

Audit report of the 2023–24
annual performance statements

Department of Home Affairs



INDEPENDENT AUDITOR'S REPORT on the 2023–24 Annual Performance Statements of the Department of Home Affairs

To the Minister for Finance

Qualified Conclusion

In my opinion, except for the possible effects of the matters described in the Bases for Qualified Conclusion section of my report, the 2023–24 Annual Performance Statements of the Department of Home Affairs (Home Affairs):

- present fairly the Home Affairs' performance in achieving its purposes for the year ended 30 June 2024; and
- are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

Audit criteria

In order to assess whether Home Affairs' annual performance statements complied with Division 3 of Part 2-3 of the Act, I applied the following criteria:

- whether the entity's key activities, performance measures and specified targets are appropriate to measure and assess the entity's performance in achieving its purposes;
- whether the performance statements are prepared based upon appropriate records that properly record and explain the entity's performance; and
- whether the annual performance statements present fairly the entity's performance in achieving the entity's purposes in the reporting period.

Bases for Qualified Conclusion

The performance statements are not complete – material performance information has been omitted

The performance statements of Home Affairs do not include performance information for important elements of its purposes:

- Purpose 2 – *Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs* does not include reporting on the Adult Migrant English Program (AMEP).
- Purpose 3 – *Advance a prosperous and secure Australian through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum* does not include reporting on its management of regional processing arrangements (offshore detention).

The AMEP provides free English tuition to eligible migrants and humanitarian entrants with no or low English levels across Australia. The program aims include to support the settlement of migrants in Australia, which is significant to the delivery of Purpose 2. The AMEP is administered under Part 5, section 12 of the *Immigration (Education) Act, 1971*.

Performance measure 3.2.1 'Effective border security, maritime surveillance activities and management of the Immigration Detention Network' does not report on the full scope of Home Affairs' responsibilities, as described by Key Activity 3.2 'Border security, maritime surveillance and immigration detention'. The 'detention network' refers to onshore detention arrangements only. It does not encompass Home Affairs' activities relating to regional processing (offshore detention). In 2023–24, Home Affairs was appropriated \$400.2 million in funding to deliver regional processing arrangements.

As a result, the performance information reported against Purposes 2 and 3 is not complete and does not enable a user of the performance statements to assess Home Affairs' performance in achieving its purposes.

Limitation of scope – measures where Home Affairs was unable to provide sufficient assurance over the reported result

Home Affairs was unable to demonstrate how it gains assurance over the results against eight performance targets. Appendix A presents the eight targets linked to the performance measures and purposes.

Home Affairs has reported performance results against two targets related to Purpose 1 – 'National Security' which are based on responses to surveys. Due to deficiencies in the design and administration of the surveys, Home Affairs could not demonstrate that the survey results accurately report its performance against the following targets:

- Target 2: 80% of participants (comprising regional partners and key stakeholders) identified that they had an improved level of transport security capacity on completion of scheduled activities under the Capacity Building Plan.
- Target 13: 85% of surveyed participants are satisfied that the department's counter violent extremism (CVE) training improved their CVE intervention capability and awareness.

The performance results against three targets which report on the Humanitarian and Resettlement program, contributing to Purpose 2 – 'Prosperous and United Society' rely on reporting from contracted service providers. Home Affairs has not performed adequate assurance processes to confirm the reported results for the following targets are reliable:

- Target 23: 75% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia.
- Target 24: 80% of a sample of Settlement Engagement and Transition Support (SETS) clients rated 3 or above (5-point rating scale) when assessed against the skills and knowledge required to support their independence, participation and wellbeing.
- Target 25: Attendance rate of clients invited to Australian Cultural Orientation (AUSCO) courses is 90% or higher.

Home Affairs reports on performance of border and customs operations under Purpose 3 – 'Border and customs operations', including three targets which rely on reports extracted from Home Affairs' reporting systems. Home Affairs was unable to assure that the data used to calculate the results for the following targets was complete and accurate:

- Target 31: Aligned to 2023–24 PBS target Average clearance times (facilitation rate) for travellers, air cargo and sea cargo are maintained or improved.

- Target 37: Percentage of air and sea cargo physically examined by ABF officers that leads to an enforcement result improves or remains consistent with previous reporting period.
- Target 38: Percentage of air traveller interventions that lead to an enforcement result improves or remains consistent with previous reporting period.

As a result, I have been unable to obtain sufficient and appropriate audit evidence to determine whether the results for these eight targets relating to five performance measures for three purposes, are accurately reported.

Emphasis of Matter – Performance Rating Threshold

I draw attention to Home Affairs’ method for rating performance targets as ‘met’ in the circumstances detailed under the ‘Performance Results’ section of the annual performance statements. Home Affairs has determined that a target will be assessed as met where the result is 97.5 per cent or higher than the published target in the corporate plan. This disclosure is fundamental to a user’s understanding of the 2023–24 annual performance statements. I further draw attention to Performance Measure 2.1.2 ‘Effective design and delivery of humanitarian, settlement and resettlement programs’, Target 25 for which Home Affairs has disclosed the assessed result of 89% compared to a target of 90% as ‘met’.

My conclusion is not modified with respect to this matter.

Emphasis of Matter – Unable to report performance result

I draw attention to the result for Target 3, one of two targets against Performance Measure 1.1.2 ‘Enhanced stakeholder capability and resilience to counter foreign interference’. Home Affairs’ performance rating was unable to be determined with the justification provided outlined below:

This target is unable to be determined, as the predetermined methodology could not reported against. The survey results obtained from Education do not demonstrate implementation of all elements of the Guidelines.

My conclusion is not modified with respect to this matter.

Auditor’s responsibilities for the audit of the performance statements

My responsibility is to conduct a reasonable assurance engagement to express an independent opinion on Home Affairs’ annual performance statements.

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which include the relevant Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Auditing and Assurance Standards Board.

In accordance with this standard, I plan and perform my procedures to obtain reasonable assurance about whether the performance measures and accompanying results presented in the annual performance statements of the entity fairly presents the entity’s performance in achieving its purpose and comply, in all material respects, with the Act and Rule.

The nature, timing and extent of audit procedures depend on my judgment, including the assessment of the risks of material misstatement, whether due to fraud or error, in the annual performance statements. In making these risk assessments, I obtain an understanding of internal control relevant to the preparation of the annual performance statements in order

to design procedures that are appropriate in the circumstances.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified conclusion.

Independence and quality control

I have complied with the independence and other relevant ethical requirements relating to assurance engagements, and applied Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Services Engagement* in undertaking this assurance engagement.

Inherent limitations

Because of inherent limitations of an assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance of the annual performance statements with the Act and Rule as it is not performed continuously throughout the period and the assurance procedures performed are undertaken on a test basis. The reasonable assurance conclusion expressed in this report has been formed on the above basis.

Australian National Audit Office



Carla Jago

Acting Deputy Auditor-General
Delegate of the Auditor-General

Canberra
4 October 2024

Appendix A — Referencing for Measures in the Bases for Qualified Conclusion paragraph

In preparing the Bases for Qualified Conclusion, I have referred to the following performance measures.

Key Activity	Performance Measure	Target
Purpose 1 – National Security: Protect Australia from national security and criminal threats, and support national resilience, through effective national coordination, policy and strategy development, and regional cooperation		
ACTIVITY 1.1: National Security and Resilience	MEASURE 1.1.1: Effective transport security compliance and capacity building activities (Department of Home Affairs PBS Program 1.1)	TARGET 2: 80% of participants (comprising regional partners and key stakeholders) identified that they had an improved level of transport security capacity on completion of scheduled activities under the Capacity Building Plan.
	MEASURE 1.1.4: Enhanced capability to address potential terror threats, delivered through training activities and stakeholder engagement (Department of Home Affairs PBS Program 1.4)	TARGET 13: 85% of surveyed participants are satisfied that the department's counter violent extremism (CVE) training improved their CVE intervention capability and awareness
Purpose 2 – Prosperous and United Society: Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs		
ACTIVITY 2.1: Immigration and humanitarian programs	MEASURE 2.1.2: Effective design and delivery of humanitarian and settlement programs, and resettlement (Department of Home Affairs PBS Program 2.3, Department of Home Affairs PBS Program 2.4)	TARGET 23: 75% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia.
		TARGET 24: 80% of a sample of Settlement Engagement and Transition Support (SETS) clients rated 3 or above (5-point rating scale) when assessed against the skills and knowledge required to support their independence, participation and wellbeing.
		TARGET 25: Attendance rate of clients invited to Australian Cultural Orientation (AUSCO) courses is 90% or higher.

