



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
26 September 2011

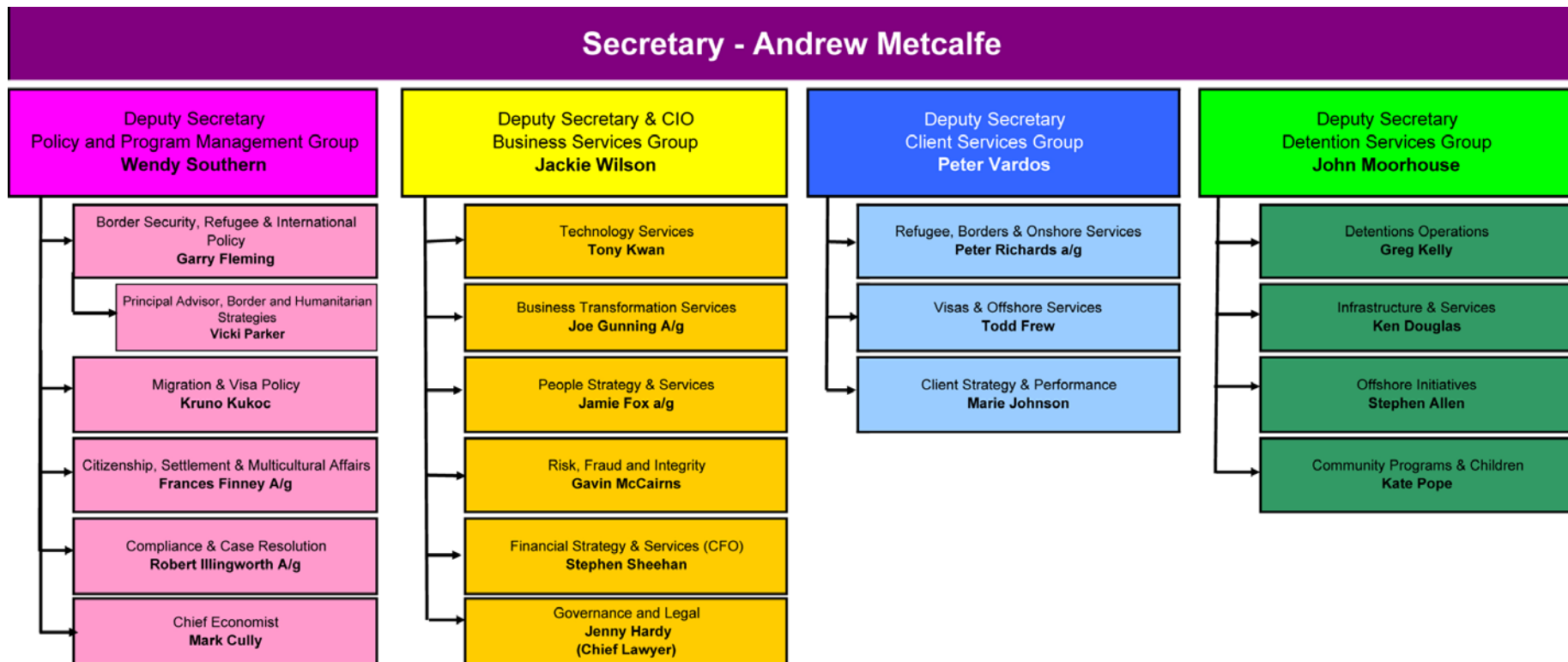
Department of Immigration and Citizenship

