as recommended by the DIAC Financial Health Review.

2.1.3 Contributions to 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 detention services to people while their immigration status is being resolved.	<p>Appropriate placement of people in the immigration services network to best suit their individual needs as measured by the number of people in immigration detention by detention category.</p> <p>All people in immigration detention receive high-quality assessment and regular review of immigration detention placement decisions.</p>

Output Group 1.1: Migration and Temporary Entry

Output Group 1.1: Migration and Temporary Entry	
<p>The Migration and Temporary Entry output will:</p> <ul style="list-style-type: none"> • continue to develop and implement strategies to strengthen the economic and budgetary benefits from both permanent and temporary migration • support continued growth of the Australian education industry • support continued growth of the tourism industry • pursue strategic and targeted leading research programs on population and migration issues through contracted research that will include examination of the economic, budgetary, social, labour market, population and environmental impacts of immigration, through targeted surveys of key groups, and through the development of quality statistics on immigration. 	
Components of Output Group 1.1	
Administered Item 1.1: Joint Commonwealth, State and Territory Research Program (for payment to the Australian Population, Multicultural and Immigration Research Program Account)	
<p>The Australian Population, Multicultural and Immigration Research Program was established jointly by the Australian Government and state and territory governments to undertake studies in the areas of migration, migration settlement, multicultural affairs and population trends. Individual studies are designed to gather information not adequately covered by existing data and surveys.</p>	
Output 1.1.1: Economic Migration	
<p>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.</p>	
Key performance indicators	2008–09 targets
<p><i>Quantity:</i> Economic migration is delivered in line with government planning levels (number of visas granted).</p>	133,500
Output 1.1.2: Family Migration	
<p>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.</p>	
Key performance indicators	2008–09 targets
<p><i>Quantity:</i> Family migration is delivered in line with government planning levels (number of visas granted).</p>	56,500

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Output 1.1.3: Visitors and Working Holiday Makers	
Assist the entry of genuine tourists, business visitors, family visitors and working holiday makers while minimising non-return rates and breaches of visa conditions.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Percentage of temporary entrants who abided by their visa conditions remains high or increases.	99%
<i>Quantity:</i> Number of visas granted.	3,380,000
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 breached their visa conditions.	Less than 5%
<i>Quality:</i> Percentage of applications lodged through eVisa.	Greater than 33%
<i>Quantity:</i> Number of visas granted.	325,000
Output 1.1.5: 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 its skill needs and protecting Australian employment and training opportunities.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Percentage of temporary economic residents who breached their visa conditions.	Less than 0.6%
<i>Quality:</i> Take-up rate for the e-lodged 457 cases increases.	Sponsorships 80% Nominations 85% Visa Cases 85%
<i>Quantity:</i> Number of visas granted.	142,570
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 breached their visa conditions.	Less than 5%
<i>Quantity:</i> Number of visas granted.	19,878

Output 1.1.7: Resident Return Visas, Former Resident Visas, Australian Declaratory Visas and Certificates of Evidence of Resident Status	
<p>Develop and administer visa arrangements that 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 wellbeing, retain the right to return and remain permanently in Australia. Provide documentation to facilitate the entry to 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.</p> <p>This output also develops and administers visa arrangements to facilitate the 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.</p>	
Key performance indicators	2008–09 targets
<i>Quantity:</i> Number of visas granted.	80,200

Output Group 1.2: Refugee and Humanitarian Entry and Stay

Output Group 1.2: Refugee and Humanitarian Entry and Stay
<p>Through the Refugee and Humanitarian Entry and Stay output, the Department will:</p> <ul style="list-style-type: none"> • 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 2008–09, 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), with 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 the 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 • continue to process applications for protection visas in accordance with legislative timeframes.