Key Activity	Performance Measure	Target
Purpose 3 – Border and Customs Operations: Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum		
ACTIVITY 3.1: Border management and revenue systems	MEASURE 3.1.1: Effective trade and travel policy and regulation and effective administration of border revenue processes (Department of Home Affairs PBS Program 3.1, Department of Home Affairs PBS Program 3.2 and Department of Home Affairs PBS Program 3.3).	TARGET 31: Aligned to 2023–24 PBS target Average clearance times (facilitation rate) for travellers, air cargo and sea cargo are maintained or improved.
ACTIVITY 3.2: Border security, maritime surveillance and immigration detention	MEASURE 3.2.1: Effective border security, maritime surveillance activities, and management of the Immigration Detention Network (Department of Home Affairs PBS Program 3.4, Department of Home Affairs PBS Program 3.5).	TARGET 37: Percentage of air and sea cargo physically examined by ABF officers that leads to an enforcement result improves or remains consistent with previous reporting period.
		TARGET 38: Percentage of air traveller interventions that lead to an enforcement result improves or remains consistent with previous reporting period.

PART 2: ANNUAL PERFORMANCE STATEMENT

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STATEMENT BY THE ACCOUNTABLE AUTHORITY

I, Stephanie Foster PSM, as the Accountable Authority of the Department of Home Affairs (the department), present the Annual Performance Statements of the department for 1 July 2023 to 30 June 2024 as required under Paragraph 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these Annual Performance Statements are based on properly maintained records, accurately reflect the performance of the department, and comply with section 37 and subsection 39(2) of the *PGPA Act*, with the exception of limitations outlined in Appendix A of the Annual Performance Statement.

The department remains committed to continuously improving its performance reporting processes.



Stephanie Foster PSM
Accountable Authority
Department of Home Affairs
20 September 2024

Performance results

The relationship between the outcome structure of the department's 2023–24 *Portfolio Budget Statements* and the purposes in the department's 2023–24 *Corporate Plan* is outlined in Table 4.

The 2023–24 *Annual Performance Statement* (the Performance Statement) acquires the performance information published in the *Department of Home Affairs 2023–24 Corporate Plan*, *PBS*, and *Portfolio Additional Estimate Statements* (PAES).

Performance ratings

The department has assessed performance measures and targets against three categories:

- Met (where reported performance is 97.5 per cent or higher)
- Substantially met (where reported performance fell within 92.5 per cent and 97.5 per cent)
- Not met (where reported performance was lower than 92.5 per cent).

Table 2: Performance measure results

	Total	Outcome 1	Outcome 2	Outcome 3
Met	4	3	0	1
Substantially Met	5	1	3	1
Not Met	0	0	0	0

During 2023–24, each performance measure was determined by calculating the average of the performance against each performance target. Equal weightings were applied to each target within a measure.⁸

Table 3: Performance target results

	Total	Outcome 1	Outcome 2	Outcome 3
Met	27	9	11	7
Substantially met	2	0	2	0
Not met	8	3	4	1
Unable to be determined	1	1	0	0

8. Targets that were 'unable to be determined' and variances that 'exceed' a performance result were not factored into the assessment of a performance measure.

Table 4: Departmental purposes and outcomes

Our purposes				
<p>Purpose 1—National Security: Protect Australia from national security and criminal threats, and support national resilience, through effective national coordination, policy and strategy development, and regional cooperation.</p>	<p>Purpose 2—Prosperous and United Society: Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs.</p>	<p>Purpose 3—Border and Customs Operations: Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.</p>		
Our activities				
<p>Activity 1.1: National security and resilience</p>	<p>Activity 2.1: Immigration and humanitarian programs</p>	<p>Activity 2.2: Citizenship and multicultural affairs</p>	<p>Activity 3.1: Border management and revenue systems</p>	<p>Activity 3.2: Border security, maritime surveillance and immigration detention</p>
Our performance measures				
<p>Measure 1.1.1: Effective transport security compliance and capacity building activities (<i>Department of Home Affairs PBS Program 1.1</i>)</p> <p>Measure 1.1.2: Enhanced stakeholder capability and resilience to counter foreign interference (<i>Department of Home Affairs PBS Program 1.2</i>)</p> <p>Measure 1.1.3: Effective industry regulation, security advice and strategy implementation safeguards and strengthens Australia’s critical infrastructure and cyber security (<i>Department of Home Affairs PBS Program 1.2, Department of Home Affairs PBS Program 1.3</i>)</p> <p>Measure 1.1.4: Enhanced capability to address potential terror threats, delivered through training activities and stakeholder engagement (<i>Department of Home Affairs PBS Program 1.4</i>)</p>	<p>Measure 2.1.1: Effective design, delivery and assurance of immigration programs (<i>Department of Home Affairs PBS Program 2.1, Department of Home Affairs PBS Program 2.2</i>)</p> <p>Measure 2.1.2: Effective design and delivery of humanitarian, settlement and resettlement programs (<i>Department of Home Affairs PBS Program 2.3, Department of Home Affairs PBS Program 2.4</i>)</p>	<p>Measure 2.2.1: Effective citizenship processing and assurance and community engagement collectively supports social cohesion outcomes (<i>Department of Home Affairs PBS Program 2.5</i>)</p>	<p>Measure 3.1.1: Effective trade and travel policy and regulation and effective administration of border revenue processes (<i>Department of Home Affairs PBS Program 3.1, Home Affairs PBS Program 3.2 and Department of Home Affairs PBS Program 3.3</i>)</p>	<p>Measure 3.2.1: Effective border security, maritime surveillance activities and management of the Immigration Detention Network (<i>Department of Home Affairs PBS Program 3.4, Department of Home Affairs PBS Program 3.5</i>)</p>
<p>Regional cooperation Protect Australia’s sovereignty, security and safety by strengthening relationships with partner governments to improve migration and border management capabilities; working collaboratively with international organisations, including the International Organization for Migration, provide services for irregular migrants, including promoting dialogue through the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime (<i>Department of Home Affairs PBS Program 1.5</i>)</p>				

PURPOSE 1 – NATIONAL SECURITY

Table 5: Performance measures for Outcome 1

Activity	Performance measures
Activity 1.1: National security and resilience	Measure 1.1.1: Effective transport security compliance and capacity building activities.
	Measure 1.1.2: Enhanced stakeholder capability and resilience to counter foreign interference.
	Measure 1.1.3: Effective industry regulation, security advice and strategy implementation safeguards and strengthens Australia’s critical infrastructure and cyber security.
	Measure 1.1.4: Enhanced capability to address potential terror threats, delivered through exercises, training activities and stakeholder engagement.

Performance Information

PURPOSE 1 – National Security	
ACTIVITY 1.1: National Security and Resilience	
MEASURE 1.1.1: Effective transport security compliance and capacity building activities (Department of Home Affairs PBS Program 1.1)	MET 100 per cent

TARGET 1
Aligned to 2023–24 PBS Target
 100 per cent of instances of non-compliance identified through the National Compliance Plan are subject to further compliance activities or enforcement action.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024,⁹ the department has conducted 1,829 compliance activities¹⁰ against 383 entities. This resulted in 900 instances of non-compliance being identified and being issued a non-compliance notice, noting some entities had multiple instances of non-compliance identified.</p> <p>All 900 identified instances of non-compliance were subject to further compliance activity or enforcement action within their 21-day procedural fairness (or natural justice) period.</p>	<p>This target was met, as 100 per cent of the 900 detected instances of non-compliance identified through the National Compliance Plan were subject to further compliance activity or enforcement action.</p>

Supporting performance information

Regulatory assurance activities undertaken through the National Compliance Plan (NCP) assess the compliance of security regulated entities with transport security legislation.

The NCP outlines how the department’s Cyber and Infrastructure Security Centre (CISC) assesses industry participant compliance with their obligations under the *Aviation Transport Security Act 2004* (ATSA), the *Maritime Transport and Offshore Facilities Security Act 2003* (MTOFSA) and their associated regulations. The department conducts risk-based compliance activities consistent with CISC Compliance and Enforcement Strategy¹¹ to ensure regulated industry participants comply with their obligations.

A non-compliance notice is issued where a breach of ATSA or MTOFSA is identified through the NCP. The non-compliance notice may direct the security regulated industry participant to produce evidence it has returned to a state of compliance and has taken reasonable steps to ensure that a similar breach is not repeated. Following the issuance of a non-compliance notice, entities are afforded a 21-day procedural fairness to respond. The department is able to subject the entity to a further compliance activity (as a minimum, this involves assessing the response received) or enforcement action following the receipt of a response or the expiry of the procedural fairness period – whichever comes first.

In 2023–24, 900 non-compliance notices were issued to a range of regulated entities including airports, airlines, passenger screening authorities, ports, and port facility operators. In 54 instances, further enforcement action was taken in the form of issuing financial penalties to the regulated entity. All affected entities could be returned to a state of compliance with the exception of one case, which resulted in refusal by the department to renew their designation as a registered air cargo agent.

9. Data is valid as at 01/07/2024 at 08:01 AM. This target reports on all instances of non-compliance identified during the reporting period (from 1 July 2023 to 30 June 2024). The performance result is taken at 29 days after the reporting period has concluded, considering the procedural fairness period (or natural justice period) of 21 days from the date of the non-compliance notice which entities must be allowed to respond and time for the department to consider the response.