Overview

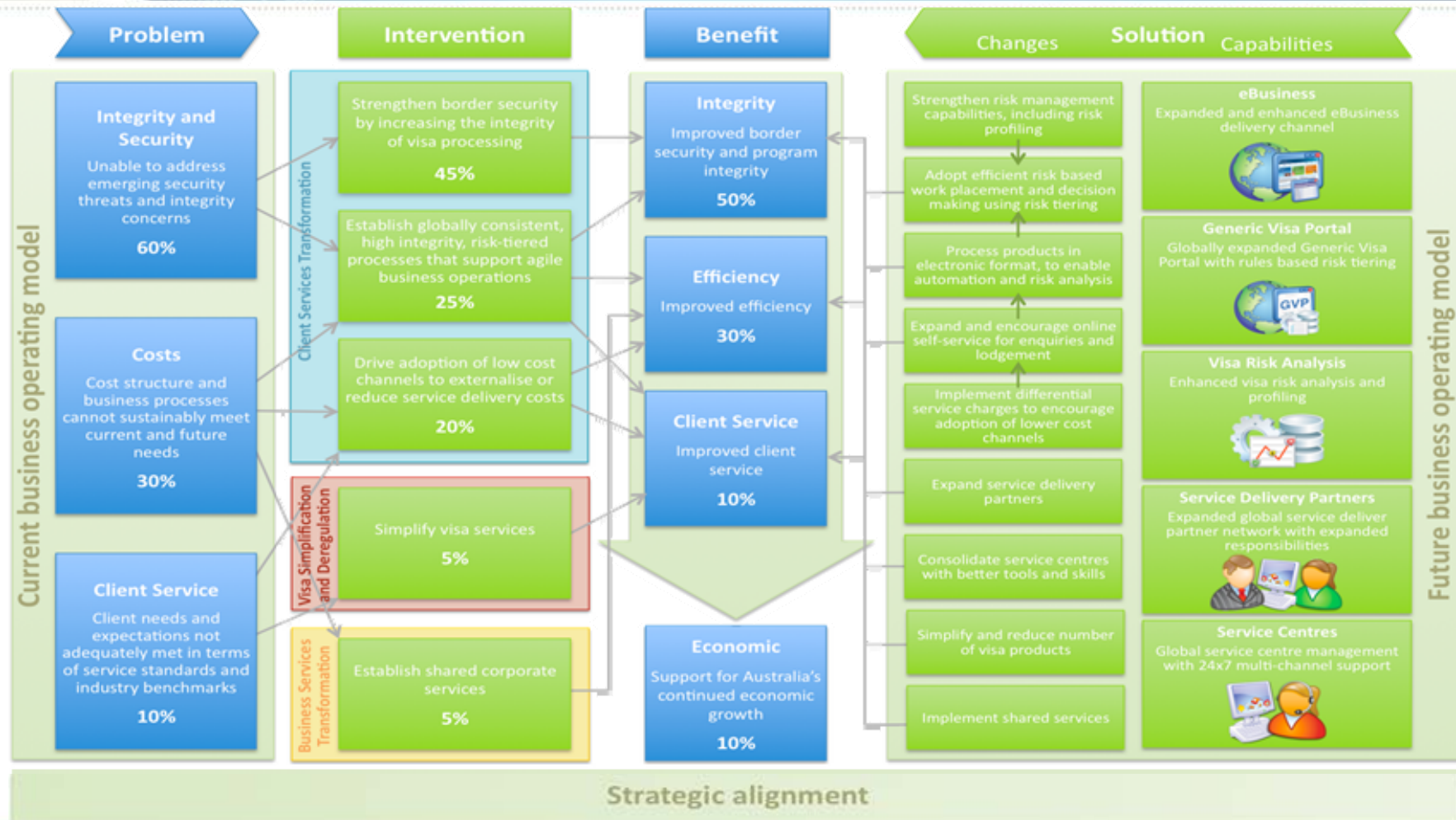
- 8000 people across Australia and overseas
- responsible for both policy and service delivery
- wide range of risks to manage and engage with across the portfolio