Components of Output Group 1.2	
Administered Item 1.2.1: Secretariat for Intergovernmental Consultations on Asylum, Refugee and Migration policies - membership contribution	
Australia contributes towards the administrative costs of the Intergovernmental Consultations on Migration, Asylum and Refugees, which is an informal, non-decision-making forum for information exchange and policy debate on issues relevant to the management of international migratory flows. It provides an avenue for participating governments to benchmark national policies and to influence international standards and policies on a range of migration, asylum and refugee issues.	
Key performance indicators	2008–09 targets
<i>Quantity:</i> The level of financial assistance provided.	\$134,000 (estimated)
Administered Item 1.2.1: Initiatives to address the situation of displaced persons and promote sustainable returns	
The Department concentrates its efforts on assisting displaced populations in protracted situations (especially those within our region) and on urgently responding to the humanitarian needs of those displaced by conflict.	
Support is provided to the UNHCR, the International Organization for Migration (IOM) and Austcare, an Australian non-government organisation with protection expertise overseas.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Contributions are made in accordance with government priorities and the level of financial assistance provided.	\$16,536,000 (estimated) Contributions meet government priorities.
Administered Item 1.2.1: International Organization for Migration—contribution	
Australia contributes towards the administrative costs of the IOM, an international organisation based in Geneva that is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental body, the IOM acts with its partners in the international community to assist in meeting the operational challenges of migration, advancing understanding of migration issues, encouraging social and economic development through migration, and upholding the human dignity and wellbeing of migrants.	
Key performance indicators	2008–09 targets
<i>Quantity:</i> The level of financial assistance provided to the IOM.	\$762,000 (estimated)
Administered Item 1.2.1: Refugee, humanitarian and assisted movements—passage and associated costs	
In November 2007 the Department entered into a Deed of Reimbursement with the IOM for the assisted passage of people approved for entry to Australia under the refugee component of the Offshore Humanitarian Program. The assistance provided under this contract covers the full cost of medical examinations and airfares for eligible entrants.	
Key performance indicators	2008–09 targets
<i>Quantity:</i> Number of refugees moved to Australia.	6,500
<i>Quantity:</i> Number of refugee applicants medically screened for entry into Australia.	12,000

Administered Item 1.2.2: Allowances for persons granted visas in the Humanitarian Program	
This item provides for a one-off cash payment to cover the living expenses of holders of Humanitarian visas after their release from detention or their arrival in Australia until their first Centrelink income-support payment is made.	
Key performance indicators	2008–09 targets
<i>Quality:</i> This program is demand driven.	All payments are made in accordance with eligibility criteria.
Administered Item 1.2.2: Payments to the Australian Red Cross Society for the Asylum Seeker Assistance (ASA) Scheme	
Provides financial and other assistance to asylum seekers, determined by the Australian Red Cross Society to be without means of support and disposable assets. The Asylum Seeker Assistance Scheme provides assistance for basic food, shelter and health care. The rate of financial assistance is capped at 89% of equivalent Special Benefit payments.	
Key performance indicators	2008–09 targets
<i>Quantity:</i> Number of people assisted.	2,750
<i>Quantity:</i> Total financial assistance provided.	\$7,101,000 (estimated)
Output 1.2.1: Offshore Humanitarian Program	
<p>The Offshore Humanitarian Program assists people in humanitarian need overseas for whom resettlement in another country is the appropriate option. The program supports Australia's role as a cooperative international player in the area of responsibility sharing. Through the Humanitarian Program, the government provides resettlement for refugees and others in greatest need of this durable solution. This output provides for the delivery of the program, as set by the government, in such a way as to enhance settlement outcomes.</p> <p>This output will also develop and maintain contingency capacity and facilitate effective management of Safe Haven arrangements.</p>	
Key performance indicators	2008–09 targets
<i>Quantity:</i> The Offshore component of the Humanitarian Program is delivered in line with government planning levels.	13,500 places (inclusive of onshore places).