10. Compliance activities include (but are not limited to) audits, inspections and system tests.

11. www.cisc.gov.au/resources-subsite/Documents/cisc-compliance-enforcement-strategy-april-2022.pdf

Notable reasons for non-compliance across regulated entities included:

- failure to detect/prevent prohibited items entering airport sterile area(s)
- invalid air cargo security declarations being issued
- air cargo not being cleared in accordance with approved security screening techniques
- unaccredited persons making screening/examining decisions.

To help regulated entities comply with their obligations, the department continued its national engagement and monitoring regime. During 2023–24, this included:

- leading an industry working group to translate the results of passenger screening system testing into improved screening performance
- facilitating discussions with designated airports, tier 1 airports and tier 2 airports on regulatory findings to identify strategies to reduce non-compliance
- undertaking a targeted program of compliance activities to assess the efficacy of policy settings and drive improvement in industry airside screening practices at designated airports
- focusing on security compliance by regulated air cargo agents (RACAs)
- assisting industry to enforce display of Aviation Security Identification Cards (ASICs) and Maritime Security Identification Cards (MSICs) in secure zones and verifying the operational need of the holder to be in a secure area, with 10,659 ASICs and 960 MSICs being checked by Transport Security Inspectors across the period.

TARGET 2

80 per cent of participants (comprising regional partners and key stakeholders) identified that they had an improved level of transport security capacity on completion of scheduled activities under the Capacity Building Plan.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, the department delivered 41 capacity building activities with participants surveyed for 34 of these.¹²</p> <p>A total of 1,763 participants attended activities, with 1,730 submitting post-activity participant surveys (98.13 per cent).¹³</p> <p>Of the 1,730 survey responses, 1,702 responders indicated an improved level of transport security capacity on completion of projects.</p>	<p>This target was met, as 98.38 per cent of surveyed responses, identified an improved level of transport security capability, exceeding the target of 80 per cent.</p>

Supporting performance information

Capacity building activities undertaken through the 2023–24 Capacity Building Plan sought to strengthen transport security outcomes across the Southeast Asia, South Asia and Mekong regions. The activities delivered sought to support the regions to improve their standard operating procedures and quality controls, providing stakeholders with an understanding of threat and risk, and cultivating security awareness and a positive security culture at air and seaports.

Capacity building activities undertaken throughout 2023–24 included:

- Delivery of a four-day course to engage with the Human Resources representatives of aviation security stakeholders. The course sought to support mitigation of insider threats by focusing on personnel security, recognising the role of the human resources team as an ally in enhancing security culture and managing insider risks.

12. Where Capacity Building Activities either did not involve participants or were not targeted in uplifting the individual capacity of participants, surveys were not conducted. For example, gifting of assets, purchasing of assets or round table discussions.

13. The calculation of the performance results only report on responses to the question related to changes to a participant's transport security capacity. The survey questions used varied between locations with facilitators able to amend questions according to their specific training. The source documents and methodology used to calculate the performance results varied between quarterly reporting periods, impacting the verifiability of the reporting.

- Delivery of an Air Cargo Knowledge Exchange to share Australia’s experience and lessons learnt regarding its Air Cargo Regulatory Framework and Program with the Civil Aviation Authority of Thailand.
- Delivery of a Crisis Management in Aviation Security workshop, in collaboration with International Civil Aviation Organization, seeking to support enhancements to Sri Lanka’s aviation security stakeholders’ crisis management capability, and their ability to apply risk management strategies that align with international best practices.
- Delivery of a Women in Aviation Security Conference, seeking to enhance aviation security outcomes in Indonesia, and the region, through the provision of leadership and development opportunities for women officers.

In order to support increased efficiency and effectiveness of capability building activities, the department completed a review of the Transport Security International Capacity Building Program. The review covered:

- the primary rationale of the program going forward
- framework development to determine which countries the program should be providing services to
- identification of options
- how the program should be delivered
- developing a robust monitoring, review and evaluation framework.

The outcomes of the review will be developed into an updated implementation plan in 2024–25.

PURPOSE 1 – National Security

ACTIVITY 1.1: National Security and Resilience

MEASURE 1.1.2: Enhanced stakeholder capability and resilience to counter foreign interference (Department of Home Affairs PBS Program 1.2)

MET
100 per cent

TARGET 3

Reporting to the department from all Australian universities under the Guidelines to Counter Foreign Interference in the Australian University Sector demonstrates an increased level of capability to counter foreign interference.

Rating	Performance against target	Justification for result
Unable to be determined	As at 30 June 2024, reporting from the 42 Australian universities under the Guidelines to Counter Foreign Interference in the Australian University Sector (the Guidelines) has not been received. In lieu of this, survey reporting from the Department of Education (Education) has been used to understand the implementation of the Guidelines by universities.	This target was unable to be determined, as the predetermined methodology could not be reported against. The survey results obtained from Education also do not demonstrate implementation of all elements of the Guidelines.

Supporting performance information

The department chairs the University Foreign Interference Taskforce (UFIT) Steering Group, which was established in 2019 as the primary conduit for all university and Government counter foreign interference (CFI) related activities.

In lieu of direct reporting from the 42 Australian universities, the department sought data from Education to understand what aspects of the Guidelines universities have completed, are implementing, or are developing further.

The data was collected by Education as part of their annual survey,¹⁴ conducted from 10 April to 7 May 2024, of key initiatives and measures established, reviewed, or updated to address the risk of foreign interference. The results are based on analysis of free text responses provided by 39 of Australia's 42 universities (as defined by the Tertiary Education Quality Standards Australia).

Reporting by Education on the progress of Australian universities in raising capability to CFI included the following examples of universities implementing elements of the Guidelines in 2023–24:

- 36 universities (92.31 per cent of respondents) reported establishing, reviewing or updating key initiatives or measures to address the risk of foreign interference.
- 26 universities reported updating or reviewing existing countering foreign interference initiatives and measures.
- 20 universities reported developing or establishing countering foreign interference policies or frameworks, including due diligence and risk assessment procedures.
- 17 universities reported developing or establishing staff and student communication campaigns, including online training and education on foreign interference risk.
- Nine universities reported developing or establishing countering foreign interference committees, working groups or risk management teams.

The Guidelines are set up as voluntary, therefore universities are able to self-determine their level of risk, and the implementation of proportionate mitigations to respond to this. In 2023–24, the department undertook activities to support university uplift of CFI capabilities, that included:

- arranging UFIT security briefings and delivering intelligence to Australian universities to inform their due diligence and mitigations
- including CFI materials to the Trusted Information Sharing Network (TISN) and enabling 29 universities to sign on to access the platform
- administering three due diligence workshops with attendance by 36 universities and the finalisation and dissemination of the due diligence checklist and framework
- administering two campus culture workshops to share best practice on addressing foreign interference on campus with attendance by 32 universities and the finalisation and dissemination of campus culture guidance material.

The department has encouraged the development of communities of practice across the sector to enable continuous learning and also the sharing of anonymised foreign interference case studies across the sector, to ensure that universities receive information and products (including from their peers) that support them to raise the awareness of their university communities. As the Guidelines are non-mandatory, universities are not required to provide evidence they are using the support offered by the government and other universities.

14. The supporting performance information is based on aggregated figures provided by the Department of Education. The department does not have access to pre-aggregated source data which would be required to internally assure the accuracy and reliability of figures and statements.

TARGET 4

Achieve an 85 per cent satisfaction rate from the Australian Electoral Commission (AEC) in relation to the department's advice and leadership to support efforts to safeguard electoral processes against the threat of foreign interference.

Rating	Performance against target	Justification for result
Met	As at 30 June 2024, the department achieved a 100 per cent satisfaction rate from surveyed participants within the AEC in relation to advice and leadership to support efforts in safeguarding electoral processes against the threat of foreign interference.	This target was met, as the department achieved a 100 per cent satisfaction rate from the AEC.

Supporting performance information

The department supports the AEC through their Electoral Integrity Assurance Taskforce (EIAT) by providing advice and leadership to:

- ensure the risks associated with foreign interference in an election are understood, identified and treated
- assist with the coordination of election-related intelligence reporting and referrals for the EIAT and its Board members, as appropriate.

The three key stakeholders in AEC who directly receive advice and leadership support from the department were surveyed to determine the satisfaction level of the department's advice and leadership throughout 2023–24. This included the AEC Deputy Commissioner/Electoral Integrity Assurance Taskforce (EIAT) Board Co-Chair, AEC EIAT Chair and AEC EIAT Secretariat. All stakeholders responded to the survey and all responses indicated they were satisfied with the advice and leadership provided by the department, according to the pre-agreed performance standards and rating scales.

During 2023–24, the department supported the safeguarding of electoral processes against the threat of foreign interference, including during electoral events such as:

- the Voice to Parliament referendum 2023
- Tasmanian state election 2024
- South Australian First Nations Voice election 2024
- the Dunkley and Cook by-elections 2024.

