



Palmer Report – two years of progress – Quality assurance

The National Quality Assurance Framework is a key plank of the Department of Immigration and Citizenship's (DIAC) reform agenda. It was developed to help the department overcome its business and operational challenges.

The framework was considered and approved by the department's executive management committee in August 2006.

The quality assurance framework guides the activity of reviewing business processes and outputs to verify that the key controls have been followed and that the business risks have been mitigated.

These risks relate to both how a process has been undertaken and the expected outcome of that process.

The framework's objectives are to:

- help business areas understand the basic principles of quality assurance
- provide guidance on the design and review of quality assurance processes
- promote the implementation of quality assurance across DIAC.

The framework supports staff by outlining key principles and suggested methods and is complemented by advice and support through DIAC's Governance and Assurance Branch in Canberra.

The framework assists staff involved in developing or reviewing a quality assurance process as well as those involved in understanding the connection between quality assurance, risk management and business planning and design.