



Australian Government  
Department of Immigration  
and Citizenship

## DVA Leadership Forum

*Improving program delivery and policy  
development in the current environment*

Andrew Metcalfe  
Secretary  
Department of Immigration and Citizenship  
12 July 2011

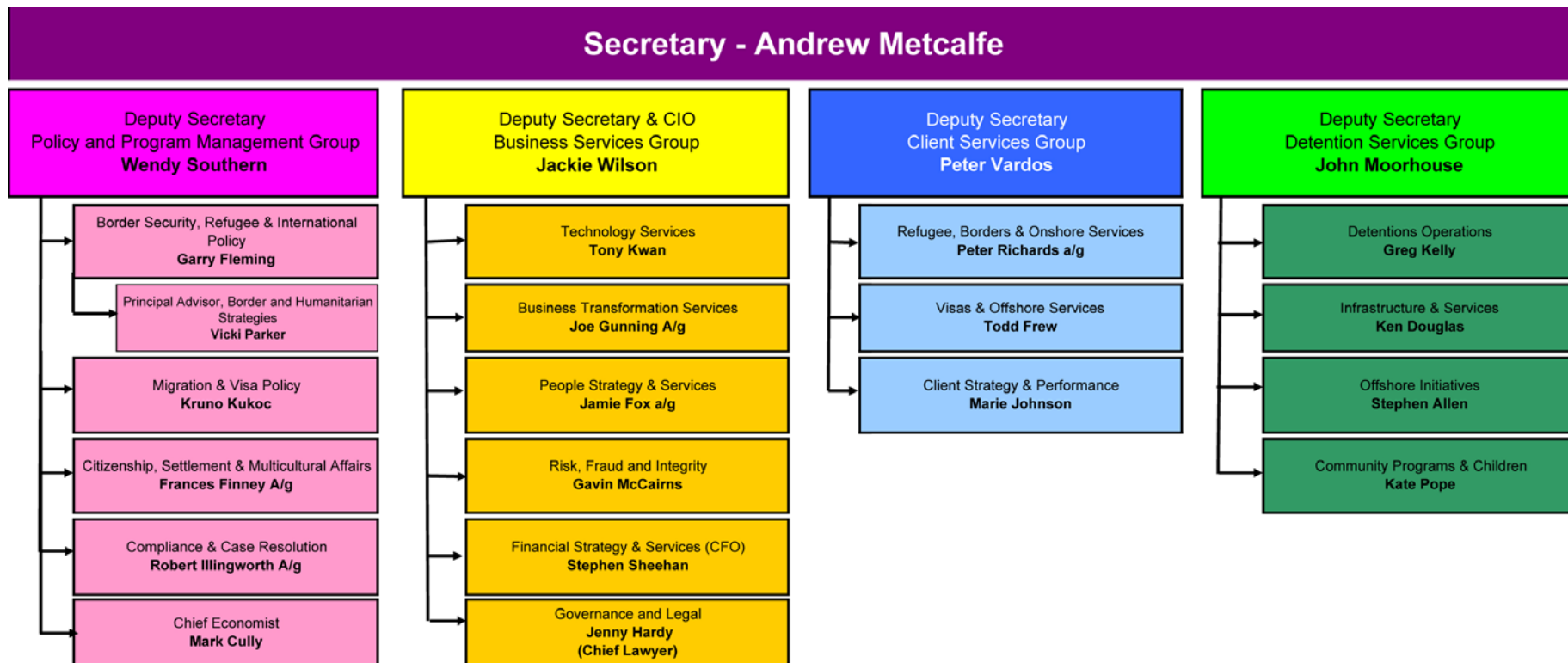
# Department of Immigration and Citizenship