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Output 1.2.2: Protection Visas (Onshore)	
Output 1.2.2 ensures that Australia efficiently and effectively fulfils its international obligation not to return, directly or indirectly, refugees to their place of persecution. Protection visas allow for the stay in Australia of people to whom Australia has protection obligations under the United Nations Refugee Convention and Protocol.	
Key performance indicators	2008–09 targets
<i>Quality:</i> All (100%) of protection applications decided within 90 days in accordance with legislation, with 60% of applications from applicants in detention decided within 42 days.	100% in 90 days 60% in 42 days
<i>Quality:</i> Formal quality assurance reporting shows at least 97% of primary Protection visa cases comply with all processing standards.	97%
<i>Quantity:</i> Number of Onshore protection applications (persons) decided.	7,500
<i>Quantity:</i> Number of persons/services in detention delivered with assistance under the Immigration Advice and Applications Assistance Scheme.	250

Output Group 1.3: Border Security

Output Group 1.3: Border Security	
<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 references to offshore emergencies. 	
Components of Output Group 1.3	
Output 1.3.1: Borders	
Facilitate genuine travellers and prevent entry to Australia of those who threaten the national interest.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Percentage of people refused immigration clearance at airports and seaports, as a proportion of total passenger and crew arrivals.	Less than 0.015%
Output 1.3.2: Identity	
Identify people entering Australia and maintain that foundation identity for use in the Australian community.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Increased use of biometrics and identity management services.	<p>15% increase in the capture of biometric, bio-graphic and travel records stored in the Identity Services Repository.</p> <p>30% increase in the number of identity service users.</p>

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 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 programs by enabling staff within the department and other agencies to identify and respond to breaches of immigration 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) • 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 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. 	
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 output embraces prevention and deterrence as a strategy to achieve visa 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

Output 1.4.2: Status Resolution	
Obtain a substantive immigration outcome for clients in a lawful, timely, fair and reasonable manner.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Detention decisions are reviewed within service standards.	Service standards are met.
<i>Quality:</i> Time taken to resolve a person's immigration status.	Reduction in time taken to resolve a person's immigration status during program year.
Output 1.4.3: Removals	
Output 1.4.3 gives effect to the requirement in migration legislation that unlawful non-citizens who have no lawful basis to remain in Australia be removed. The output 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 involvement in serious criminal activity.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Where deliberate non-compliance is identified, timely action is taken to remove.	In all cases, timely action is taken to remove.

Output Group 1.5: Detention

Administered Item 1.5: Detention Contract	
This administered program relates to the payments to external contractors for the:	
<ul style="list-style-type: none"> • provision of detention services for people in detention at immigration detention centres; • provision of health services for people in immigration detention; and • provision of services for people 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	
The Detention output will seek to provide lawful, appropriate, humane and efficient detention of unlawful non-citizens.	
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.

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 detention services at Christmas Island Immigration Detention facilities 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.

Output Group 1.7: Systems for People

Output Group 1.7: Systems for People	
Systems for People is a program of work that will provide staff with access to the information and tools they need to do their job. The program will transform the way DIAC operates, including by:	
<ul style="list-style-type: none"> • providing a single view of the client's dealings 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 • significantly improving decision making by providing staff with clearer operating instructions and appropriate decision-support tools. 	
Key performance indicators	2008–09 targets
<i>Quality:</i> Program plan delivered on time and within budget.	Portals and databases implemented on time and within budget.
<i>Quality:</i> Planned benefits realised by the program.	At least 90% of planned benefits are achieved.

2.2 OUTCOME 2

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

2.2.1 Outcome 2 Strategy

Outcome 2 promotes the value of Australian citizenship, manages the delivery of high quality settlement services and seeks to address issues relating to social cohesion.

The significant administered expenses under this outcome relate to:

- the Adult Migrant English Program (AMEP) providing English language tuition for eligible migrants and humanitarian entrants
- the Settlement Grants Program where eligible organisations are funded to provide settlement services
- providing humanitarian entrants with initial intensive settlement services on a needs basis under the Integrated Humanitarian Settlement Strategy
- the supervision and settlement of humanitarian minors without parents
- grants for projects to help build a stronger community in a culturally diverse society
- payments to states and territory governments and community for initiatives that aim to build on social cohesion, harmony and security.

This outcome accounts for a small proportion of administered revenue, primarily from citizenship application charges and AMEP fees and charges.

The key strategies for 2008-09 are to:

- ensure that high quality settlement services are available and accessible for humanitarian entrants and migrants as soon as possible after arrival
- continue to promote the value of Australian citizenship and related government policy initiatives
- continue to promote the benefits of a culturally diverse society and broadly contribute to social cohesion.