In addition, the department supported EIAT engagement with social media and technology platforms such as Amazon, Microsoft, Open AI, Meta, Google, Reddit, X, Tencent, TikTok and Snapchat. These engagements intend to provide platforms with an overview of AEC strategies to combat disinformation about electoral processes and events, to outline relevant laws, established escalation processes for the referral of content in breach of Commonwealth legislation and to brief on the functions and focus of the EIAT.

The department also developed the security risk assessment on the use of foreign election management systems (EMS) by Australian election management bodies. The assessment considers the consequences of a compromise of EMS as they pertain to the national security landscape by informing electoral management bodies (EMBs) of the need to exercise vigilance in their procurement processes, given the potential risks posed by vendors with foreign links. In developing the risk assessment, the department has directly empowered EMBs across Australia in safeguarding their electoral processes against the threat of foreign interference.

PURPOSE 1 – National Security

ACTIVITY 1.1: National Security and Resilience

MEASURE 1.1.3: Effective industry regulation, security advice and strategy implementation safeguards and strengthens Australia’s critical infrastructure and cyber security (*Department of Home Affairs PBS Program 1.2, Department of Home Affairs PBS Program 1.3*)

SUBSTANTIALLY MET
92.83 per cent

TARGET 5

100 per cent of instances of identified non-compliance with obligations in the *Security of Critical Infrastructure Act 2018* are subject to a compliance action.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024,¹⁵ there were 54 potential instances of non-compliance identified on the Security of Critical Infrastructure (SOCi) Compliance Watchlist in 2023–24, comprising:</p> <ul style="list-style-type: none"> • 50 mandatory cyber incident reporting (MCIR) instances • four Asset Register instances. <p>31 of the potential instances of non-compliance were subsequently found to be compliant. All of these were MCIR instances.</p> <p>The other 23 instances of potential non-compliance were referred for regulatory follow-up investigation. Of these:</p> <ul style="list-style-type: none"> • Three instances of potential non-compliance were confirmed by their regulatory follow-up investigation to be non-compliant and have had compliance action applied. A single entity was responsible for all three instances. • 20 instances (including one asset and 19 MCIR items) will be subject to further compliance action in 2024–25, pending the results of follow-up investigation confirming any non-compliance and any mitigating factors. 	<p>This target was met, as 100 per cent of confirmed instances of non-compliance (three) were identified and subject to a compliance action.</p>

Supporting performance information

The *Security of Critical Infrastructure Act 2018* (SOCi Act) obligations subject to compliance monitoring activities by the department in 2023–24 included asset registration and MCIR. All submissions for these SOCi obligations go through initial checks for completeness and correctness, with those that do not pass these initial checks being placed on the SOCi Compliance Watchlist¹⁶ to be subsequently reviewed for potential non-compliance. Reviewing for non-compliance seeks to identify cases that require follow-up action to capture all required reporting information and determine if any breaches of the SOCi Act have occurred. In particular, checks for MCIR items also aim to identify any instances of material non-compliance. This information supports the government in developing an aggregated threat picture to inform both proactive and reactive cyber response options—from providing immediate assistance to working with industry to uplift broader security standards.

15. The target does not include actions undertaken by responsible entities who report to another Commonwealth regulator (other than the department) for their SOCi obligations.

16. Potential material non-compliance instances are notified to the SOCi Compliance Watchlist, where they are then reviewed subject to available resources and priorities.

The agreed regulatory posture for 2023–24¹⁷ was to only undertake enforcement action for detected cases of material non-compliance¹⁸ which were egregious in nature, that is, high risk actions that constitute intentional misconduct or knowing violation of the SOCI Act. Non-compliant entities whose actions were determined by the department to not be high risk were subject to education and awareness to support them to meet their compliance with SOCI Act obligations.

In 2023–24, regulatory activity focused on building and updating the SOCI Asset Register, receiving MCIRs and checking that information provided is complete, timely and correct as per legislative requirements.

In 2023–24, the department continued to develop the SOCI Compliance Framework, including preparing for commencement of audit activity and the receipt of annual report attestations concerning responsible entities' compliance with the Critical Infrastructure Risk Management Program (CIRMP) obligation commencing in 2024–25. Consistent with a maturing regulatory model, SOCI compliance remains focused on education and awareness raising through the CISC's various channels, such as web, social media, dedicated enquiry lines, and via the Trusted Information Sharing Network (TISN).

Further information on the SOCI Compliance Watchlist, SOCI Asset Register and MCIR Obligations 2023–24 is at Appendix B (page 223).

TARGET 6

100 per cent of notifications and notification exemption requests received under the Telecommunications Sector Security reforms to the *Telecommunications Act 1997* are responded to within 30 calendar days for notifications and 60 calendar days for notification exemption requests.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, there were 58 notifications received during 2023–24, of which:</p> <ul style="list-style-type: none"> 48 responses were provided within the 30 day timeframe ten notifications remained active. <p>In addition:</p> <ul style="list-style-type: none"> one notification exemption request was received and subsequently withdrawn in within 2023–24 an additional five notifications, received prior to 2023–24, were responded to during the financial year. These were also provided within the 30 day timeframe. 	<p>This target was met, with 100 per cent of notifications responded to within the required timeframe.¹⁹</p>

17. www.cisc.gov.au/legislation-regulation-and-compliance/our-regulatory-principles-and-approach

18. A material non-compliance is when legislative required information has not been provided by a reporting entity, or when legislated timeframes have not been met by the entity. Note that before a finding of material non-compliance is made, the reporting entity would need to be contacted and given an opportunity to correct or supply additional information and/or confirm the relevant timeframes.

19. This target measures the time from when CISC receives a submission from a carrier to the time when a response is sent to the carrier. Where a response includes a request for further information, a new 30-day timeframe commences for the carrier to reply, however this is not a statutory or enforceable timeframe and not reported on for the purposes of this target. In these instances, the carriers' submission of further information is treated as a new notification with a new 30-day response requirement.

Supporting performance information

Notifications and notification exemption requests are submitted by carriers under the Telecommunications Sector Security (TSS) reforms to the *Telecommunications Act 1997*. Timely assessment of submissions by the department supports implementation of risk mitigations by industry stakeholders.

Under current regulatory arrangements, assessments of these submissions (notifications and notification exemptions) are conducted and finalised within the department's CISC. Following this, a notice is generated for the Communications Access Coordinator (within the Attorney General's Department) to sign off before sending to the carrier.

During 2023–24, the average number of days taken for the department to issue a 'further information' notice was 26 days, and the average time for further assessment, once further information was received, was 28 days.

As at 30 June 2024, 53 notices generated by the department had been issued by the Communications Access Coordinator in response to notifications under the *Telecommunications Act 1997*, including:

- 26 'further information' notices under section 314B(1)
- 22 'some risk' notices under section 314B(3)
- five 'no risk' notices under section 314B(5).

There were five instances where the Communications Access Coordinator issued a notice where no further information was requested after the initial submission.

Some risk notices issued to carriers contain a list of risks identified, and sets of mitigations they can implement to address risks identified by the department. This is technical advice to industry that seeks to uplift notifying carriers' security posture.

TARGET 7

Stakeholders' expectations of advice provided by the department on matters related to the *Foreign Acquisitions and Takeovers Act 1975* are met in 90 per cent of requests.

Rating	Performance against target	Justification for result
Not met	As at 30 June 2024, all 30 stakeholders were surveyed with nine responding to the survey. Of these, six respondents indicated that their overall satisfaction with the advice provided by the department was positive (66.67 per cent).	This target is not met, ²⁰ as only 66.67 per cent of survey respondents indicated they were satisfied with the advice provided by the department, missing the target of 90 per cent by 23.33 per cent.

Supporting performance information

The department provides advice to the Treasury's Foreign Investment Division (FID) on matters related to the *Foreign Acquisitions and Takeovers Act 1975* in order to support the Treasury by providing risk and threat analysis of foreign investments into Australia. Advice provided by the department supports the FID to administer Australia's foreign investment regulatory framework, including whether proposals for investment should be accepted or rejected, or conditions imposed upon proposals.

All 30 stakeholders within the FID who received advice from the department during 2023–24 were issued a survey, comprising of five questions. These questions asked participants to rate their satisfaction with the department's performance against the following criteria on a five-point scale.

- Provision of advice (average rating of 4.1)
- Timeliness of recommendations (average rating of 3.89)
- Satisfaction with advice provided (average rating of 3.89)
- Management of changing deadlines (average rating of 4.2)
- Conditions recommended (average rating of 3.89).

Regarding the timeliness of advice and support, in 2023–24, the department received 606 referrals, of which 98.18 per cent were responded to within agreed timeframes. Of these:

- 595 were responded to within the agreed timeframe
- 11 were responded to outside the agreed timeframe.

20. Survey responses fell below the planned response rate, therefore the performance result may not be reflective of the broader target population.

