



Australian Government

**Department of Immigration
and Multicultural Affairs**

Reform and improvement in DIMA

Andrew Metcalfe

Secretary,

Department of Immigration and Multicultural Affairs

31 August 2006

Executive Leadership Group Victoria

Annual Conference 2006

Australian Public Service Commission

What others say

“Australia is an exception within the OECD given its success in helping migrants integrate and become productive, employed members of the community.” *(John Martin, Director OECD Directorate for Employment, Labour & Social Affairs)*

Australia receives “universal recognition as a leader in migration policies, procedures and settlement issues”. *(Professor Glenn Withers, June 2004)*

What others say

Australia has “the most complex, coherent and best monitored immigration programme in the world”.

(Professor John Salt, Migration Research Unit, University College London, April 2004)

Comparison with Canada

	Canada	Australia
Labour market performance	declining	improving
Backlog	>200,000	<35,000
Av processing time	3-4 years	6-12 mths
Refusal rate	about 25%	<10%

A day in the life...

- Receive more than 12,000 visa applications
- Grant 11,500 temporary & 500 permanent visas
- Grant citizenship to around 375 people
- Handle nearly 7,000 calls
- Meet 560 clients face to face
- Process > 60,000 people across the border
- Provide accommodation, meals, activities, health care and other services to 750 detainees

Strategic themes





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The DIMA Plan 2006-07



people our business

The DIMA Plan

A service focus for integrating policy, programmes and delivery





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