2.2.2 Outcome 2 Resource statement

Table 2.2 provides additional detail of Budget appropriations and the total resourcing for Outcome 2.

Table 2.2: Total resources for Outcome 2

Outcome 2: A society which values Australian citizenship and social cohesion, and enables migrants and refugees to participate equitably.	2008–09 Total estimate of available resources \$'000	2007–08 Estimated actual \$'000
Output Group 2.1: Settlement Services		
Administered items:		
Assistance for former child migrants	-	150
Supervision and welfare support for unaccompanied humanitarian minors (SPP Bill No. 2)	3,237	2,240
Grants for migrant community services	34,101	32,019
Adult Migrant English Program	197,697	167,495
National Accreditation Authority for Translators and Interpreters Limited – Contribution	556	536
Humanitarian Settlement Services*	70,334	-
Departmental Outputs		
Output 2.1.1 – Settlement Planning and Information Delivery	12,644	12,440
Output 2.1.2 – Humanitarian Settlement Services	17,175	73,511
Output 2.1.3 – Support for Community Services	11,003	10,826
Output 2.1.4 – AMEP Administration	7,730	7,605
Output 2.1.5 – Free Translating and Interpreting Services	18,416	11,205
Revenues from other sources (s. 31) for:		
Output 2.1.1 – Settlement Planning and Information Delivery	48	46
Output 2.1.2 – Humanitarian Settlement Services	63	61
Output 2.1.3 – Support for Community Services	60	57
Output 2.1.4 – AMEP Administration	149	845
Output 2.1.5 – Free Translating and Interpreting Services	-	-
Subtotal for Output Group 2.1	373,213	319,036
Output Group 2.2: Translating and Interpreting Services		
Departmental Outputs		
Output 2.2.1 – Document Translating	-	-
Output 2.2.2 – Telephone Interpreting	-	-
Output 2.2.3 – On-site Interpreting	-	-
Revenues from other sources (s. 31) for:		
Output 2.2.1 – Document Translating	-	-
Output 2.2.2 – Telephone Interpreting	14,862	13,181
Output 2.2.3 – On-site Interpreting	5,491	4,870
Subtotal for Output Group 2.2	20,353	18,051

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Table 2.2: Total resources for Outcome 2 (continued)

	2008–09 Total estimate of available resources \$'000	2007–08 Estimated actual \$'000
Output Group 2.3: Australian Citizenship		
Administered items:		
Citizenship Test Preparation	3,785	-
Departmental Outputs		
Output 2.3.1 – Decisions on Citizenship Status	69,379	71,779
Output 2.3.2 – Promotion of the Value of Australian Citizenship	5,105	5,179
Revenues from other sources (s. 31) for:		
Output 2.3.1 – Decisions on Citizenship Status	1,180	1,176
Output 2.3.2 – Promotion of the Value of Australian citizenship	18	17
Subtotal for Output Group 2.3	79,467	78,151
Output Group 2.4: Promoting the Benefits of a United and Diverse Society		
Administered items:		
Grants for Community Relations	2,175	1,855
Parliament of the World's Religions 2009 – Contribution	-	1,300
Grants for Multicultural Affairs	413	406
National Action Plan to Build Social Cohesion, Harmony and Security Community Engagement	576	463
National Action Plan to Build Social Cohesion, Harmony and Security State/Territory Government Partnership (SPP Bill No. 2)	959	461
Departmental Outputs		
Output 2.4: Promoting the Benefits of a United and Diverse Society	15,440	15,244
Revenues from other sources (s. 31) for:		
Output 2.4: Promoting the Benefits of a United and Diverse Society	91	87
Subtotal for Output Group 2.4	19,654	19,816

Continued on next page.

Table 2.2: Total resources for Outcome 2 (continued)

	2008–09 Total estimate of available resources \$'000	2007–08 Estimated actual \$'000
Output Group 2.5: Systems for People		
Departmental Outputs		
Output 2.5 – Systems for People	13,694	13,859
Revenues from other sources (s. 31) for:		
Output 2.5 – Systems for People	-	-
Subtotal for Output Group 2.5	13,694	13,859
Total resources for Outcome 2	506,381	448,913
Average staffing level (number)	1,005	1,184

Note: Departmental appropriation splits and totals, by outcome and output, are indicative estimates and may change in the course of the budget year as government priorities change.