TARGET 8

80 per cent of surveyed Critical Infrastructure Advisory Council (CIAC) members were satisfied with the advice, leadership and implementation of critical infrastructure priorities by the Cyber and Infrastructure Security Centre.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, there were 74 Critical Infrastructure Advisory Council (CIAC) members. The survey was made available to all those in attendance at the 14 March 2024 CIAC meeting (there were 63 in attendance at the meeting,²¹ either in person or virtually), with 19 valid responses received.²²</p> <p>16 survey responders (84.21 per cent) indicated that they were satisfied with the department's advice, leadership and implementation of critical infrastructure priorities.²³</p>	<p>This target was met,²⁴ as 84.21 per cent of survey responses provided a satisfied rating, exceeding the target of 80 per cent by 4.21 per cent.</p>

Supporting performance information

The CIAC provides leadership and strategic direction for the TISN²⁵ and supports collaboration and advancement of initiatives to uplift the security and resilience of Australia's critical infrastructure, particularly those detailed in sector forward work plans. The CIAC membership is voluntary and includes industry bodies supported by secretariats from government agencies.

The department provided secretariat support to the following CIAC meetings during 2023–24:

- 11 August 2023
- 29 November 2023
- 14 March 2024.

The secretariat support provided includes facilitation of a secure collaborative platform for members to communicate on, and fulfilment of the co-chair position by a senior departmental official. The survey was conducted during and after the final meeting on 14 March 2024, to allow members to participate in a full cycle of the CIAC's meetings to inform their survey responses and understand the appropriateness of the department's support.

Throughout 2023–24, the CIAC has considered and supported a number of initiatives under the *Critical Infrastructure Resilience Plan*²⁶ (CIR Plan) including:

- Expansion of TISN Sector Groups including the establishment of the Higher Education, Innovation and Research sector group and the Mining sector group during 2023–24. This was implemented in full by the department in line with the timeframes detailed in the CIR Plan (Activity 1).

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21. Of the 63 attendees, eight were not CIAC members. Due to the anonymous nature of the survey, the department is unable to verify if there were survey responses from non-CIAC members included in the performance result (i.e. outside of the target population). Through declarations, the department verified that no departmental staff completed the survey and therefore they are not included in the survey results.
 22. A total of 23 responses were received, however only 19 were counted towards the performance result. Three were identified as invalid due to not meeting the response criteria and one was a duplicate of a previously counted response due to the same IP address being used.
 23. The calculation of the performance results only reports on responses to the question related to changes to member 'satisfaction' with the department's facilitation of the CIAC.
 24. Survey responses fell below the planned response rate of 85 per cent, and therefore performance results may not be reflective of the broader population.
 25. The Trusted Information Sharing Network is the primary forum connecting owners and operators of Australian critical infrastructure with all levels of government—further information is at www.cisc.gov.au/how-we-support-industry/partnership-and-collaboration/trusted-information-sharing-network
 26. www.cisc.gov.au/resources-subsite/Documents/critical-infrastructure-resilience-plan-2023.pdf

- Refreshed Organisational Resilience HealthCheck Tool, which involved working closely with the University of Tasmania and the Resilience Expert Advisory Group, to align with contemporary organisational resilience methodologies. This was funded by and launched by, the department, in line with the CIR Plan (Activity 2).
- Establishment of Terms of References and Forward Work Plans for a number of Sector Groups. The initiatives of these Forward Work Plans are progressed in consultation with the department, in line with the CIR Plan (Activity 1).

The CIR Plan is a living document which outlines the national activities that will be pursued in order to meet the objectives of the *Critical Infrastructure Resilience Strategy 2023*.²⁷ Following its release in February 2023, the CIR Plan has been reviewed in partnership with CIAC and the TISN at the CIAC 14 March 2024 meeting, and will continue to be reviewed annually.

TARGET 9

Aligned to 2023–24 PBS target

AusCheck’s components in the background checking process are completed in five or fewer business days for 98 per cent of checks.

Rating	Performance against target	Justification for result
Met	As at 30 June 2024, AusCheck’s components in the background checking process were completed in five or less business days for 172,591 out of 173,956 checks undertaken.	This target was met, as 99.22 per cent of AusCheck’s components in the background checking process were completed in five or less business days, exceeding the target of 98 per cent by 1.22 per cent.

Supporting performance information

The department’s AusCheck function provides background checks for Australia’s ASIC and MSIC schemes, the Security Sensitive Biological Agents (SSBA) scheme, the SOCI scheme and the Major National Event (MNE) scheme. Support to these schemes helps to ensure people who are granted access to Australian airports, seaports, offshore facilities and regulated critical infrastructure or handle SSBA’s do not pose an unacceptable national security or serious criminality risk.

AusCheck’s components in the background checking process for this target commence when all checking partners have returned their background check results and cease when the responsible entity or Issuing Body is advised of the outcomes.²⁸ The checking partners are the Australian Security Intelligence Organisation and Australian Criminal Intelligence Commission who both advise on an applicant’s criminal history via the National Police Checking Service and also by providing Criminal Intelligence Assessments (ASIC and MSIC scheme only).

A total of 93.72 per cent of background checks were auto-approved and returned an eligible result within a business day. The remainder of background checks required departmental staff to assess the results given by ‘checking partners’ against the *AusCheck Act 2007*, including where:

- an adverse Criminal Intelligence Assessment was given by the ACIC, and subsequently provided by AusCheck to the applicant
- a Criminal History check included disclosable court outcomes.

One of the key activities in 2023–24 was the implementation of MNE background checking for the Fédération Internationale de Football Association Women’s World Cup 2023. Background checking was conducted between 16 May 2023 and 20 August 2023. There were 37,166 checks completed for this event.

27. <https://www.cisc.gov.au/resources-subsite/Documents/critical-infrastructure-resilience-strategy-2023.pdf>

28. The actual time taken to finalise the end-to-end process of a background check will be longer than the period indicated in the performance results because the calculation of these figures does not include the time taken by checking partners to complete their processes.

Table 6: Number of background checks completed

As at 30 June 2024 ²⁹		
Time period	Proportion of checks completed (cumulative)	Number of checks completed
Less than 1 day ³⁰	32.45%	56,449
1 day	96.31%	111,092
2 days	98.23%	3,335
3 days	98.83%	1,040
4 days	99.11%	487
5 days	99.22%	188
Beyond 5 days	100.00%	1,365
Total number of background checks completed	N/A	173,956

TARGET 10

The time taken to finalise received applications for aviation security identification cards (ASICs) and maritime security identification cards (MSICs), including identity assurance, lodgement processing and card issuance, remains stable or is reduced.

Rating	Performance against target	Justification for result
Not met	As at 30 June 2024, applications for ASICs and MSICs, which the department's AusCheck function are directly responsible for processing, took an average of 10.7 calendar days to finalise. ³¹ Applications for ASICs and MSICs took 9.9 days during 2022–23.	This target was not met, as the average time taken to finalise ASIC and MSIC applications in 2023–24 increased by 8.08 per cent when compared to 2022–23.

Supporting performance information

The department is one of multiple Issuing Bodies (IBs) which can directly receive and process ASICs and MSICs card applications. During 2023–24, the progression of department-led reforms to IBs lead to the transitioning of the processing workloads for two IBs (Canberra and Adelaide airports) to the department. As a result, the department's volume of ASICs and MSICs which AusCheck receives directly and processes increased from approximately 5,000 ASICs and MSICs over the two-year renewal period to approximately 9,000 ASICs and MSICs. The total number of cards issued is 252,000 ASICs/MSICs over the two-year renewal period.

29. Data for 30 June 2024 was extracted at 20/08/2024 5:42:03 am. Reporting extracted on a subsequent date will produce variances due to the dynamic nature of data that enters the AusCheck database.

30. Checks completed in "less than one day" captures instances where the department finalises the application on the same business day as checking partner outcomes are received. Checks completed in "one day" are those where the department finalises the application on the following business day.

31. Calculation of performance is a combined average of the time taken for AusCheck Issuing Body staff to review and submit an application to background checking partners; and the time taken for card production and dispatch following subsequent completion of the background check. Processes outside of the department's control are not considered in this calculation.

These reforms are intended to reduce the potential threat from trusted insiders in Australia's aviation and maritime sectors by enabling the department to have strengthened oversight and control over identity verification and card management processes. The department is currently developing options for government consideration on the optimal model for issuing bodies in the future.

The department will continue to address risks to delivery by considering the approach to implement the reforms and a focus on system enhancements³² to reduce the need for manual intervention. Additionally, to meet the increasing processing demands, there is continued progression of initiatives to uplift staff training and expanded capacity via recruitment activities, including that of surge capabilities where data indicates further slippage of processing times.

TARGET 11

Effective development and implementation of *Australia's Cyber Security Strategy 2023–2030*.

Rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2024, the Minister for Home Affairs publicly launched the <i>2023–2030 Australian Cyber Security Strategy</i> (the Cyber Strategy) on 22 November 2023.</p> <p>There were 40 department-led and co-led actions under <i>Horizon 1 Action Plan</i> that had milestones for 2023–24. Of the 40 actions:</p> <ul style="list-style-type: none"> • 25 were progressed in line with the project milestones • 15 actions had overdue milestones. 	<p>This target was not met, as the aggregated achievement of the target was 81.25 per cent, missing the target of 100 per cent by 18.75 per cent.</p> <ul style="list-style-type: none"> • Part A was 100 per cent achieved, noting the Cyber Strategy was delivered by the required deadline. • Part B³³ was only 62.50 per cent achieved based on the number of department-led and co-led actions progressed in line with project milestones.

Supporting performance information

Following the launch of the Cyber Strategy, the department has developed metrics to measure the effectiveness and progress of implementation of the Cyber Strategy. To implement the measures set out in the Cyber Strategy, the *2023–2030 Australian Cyber Security Strategy Horizon 1 Action Plan* (the Cyber Action Plan) details the key initiatives that will commence across government over the next two years. The Cyber Action Plan, available on the department's website, outlines the actions led and co-led by the department.

The National Cyber Security Coordinator, together with the National Office for Cyber Security, drives forward the necessary work to ensure Australia is best positioned to respond to the opportunities and threats of the digital age. This includes overseeing delivery of the Australian Government's mission to make Australia one of the most cyber secure nations by 2030. Horizon 1 of the Cyber Action Plan, which focuses on strengthening Australia's cyber security foundations, will address critical gaps in Australia's cyber resilience to better protect businesses and citizens through deep partnerships across industry and government. Of the six shields, the department leads or co-leads 40 actions across five shields.

A number of action items under the Cyber Strategy are dependent on external factors, including passage of legislation, which have impacted projected delivery dates. These action items are regularly monitored and adjusted to ensure delivery within acceptable timeframes. Of the 40 actions, 15 items are now overdue for delivery when assessed against project milestones. This is largely as a result of rebalancing resources to deliver priority items of the Cyber Strategy.

While progress on department-led and co-led actions falls below the required benchmark to achieve a 'met' result, the department has made significant progress on the implementation of the Cyber Strategy. To further strengthen the department's implementation and reporting of the Cyber Strategy, the department will implement a Policy Program Management Office to ensure more robust governance of the Cyber Strategy. The Policy Program Management Office model will ensure clear governance and reporting for the delivery of department-led activities under of the Cyber Action Plan, supporting ongoing transparency of progress and address potential delays in implementation.

32. A summary of system enhancements scheduled for 2024 is at www.auscheck.gov.au/auscheck-systems/system-releases

33. The methodology used to calculate Part B of the performance results was not pre-determined ahead of the reporting period, however was finalised prior to the development of the department's *2023–24 Annual Performance Statement*.

PURPOSE 1 – National Security

ACTIVITY 1.1: National Security and Resilience

MEASURE 1.1.4: Enhanced capability to address potential terror threats, delivered through training activities and stakeholder engagement (Department of Home Affairs PBS Program 1.4)

MET
100 per cent

TARGET 12

Aligned to 2022–23 PBS Target

85 per cent of stakeholders who participated in scheduled Australia–New Zealand Counter-Terrorism Committee (ANZCTC) training indicated the training delivered was aligned to, and supported, the capability uplift outlined within the agreed lesson plan.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, there were 765³⁴ participants that had attended ANZCTC capability uplift training activities.³⁵ Of these, 417 participants were invited to provide feedback on their perceived capability uplift with 306 participants responding to the relevant question on their perceived capability uplift.³⁶</p> <p>Of the total responses, 297 participants (97.06 per cent) indicated the training delivered was aligned to, and supported, the capability uplift outlined within the agreed lesson plan.</p>	<p>This target was met, as 97.06 per cent of stakeholders who provided feedback indicated the training delivered was aligned to, and supported, the capability uplift outlined within the agreed lesson plan, exceeding the target of 85 per cent by 12.06 per cent.</p>

Supporting performance information

The department supported the delivery of the 2023–24 ANZCTC Program of Activities, in partnership with a wide range of stakeholders, including policy, law enforcement and intelligence agencies, to support the development of nationally consistent approaches to countering terrorism by developing and uplifting relevant capabilities of key stakeholders and participants. In particular, the department coordinated the delivery of over 40 training activities in 2023–24, as well as facilitating the review of multiple training management plans and packages.

ANZCTC training activities are arranged on a demand-driven basis throughout the reporting period. For example, during 2023–24, state and territory police engaged the department to provide capability uplift activities related to hostile vehicle threats. In response to this, the department funded and supported the pilot of a Hostile Vehicle Threat Assessment Course for 13 participants in Sydney, which sought to support participants to have an enhanced understanding of the methods of attack, traffic management and security licensing considerations.

ANZCTC works with jurisdictional stakeholders to deliver training activities that seek to maintain or uplift capabilities. In the case of capability uplift training activities, evaluations are sought to confirm that the course met that capability uplift objective. The department invited all training participants for scheduled capability uplift activities in 2023–24 to assess if they perceived an uplift, following participation in ANZCTC training activities. The performance results were based on the responses to the core question, “did this course enhance/uplift your skills”.

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34. The source documents and methodology used to calculate the total number of participants varied between training activities, impacting the verifiability of this figure.
 35. Surveys are only conducted for capability uplift training activities, other activities are not surveyed, including cadre maintenance activities.
 36. While all participants were invited to provide feedback via a survey, some surveys did not include the question “did this course enhance/uplift your skills”. These surveys were not counted towards the performance results.

TARGET 13

85 per cent of surveyed participants are satisfied that the department's counter violent extremism (CVE) training improved their CVE intervention capability and awareness.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, there were 444 participants³⁷ that had attended the department's CVE training. Of the total participants, 431 participants (97.07 per cent) were surveyed,³⁸ with 119 of these responding to the survey (27.61 per cent).</p> <p>Of the total responses, 93.21 per cent of participants indicated the training improved their CVE intervention capability and awareness.</p>	<p>This target was met,³⁹ as 93.21 per cent of stakeholders who provided feedback indicated that training improved their CVE intervention capability and awareness, exceeding the target of 85 per cent by 8.21 per cent.</p>

Supporting performance information

The department delivered a suite of CVE training offerings to support a range of practitioners, such as government officials, law enforcement, corrections and health care providers. In particular, the department coordinates and facilitates CVE training by liaising with state and territory counterparts regarding training needs, coordinating facilitators and facilities, and providing training materials to participants. The department sought to survey stakeholders who participated in scheduled activities in 2023–24 to understand if they perceived an uplift in their CVE intervention capability and awareness following participation in CVE training offerings.

The performance results were based on the responses to the core question, "has the training improved your CVE intervention capability and awareness". Responses which rated the course as a four or five (out of five) were counted as 'satisfied' for the purposes of reporting.

Risk assessment for violent extremism plays a critical role in understanding the threat posed by radicalised offenders and determining how these individuals are managed, both in correctional settings and in the community. Risk assessment tools support practitioners and intervention providers in making structured and evidence-based decisions around risk mitigations, supervision and treatment decisions for at-risk individuals, in the interests of both the safety of the individual and the community. In the context of countering violent extremism, this was done through the use of structured professional judgement (SPJ) tools. This included:

- The Violent Extremism Risk Assessment 2 Revised (VERA-2R), an SPJ tool that supports an expert user to make an assessment about the violent extremism risk posed by an individual.
- The Violent Extremism Screening Analysis (VESA), a concise evaluation protocol for assessing an individual's threat and risk for violent extremism and terrorism-related actions. The VESA is intended to be a short and succinct analysis to help determine the need for further in-depth risk assessment or identify other relevant action.
- The National CVE Practitioner Training in the Framework for the Assessment of Risk and Protection in Offenders on the Autistic Spectrum (FARAS), a series of four online training modules being delivered in 2024 (in collaboration with Victoria University and funded by the department) for practitioners and clinicians in Australia and New Zealand involved in the assessment and management of individuals radicalising to violent extremism.

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37. Aggregated attendee lists are provided by Victoria University for training activities which they deliver however the department does not have access to pre-aggregated lists or sources which would be required to internally assure the accuracy and reliability of the attendee list.
38. Due to staffing changes within the department, the survey processes were not completed for VESA training on 27 and 28 July 2023 in Tasmania. For VERA-2R training surveys completed on 5 July 2023, the survey did not include the core question, on which the performance result is based. The performance result does not reflect responses from these participants.
39. Survey responses fell below the planned response rate, therefore performance result may not be reflective of the broader target population.

PURPOSE 2—PROSPEROUS AND UNITED SOCIETY

Table 7: Performance measures for Outcome 2

Activity	Performance measures
Activity 2.1: Immigration and humanitarian programs	Measure 2.1.1: Effective design, delivery and assurance of immigration programs.
	Measure 2.1.2: Effective design and delivery of humanitarian, settlement and resettlement programs.
Activity 2.2: Social cohesion and citizenship	Measure 2.2.1: Effective citizenship processing and assurance, and community engagement collectively supports social cohesion outcomes.