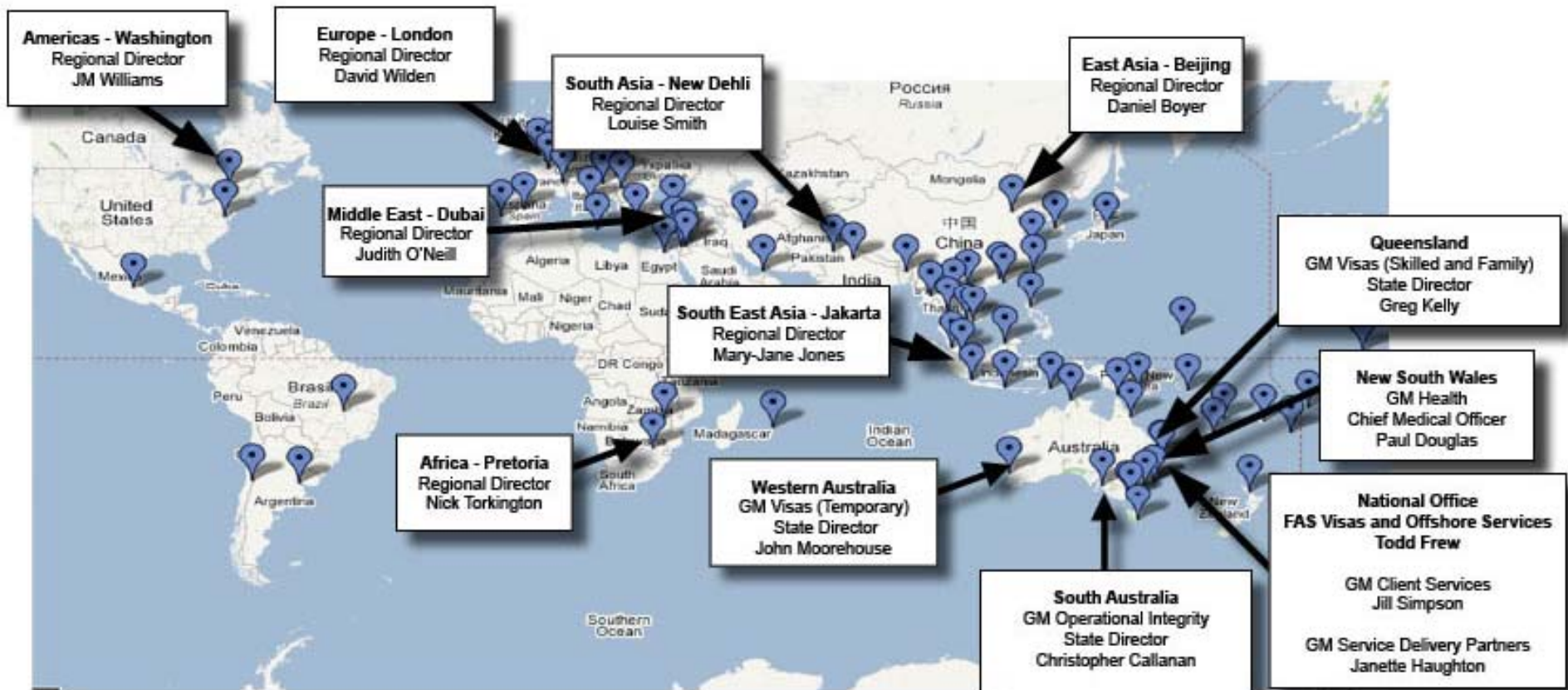
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Transformation changes and capabilities



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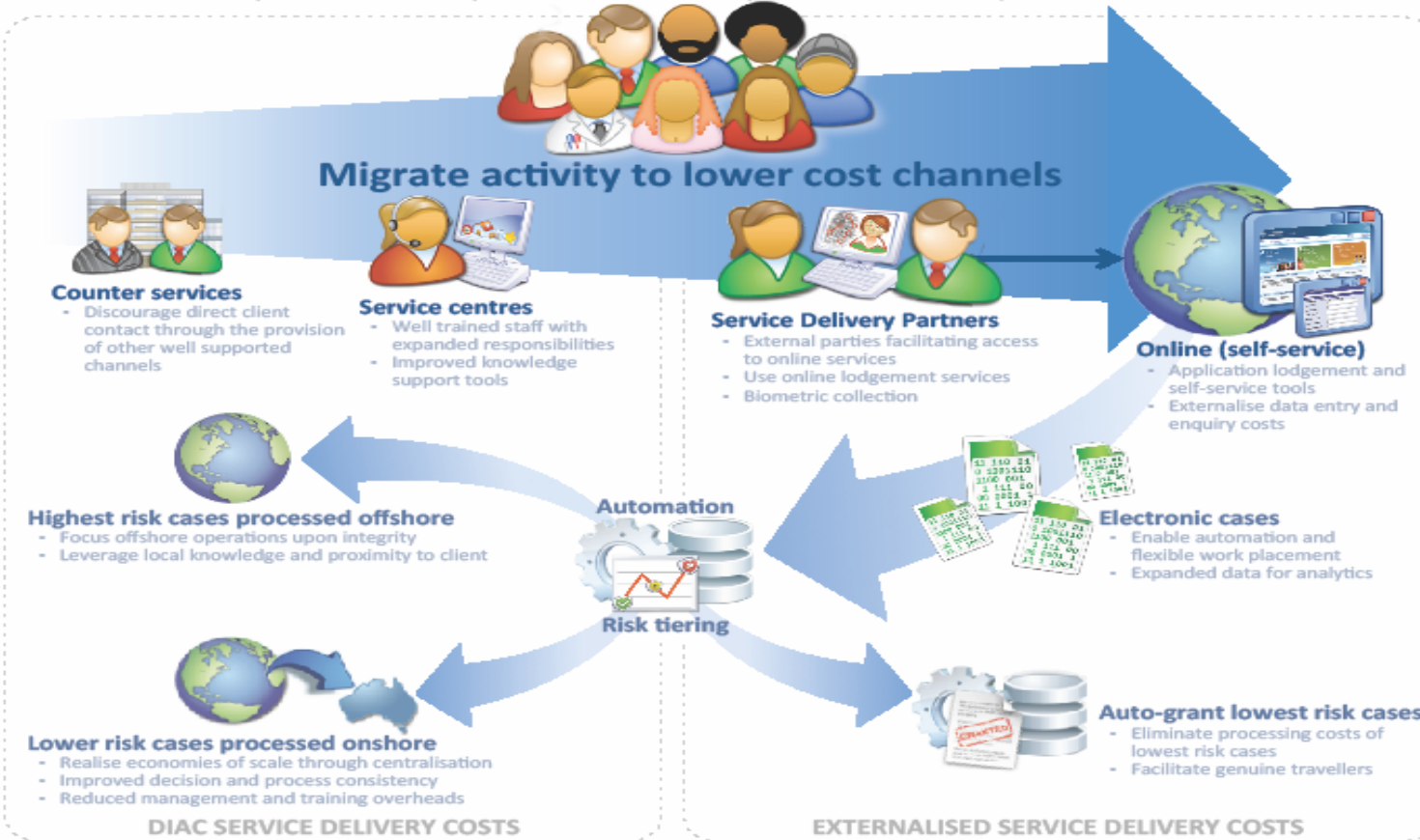
Transformation strategy