* This item contains transfers from departmental quarantined funding to administered appropriations as recommended by the DIAC Financial Health Review.

2.2.3 Contributions to Outcome 2

Overall effectiveness indicators for Outcome 2

Indicators	Measures
Extent to which the settlement needs of eligible migrants and humanitarian entrants are met through settlement planning and provision of services.	Extent to which appropriate settlement services are available and accessible. Level of satisfaction among eligible migrants and humanitarian entrants who participate in settlement services.
Extent to which Australian citizenship is valued.	Extent of community awareness of Australian citizenship.
Extent to which DIAC promotes social cohesion in a culturally diverse society.	Level of awareness of, and participation in, community cohesion initiatives.

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 refugees • 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.

Components of Output Group 2.1	
Administered Item 2.1.2: Supervision and welfare support for unaccompanied humanitarian minors (SPP Bill No. 2)	
<p>Unaccompanied humanitarian minors (UHMs) are non-citizen children under 18 years old who arrive in Australia without parents to care for them. Some UHMs have a parent or relative over the age of 21 years to provide care, and are called 'non-wards'; other UHMs who do not have a suitable parent or relative over 21 years of age become wards of the minister under the <i>Immigration (Guardianship of Children) Act 1946</i> (IGOC Act). The minister's functions as guardian under the IGOC Act are delegated, amongst others, to officers of the child welfare agency in each state and territory.</p> <p>The UHM program seeks to ensure that effective welfare supervision and settlement support are provided to minors while they live in Australia or until the year they turn 18. The program is funded through cost-sharing agreements between the Australian Government and state and territory governments.</p>	
Key performance indicators	2008–09 targets
<p><i>Quality:</i> 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.</p>	100%
<p><i>Quantity:</i> Number of UHMs (wards and non-wards) in the program.</p>	600

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.	13,000
Administered Item 2.1.3: Grants for migrant community services	
<p>This item provides funding for grants to community-based organisations under the Settlement Grants Program.</p> <p>Eligible organisations are funded to provide the following settlement services:</p> <ul style="list-style-type: none"> • assistance to new arrivals to acquire and develop the knowledge and skills to settle in Australia • assistance to new communities to grow and develop in a self-sustaining manner • promotion of social participation and integration. 	
Key performance indicators	2008–09 targets
<i>Quality:</i> Work program objectives and requirements are met by funded organisations.	Objectives and requirements are met.
<i>Quantity:</i> Number of grants and funding agreements administered.	354
Administered Item 2.1.4: Adult Migrant English Program	
<p>The Adult Migrant English Program provides English language tuition for eligible migrants and humanitarian entrants who do not have functional English.</p> <p>The tuition is designed to assist clients to gain basic language skills to help them settle successfully in Australia. The program is managed through 18 contracts for tuition and two contracts for associated services.</p>	
Key performance indicators	2008–09 targets
<i>Quality:</i> English language tuition is available, accessible and of good quality in all contract areas.	Service standards are met.
<i>Quantity:</i> Anticipated demand for tuition by eligible migrants.	44,970