Performance Information

PURPOSE 2—Prosperous and United Society	
ACTIVITY 2.1: Immigration and humanitarian programs	
MEASURE 2.1.1: Effective design, delivery and assurance of immigration programs (<i>Department of Home Affairs PBS Program 2.1, Department of Home Affairs PBS Program 2.2</i>).	SUBSTANTIALLY MET 94.94 per cent

TARGET 14
 Aligned to 2022–23 PBS Target
 70 per cent of surveyed public and state-government stakeholders are satisfied with the consultation process used to develop policy advice for Government on the Annual Migration Program⁴⁰ (size and composition).

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, the total consultation on the Permanent Migration Program included:</p> <ul style="list-style-type: none"> • 146 written submissions received • 44 round table participants. <p>190 surveys were sent to submission writers (not including Commonwealth agencies) and roundtable participants.</p> <p>49 stakeholders provided a response to the relevant question on satisfaction with the consultation process (25.79 per cent). Of these, 35 responses indicated that stakeholders were 'satisfied' or 'very satisfied' with the consultation process used to develop advice for Government on the size and composition of the 2024–25 Permanent Migration Program (71.43 per cent).</p>	<p>This target was met,⁴¹ as 71.43 per cent of survey respondents indicated they were satisfied with the consultation process, exceeding the target of 70 per cent by 1.43 per cent.</p>

Supporting performance information

The Australian Government decides the number of places available across the three streams, including the Skilled, Family,⁴² and Special Eligibility categories⁴³ in the Permanent Migration Program as part of the annual Budget process.⁴⁴ They take into consideration a range of key issues such as economic, social, population planning, net overseas migration (NOM), housing, and workforce needs in addition to views of stakeholders.

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- Reporting refers to the Annual Migration Program as the Permanent Migration Program, noting that the program covers permanent visa-types only.
 - Survey responses fell below the planned response rate of 67 per cent. The performance result may not be reflective of the broader target population.
 - While consultation activities are not quarantined by stream, stakeholder views on the size and composition of the Family stream of the Migration Program are collected through this consultation activity.
 - The Special Eligibility category includes visas for those in special circumstances, including permanent residents returning to Australia after a period overseas.
 - https://budget.gov.au/content/bp2/download/bp2_2024-25.pdf, page 8 refers.

The department undertook consultations, involving public submissions and roundtables, to gather insights to develop policy advice on the ideal size and composition of the 2024–25 Permanent Migration Program. A total of 146 written submissions were received, comprising 95 from the public, 43 from organisations, and eight from state and territory governments. In addition, 44 stakeholders participated in the four invitational roundtables hosted by the department, consisting of 19 from industry, 10 from academia, 10 from community, and five from unions. The department also sought to enhance the reach of the public consultation for the 2024–25 Permanent Migration Program across industries and communities by partnering with the Community Liaison Office Network and the Business Industry Regional Outreach Network, as well as the state and territory governments.

Following receipt of a submission, the department issued an online survey link via email to gather feedback on the experience of the consultation process from stakeholders who participated by sending them an online survey link via email. Two separate surveys were distributed to stakeholders who gave a written public submission and individuals who participated in a roundtable.

The department counted submissions that referred to the size and composition of the Permanent Migration Program, or related migration policy, as valid. The webform where submissions were received noted that we are unable to consider individual cases, and such submissions were considered invalid unless they also proposed a change in migration policy settings. Invalid-submission authors were not surveyed in line with established practice around the department’s communication with clients.

The feedback received will inform stakeholder engagement planning for the 2025–26 Permanent Migration Program to better foster genuine consultation and improve performance of the target. In the surveys, stakeholders expressed appreciation for the opportunities to contribute and the provision of a discussion paper, with contextual information, to help prepare their response. However, they mentioned more can be done towards facilitating genuine engagement through the department allowing more time for people to make a submission, improving transparency in how the feedback was used, and reporting back on how the input contributed to the policy development.

At the 2024–25 Budget, the government announced that the planning horizon of the Permanent Migration Program would be extended from one to four years, starting from 2025–26. This forward planning will better align permanent migration with government investments in infrastructure, service delivery and housing to support strong settlement outcomes. There is an opportunity to redesign the evaluation framework as the planning reform is implemented.

TARGET 15

The Migration Program is delivered within the planning ceiling and is consistent with priorities set by the Government.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024 the department delivered:</p> <ul style="list-style-type: none"> • 190,000 Migration Program places out of 190,000 places in the 2023–24 Migration Program • 137,100 places in Skill stream (against a planning level of 137,100) • 52,720 places in the Family stream (against an estimated planning level of 52,500) • 180 places in the Special Eligibility stream (against a planning level of 400). 	<p>This target was met, as the Migration Program was delivered in full, including both Skill and Family streams. Migration Program delivery was consistent with the priorities set by Government through the planning levels for each visa category.</p>

Supporting performance information

The Special Eligibility Program largely consists of ministerial intervention cases that result in the grant of a Former Resident (subclass 151) visa. The minister is not required to strictly adhere to a planning level when exercising their personal power to intervene to grant a visa under this program. The 2023–24 Special Eligibility Program planning level was 400 places. However, only 180 of these places were required for the minister's purposes.

Following ministerial agreement, the department diverted the unused capacity within the Special Eligibility Program planning level to deliver an additional 220 places in the demand-driven Partner visa program. Therefore 40,720 places were delivered against a nominal planning level of 40,500 places for the Partner visa program. Accordingly, 52,720 places were delivered in the Family stream of the Program, against an estimated planning level of 52,500 places.

Table 8: Migration Program places delivered by stream

Trend data	As at 30 June 2024	2023–24 planning level
Employer sponsored	36,825	36,825
Skilled independent	30,375	30,375
State/territory nominated	30,400	30,400
Regional	32,300	32,300
Business innovation and investment (provisional)	1,900	1,900
Global talent (independent)	5,000	5,000
Distinguished talent	300	300
Partner ⁴⁵	40,720	40,500
Parents	8,500	8,500
Other family	500	500
Special eligibility	180	400
Child	3,000	3,000
Total	190,000	190,000

45. Delivery of the Partner and Child visa categories are demand driven, with indicative planning levels only.

TARGET 16

Aligned to 2022–23 PBS Target

Visa processing times (from application lodgement to point of decision) for applications are reduced across at least 4 categories, in line with Government priorities.

Rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2024,⁴⁶ median⁴⁷ processing times for demand-driven visa categories saw:</p> <ul style="list-style-type: none"> • a decrease of 215 days for <i>Second Stage Skilled (Permanent)</i> • a decrease of 104 days for <i>Second Stage Partner</i> • a decrease of 6 days for <i>Skilled (Temporary)</i> • no change for <i>Student</i>, with application processing times remaining stable at 22 days • no change for <i>Visitors</i>, with application processing times remaining stable at less than one day • no change for <i>Working Holiday Makers</i>, with application processing times remaining stable at less than one day. 	<p>This target was not met, as a reduction in processing times was achieved in three categories only,⁴⁸ falling one category below the target of four.</p>

Supporting performance information

Visa processing times are influenced by a number of elements including:

- the completeness of an application (with incomplete applications often requiring follow-up contact with applicants)
- risk and associated level of verification of an applicant's claims
- resourcing available to process applications, noting the Australian Government provided additional resourcing in 2022–23 to sustain visa processing in light of large backlogs and growing volumes of applications post-COVID
- health and character checking that potentially requires follow up engagement with third parties.

Tables 9 and 10 provide the 50th percentile (median) processing time for these programs, which identifies that, when compared to previous year processing times, three of the six visa categories improved while the remaining three visa categories remained steady.

The department continues to support visa applicants and sponsors to submit online (where the online option is available) decision-ready applications through outreach and communications. Targeted migration outreach and engagement is supporting the delivery of visa programs. As an example, Outreach Officers provide information through direct engagement, including webinars, and visa applicants can find information on how to submit a decision-ready application on the check twice, submit once web page⁴⁹ on the department's website.

46. Target 16 reports on the time taken to decide a visa application and captures all applications granted and refused in full 2023–24 program year. Variation in times is measured against the full 2022–23 program year processing times.

47. The 'median' processing time is measured by the department as a more effective calculation of processing times for typical visa applications instead of an 'average', as the median calculation is not distorted by outliers such as complex and/or incomplete visa applications.

48. As it is not possible to improve on 'less than one day' median processing timeframe, the Working Holiday Makers and Visitors categories are not included in the count of programs that saw a reduction.

49. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/check-twice-submit-once>

During 2023–24, the department increased resources processing Second Stage Partner applications resulting in reduced processing times. Temporary Skills Shortage (TSS) processing times in 2023–24 have also reduced, despite an increase in application lodgements across the sponsorship, nomination and visa caseloads. There has been a 29 per cent increase in lodgements in 2023–24 compared to 2022–23. Reduced processing times for Second Stage Skilled (permanent) was primarily due to an increase in processing resources directed at finalising on-hand subclass 888 applications last year.