A CLIENT-CENTRIC APPROACH TO SERVICE DELIVERY

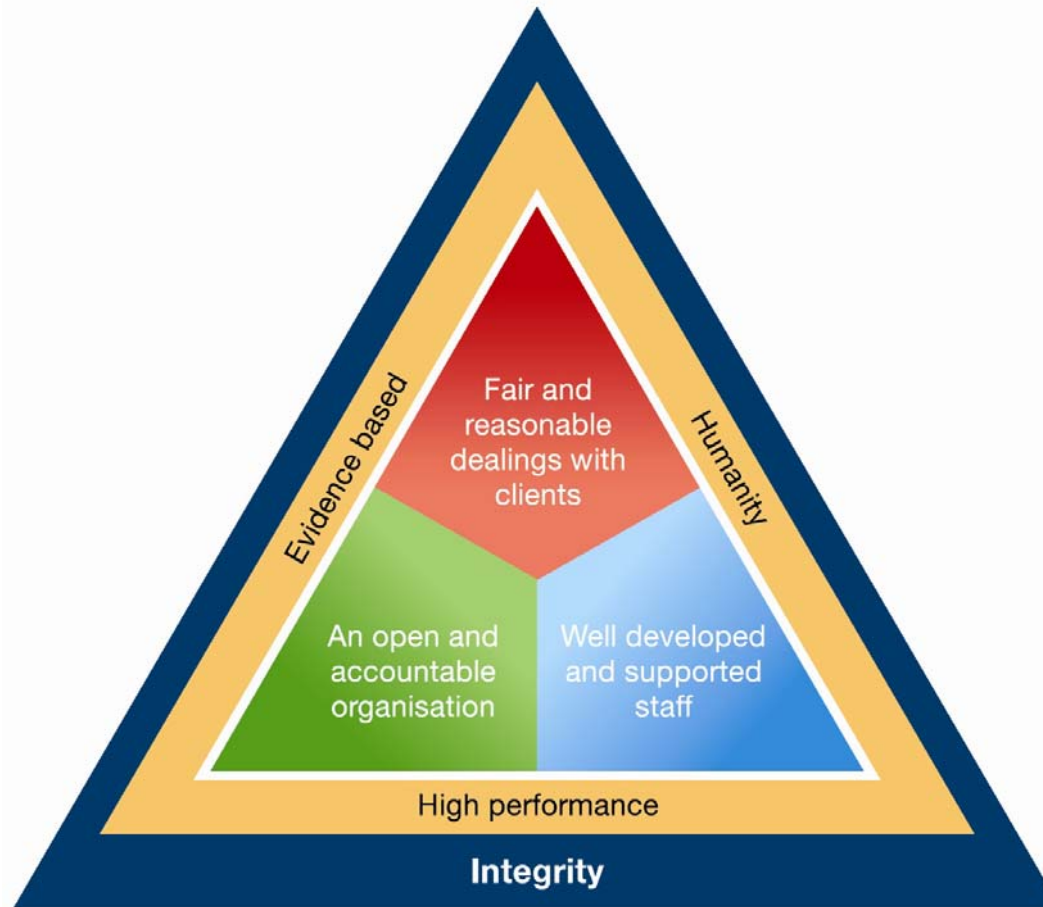
INTEGRITY | EFFICIENCY | EFFECTIVENESS | CONSISTENCY | CLIENT SATISFACTION

CHANNEL MANAGEMENT

GLOBAL RISK-BASED PROCESSING



Departmental values





Questions?