Administered Item 2.1.5: National Accreditation Authority for Translators and Interpreters Ltd—Contribution	
National Accreditation Authority for Translators and Interpreters Ltd (NAATI) is a company limited by guarantee and is the only national accreditation authority for interpreters and translators in Australia. The Australian Government and state and territory governments contribute to NAATI funding; the members of NAATI are the nine ministers responsible for citizenship and/or multicultural affairs for each jurisdiction.	
Key performance indicators	2008–09 targets
<i>Quality:</i> 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.	Contribution is paid on time.
Output 2.1.1: Settlement Planning and Information Delivery	
The Settlement Planning and Information Delivery output provides a planning framework for the delivery of settlement services and information to recently arrived migrants and humanitarian entrants to support their successful settlement. This output also provides demographic data and information to help service providers across the three levels of government and in the community sector plan to meet the needs of newly arrived migrants and humanitarian entrants.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Level of current, relevant and translated settlement information and planning data.	Available for clients and stakeholders.
Output 2.1.2: Humanitarian Settlement Services	
The Humanitarian Settlement Services output provides humanitarian entrants with initial intensive settlement services on a needs basis under the Integrated Humanitarian Settlement Strategy (IHSS). Additional specialised case management support will be provided to clients on a needs basis under the Complex Case Support Program. IHSS services include case coordination; information and referrals; on-arrival reception and assistance; accommodation services; and short-term torture and trauma counselling. The IHSS gives humanitarian entrants the assistance they need to start building a life in Australia.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Contracts are managed to deliver good quality, accessible services in all contract regions.	Service standards are met.
Output 2.1.3: Support for Community Services	
The Settlement Grants Program supports the delivery of settlement services to migrant and refugee communities through the administration of settlement grants.	
Key performance indicators	2008–09 targets
<i>Quality:</i> All work program objectives and requirements of funded organisations are monitored and supervised.	Funded organisations meet grant conditions.
<i>Quantity:</i> Number of funding agreements managed and monitored.	354

Output 2.1.4: AMEP Administration	
This output supports the AMEP administered item managed by the Department through contracts for English language tuition and ancillary services.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Contracts are managed in accordance with the Australian National Audit Office <i>Better Practice Guides</i> .	Service standards are met.
Output 2.1.5: Free Translating and Interpreting Services	
Output 2.1.5 provides free translating and interpreting services for eligible clients.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Payment to Translating and Interpreting Services for estimated number of free services administered efficiently.	No increase in cost of administration.

Output Group 2.2: Translating and Interpreting Services

Output Group 2.2: Translating and Interpreting Services	
The Translating and Interpreting Services (TIS) output will: <ul style="list-style-type: none"> • continue the move to a business-like national Translating and Interpreting Service to provide the means of communication essential to a culturally and linguistically diverse society • provide a quality, responsive and professional service. 	
Components of Output Group 2.2	
Output 2.2.1: Document Translating	
TIS arranges for settlement-related translations of personal documents, such as birth and marriage certificates, drivers licences, and educational, trade and professional qualifications.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Percentage of translating jobs will be done by a NAATI accredited/recognised translator.	95%
Output 2.2.2: Telephone Interpreting	
TIS provides for a national 24-hour, 7-day, telephone interpreting service to enable accessible, quality communication between individuals (migrants and others) and government and non-government service deliverers.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Percentage of telephone interpreter jobs will be done by a NAATI accredited/recognised interpreter.	90%

Output 2.2.3: On-site Interpreting	
TIS arranges for an interpreter to go to a specified location when a client requires face-to-face interpreting.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Percentage of on-site interpreter jobs will be done by a NAATI accredited/recognised interpreter.	90%

Output Group 2.3: Australian Citizenship

Output Group 2.3: Australian Citizenship	
<p>The Australian Citizenship output will:</p> <ul style="list-style-type: none"> • continue to ensure that citizenship policies and procedures support the objectives of Australia's citizenship law • implement government policy in relation to Australian citizenship • encourage the community to value citizenship and promote the acquisition of Australian citizenship. 	
Components of Output Group 2.3:	
Administered Item 2.3.1: Citizenship Test Preparation	
<p>The Australian Government provides funding for grants to organisations under the Citizenship Support Grants Program (CSGP).</p> <p>The pilot program in 2008–09 will support the delivery of services to help clients prepare to sit the Australian citizenship test.</p>	
Key performance indicators	2008–09 targets
<i>Quality:</i> Work program objectives and requirements by funded organisations.	Objectives and requirements are met.
<i>Quantity:</i> Number of grants and funding agreements administered.	33
Output 2.3.1: Decisions on Citizenship Status	
<p>Output 2.3.1 provides for the administration of Australian citizenship law and policy. In particular, this is managed through decisions on applications for citizenship by conferral, by descent, by adoption under full and permanent Hague Convention arrangements and by resumption. The output also manages applications for evidence of citizenship, renunciation of citizenship, arrangements for conferring citizenship, and provides citizenship information services.</p>	
Key performance indicators	2008–09 targets
<i>Quality:</i> Less than 1% of negative decisions overturned at review.	Less than 1%
<i>Quantity:</i> Number of decisions on citizenship status.	125,000

Output 2.3.2: Promotion of the Value of Australian Citizenship	
Output 2.3.2 implements a program that promotes the value of Australian citizenship and encourages eligible non-citizens to become Australian citizens.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Development and implementation of a communication strategy for promoting Australian citizenship.	Communication strategy is in place.