## Overview

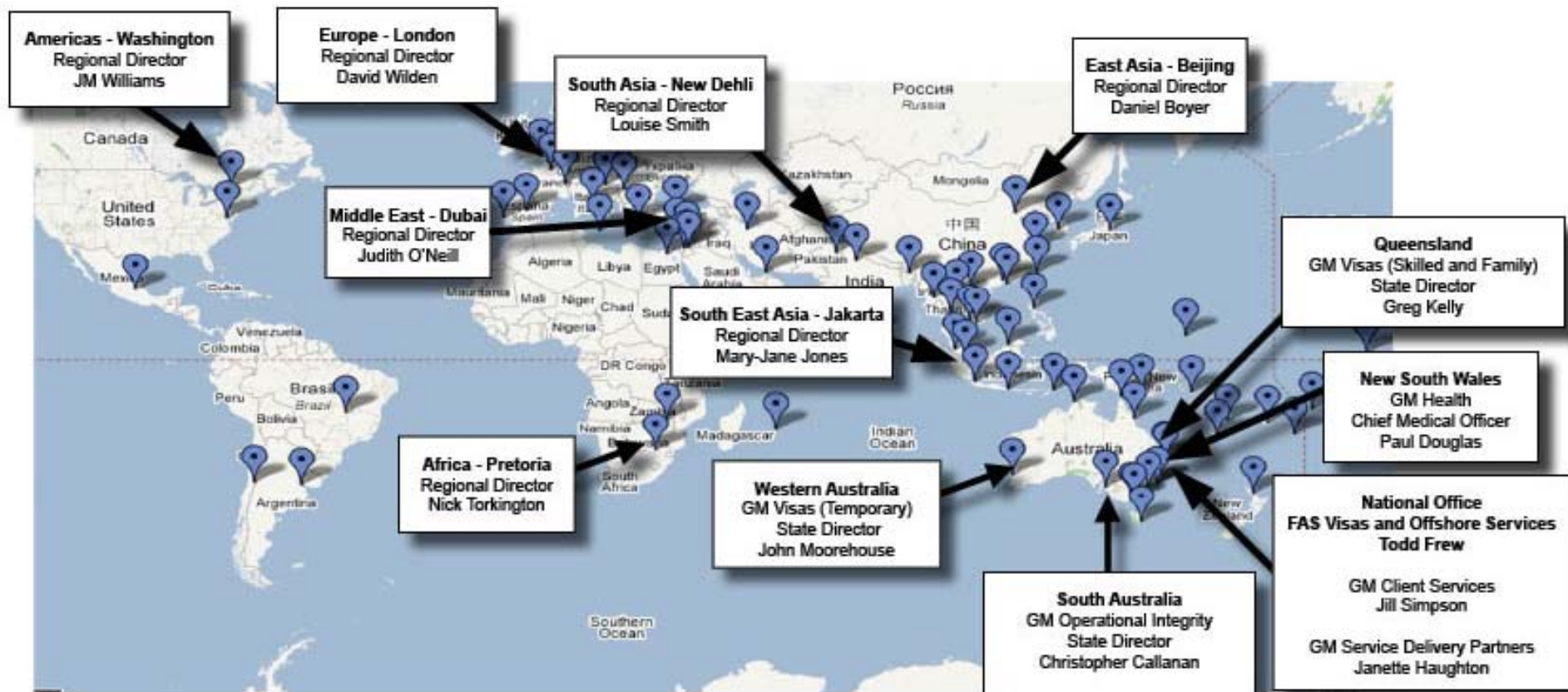
- 8000 people across Australia and overseas
- Responsible for both policy and service delivery
- Wide range of risks to manage and engage with across the portfolio



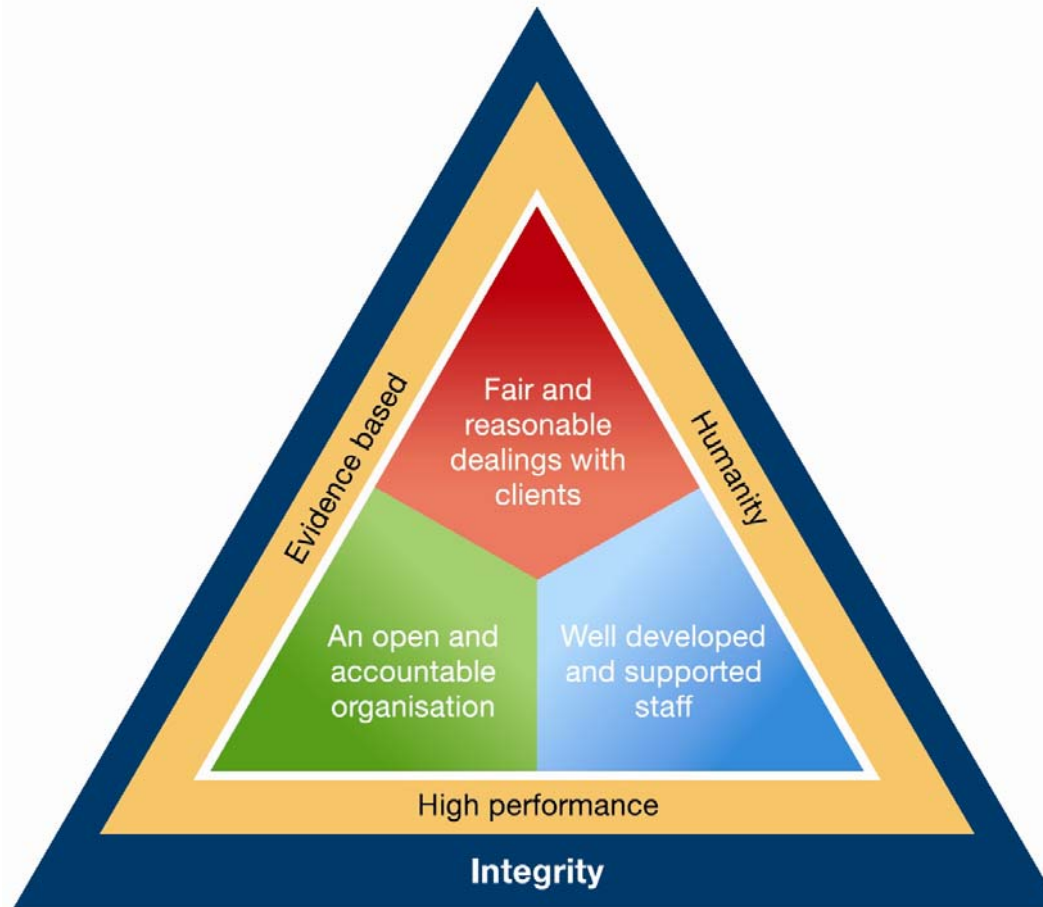
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# DIAC Values





**Questions?**