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

Output Group 2.4: Promoting the Benefits of a United and Diverse Society	
Output Group 2.4 provides leadership for the implementation of multicultural policy, in consultation with Australian Government agencies.	
The Promoting the Benefits of a United and Diverse Society output will:	
<ul style="list-style-type: none"> • address issues of cultural, racial and religious intolerance by promoting respect, fairness, inclusion and a sense of belonging for everyone through our community relations programs • manage tensions and threats to social cohesion by working closely with individuals and communities and cooperating with state and territory governments • coordinate, implement and monitor the National Action Plan to Build on Social Cohesion, Harmony and Security, and report on it to the Council of Australian Governments through the Ministerial Council on Immigration and Multicultural Affairs • make further gains in the implementation of the <i>Access and Equity</i> strategy, which aims to ensure that all government agencies are responsive to Australia's diversity. 	
Key performance indicators	2008–09 targets
<i>Quantity:</i> Community projects, partnerships and research programs meet agreed milestones.	Milestones are met.
Components of Output Group 2.4:	
Administered Item 2.4: Grants for Community Relations	
Community relations funding is designed to provide resources to not-for-profit organisations to develop projects that help Australians build a stronger community in a culturally diverse society.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Funding agreement milestones met.	Milestones are met.
<i>Quantity:</i> Number of grants and funding agreements administered.	100

Administered Item 2.4: Parliament of the World's Religions 2009—contribution	
The Parliament of the World's Religions is one of the largest periodic gatherings of representatives from many of the world's religions and spiritual communities for discussions about peace, diversity and sustainability in the context of inter-religious understanding and cooperation. The Australian Government is providing funding for the next Parliament of the World's Religions, which will be held in Melbourne in 2009.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Funding agreement milestones met.	Milestones are met.
<i>Quantity:</i> Number of grants and funding agreements administered.	1
Administered Item 2.4: Grants for Multicultural Affairs	
This item provides a grant to the Federation of Ethnic Communities' Councils of Australia to provide advice on the views and needs of ethnic communities in Australia.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Funding agreement milestones met.	Milestones are met.
<i>Quantity:</i> Number of grants and funding agreements administered.	1
Administered Item 2.4: National Action Plan to Build Social Cohesion, Harmony and Security — Community Engagement	
Community projects funding managed by the Department under the National Action Plan enables communities to build capacity and develop leadership skills to ensure that they are involved in the plan and have ownership of its objectives.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Funding agreement milestones met.	Milestones are met.
<i>Quantity:</i> Number of grants and funding agreements administered.	10 - 20
Administered Item 2.4: National Action Plan to Build Social Cohesion, Harmony and Security State/Territory Government Partnership (SPP Bill No. 2)	
This program partners state and territory governments in the areas of education, employment, integration and security, particularly in relation to Muslim communities and their integration within the wider community.	
Key performance indicators	2008–09 targets
<i>Quality:</i> Funding agreement milestones met.	Milestones are met.
<i>Quantity:</i> Number of grants and funding agreements administered.	8

Output Group 2.5: Systems for People

Output Group 2.5: Systems for People	
<p>Systems for People is a program of work that will provide staff with access to the information and tools they need to do their job. The program will transform the way DIAC operates, including by:</p> <ul style="list-style-type: none"> • providing a single view of the client's dealings 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 • significantly improving decision making by providing staff with clearer operating instructions and appropriate decision-support tools. 	
Key performance indicators	2008–09 targets
<i>Quality:</i> Program plan delivered on time and within budget.	Portals and databases implemented on time and within budget.
<i>Quality:</i> Planned benefits realised by the program.	At least 90% of planned benefits are achieved.