Student visa processing times for applications decided in 2023–24 have remained steady when compared to 2022–23, despite the ongoing focus on integrity checking, which has resulted in significant refusal rates within some cohorts. The introduction of Ministerial Direction 107, with processing priorities, has directly impacted the processing times of offshore applications. Furthermore, noting processing times for two categories are now at the lowest reportable unit of measurement (less than one day), the department will focus on achieving improvements across all four remaining categories in order to meet the performance measure.

Table 9: Demand driven visa categories–median processing times

Median processing times by visa category for applications decided	2022–23	2023–24
Second stage skilled (permanent)	17 months (519 days)	10 months (304 days)
Second stage partner	13 months (383 days)	9 months (279 days)
Skilled (temporary)	32 days	26 days
Student	22 days	22 days
Visitor	Less than 1 day	Less than 1 day
Working holiday maker	Less than 1 day	Less than 1 day

Table 10: Other categories–median processing times

Median processing times by visa category for applications decided	2022–23	2023–24
Crew and transit	Less than 1 day	Less than 1 day
Resident return / Australian Declaratory Visa (ADV)	Less than 1 day	Less than 1 day
Special category	Less than 1 day	Less than 1 day
Temporary resident (other employment)	25 days	13 days

TARGET 17

The proportion of visa decisions subject to quality assurance activities is consistent with the predetermined sample size set by programs across all locations.

Rating	Performance against target	Justification for result
Met	As at 30 June 2024, all visa programs met the pre-determined sample size for visa decisions subject to quality assurance activities across all locations.	<p>The target was met, as the sample rates for visa decisions subject to quality assurance activities:</p> <ul style="list-style-type: none"> met the predetermined sample rate target for the Human Trafficking visa program exceeded the predetermined sample rate target for all other visa categories.

Supporting performance information

The department remained committed to identifying, assessing, controlling and mitigating risks in visa program delivery, which provides an evidence base for developing and implementing quality management assurance activities and any necessary corrective actions. Quality management activities are conducted by experienced staff across visa program delivery teams to provide assurance that the department's visa decisions are effective, efficient and lawful.

The department uses a centralised quality management system that enables a consistent approach to quality management assurance activities. Pre-defined question sets are used to undertake Quality Control⁵⁰ checks and Quality Assurance⁵¹ checks to determine whether approved processes (such as procedural instructions) have been followed or if errors have been made. Sample rate targets and error rate benchmarks are determined based on risk, strategic priorities and caseload volume.

Quarterly quality management assurance reporting facilitates senior executive strategic oversight of sample rates achieved and insight into errors, ensuring effective controls are maintained and program objectives are met.

During 2023–24, errors identified through quality management assurance activities include errors relating to management and remediation of duplicate client records in departmental databases. The department is clarifying procedural instructions on merging duplicate client records, together with pursuing system-based solutions to resolve duplicate client records. Other errors identified through quality management assurance activities are addressed through community of practice forums, ensuring feedback and training is delivered to staff, continuous improvements in processes, development of guidance material and comprehensive procedural instructions, conducting quality reviews and performance reporting, and targeted sampling.

Table 11: Immigration programs sample and error rates

	Pre-determined sample rate target for 2023–24	1 July 2023–30 June 2024	Error rate for 1 July 2023–30 June 2024
Family visas	2%	4.07%	0.65%
Skilled visas	2%	3.39%	0.57%
Temporary visas	2%	2.89%	0.43%

50. Quality Control is the pre-finalisation examination of specific deliverables to ensure they are compliant with the relevant standards and specifications, with corrective action initiated where necessary.

51. Quality Assurance is the post-decision examination and analysis of standards, policies, processes and outcomes to provide confidence that quality goals have been met.

Table 12: Immigration compliance sample rates

	Pre-determined sample rate target for 2023–24	1 July 2023–30 June 2024	Error rate for 1 July 2023–30 June 2024
Bridging visa E	3%	4.32%	1.35%
Criminal justice visas	10%	17.86%	0.00%
Human trafficking visas	100%	100%	0.00%
General visa cancellations	480	482	0.89%

Table 13: Refugee and humanitarian sample rates

	Pre-determined sample rate target for 2023–24	1 July 2023–30 June 2024	Error rate for 1 July 2023–30 June 2024
Onshore	2%	3.04%	0.24%
Offshore	2%	4.92%	1.06%

TARGET 18

For complaints received after 1 July 2023,⁵² 75 per cent of less serious complaints received are resolved within 90 days and 50 per cent of serious complaints received are resolved within 180 days.

Rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2024:⁵³</p> <ul style="list-style-type: none"> 186 less serious complaints were received. Of these, 141 complaints (75.81 per cent) were resolved within 90 days. 40 serious complaints were received. Of these, 10 complaints (25.00 per cent) were resolved within 180 days.⁵⁴ 	<p>This target was not met,⁵⁵ as the percentage of serious complaints received and resolved within 180 days fell below the target of 50 per cent by 25 per cent.</p>

Supporting performance information

Throughout 2023–24, the department sought to utilise the *OMARA Complaint Risk Matrix* and *Priority Allocation and Treatment Matrix* when triaging, assessing and investigating complaints. The intention of this is to support consistency and to distinguish the severity and impact of the conduct of specific Registered Migration Agents (RMAs) and identify appropriate risk treatments by assigning a risk rating of either minor, moderate or major.⁵⁶ Resources were primarily focused on the investigation of more serious conduct resulting in proportionate disciplinary action whilst still ensuring less serious conduct was addressed through the early resolution model. While the targeted benchmark for serious complaints was not achieved in 2023–24, OMARA was able to sanction 10 RMAs for misconduct – an increase of 150 per cent from 2022–23.

52. Complaints received by the Office of Migration Agents Registration Authority (OMARA).

53. Data reported against Target 18 is reflective of all complaints which were received and finalised by OMARA in 2023–24. The processing times do not reflect complaints received prior to 1 July 2023.

54. The documentation used to evidence how complaints were categorised (as either less serious or serious) was not available for some cases.

55. In order for the target to be met, both less serious and serious complaints must meet their targeted benchmark.

56. The department cannot evidence that the OMARA Complaint Risk Matrix and Priority Allocation and Treatment Matrix was used for all cases.

The early resolution model was a key approach adopted by OMARA during the reporting period and seeks to improve the overall professionalism of the industry by disrupting and correcting inappropriate conduct at the earliest opportunity and to re-educate RMAs as to their ongoing obligations. Early resolution treatments include the issuing of a Suspected Breach Notice (SBN) in order to alert RMAs to the nature of allegations of minor misconduct received by the OMARA and to remind the RMA of their obligations under the code of conduct.

During 2023–24, the department also continued to finalise the legacy caseload⁵⁷ of investigations into RMAs. As at 1 July 2023, there were 258 cases in the legacy caseload, with 153 of these being resolved within the 2023–24 reporting period. For the next reporting period (2024–25), the legacy caseload will consist of the remaining 105 complaints and the 171 complaints which were received during 2023–24 but had not been finalised as at 30 June 2024.

Complaints can be finalised as a result of one of the following:

- a disciplinary action
- the issue of a suspected breach notice
- no breach being found
- being addressed with the agent
- dismissed.⁵⁸

Competing priorities have drawn on staffing resources, including addressing on-hand complex legacy cases and on-boarding of new staff, which impacted the ability of officers to meet key performance indicators (KPIs) for serious complaints or contributing to a review of RMA regulation charging arrangements. Additionally, multiple serious complaints for one RMA relating to an existing complex investigation were received and, as such, were assigned to the existing investigations and could not be finalised within their initial KPI due dates.

The department has been increasing staffing levels and uplifting the regulatory capabilities of the OMARA since mid–2022. From 1 July 2023 to 30 June 2024, an additional nine FTE were added to the OMARA's footprint. Activities in 2023–24 included:

- embedding an enhanced framework for triaging, assessing and investigating complaints
- a change in the procedure for dealing with complaints whereby there is no permission to publish through raising own-motion complaints
- improvements to record keeping practices.

TARGET 19
100 per cent of decisions to detain subject to review had an initial review commence within two business days.

Rating	Performance against target	Justification for result
Substantially met	As at 30 June 2024, 1,239 of the 1,277 ⁵⁹ decisions to detain that were subject to review had an initial review commenced by the department within two business days of the date of detention.	This target was substantially met, as 97.02 per cent of decisions to detain subject to review had an initial review commenced within two business days of the date of detention, which was 2.98 per cent below the benchmark of 100 per cent.

Supporting performance information

The department maintained a proactive and dynamic approach to safeguarding lawful and appropriate detention-related decision-making through assurance activity. Decisions to detain that are subject to detention review undergo a comprehensive quality assurance process by the department's Detention Review Section, to ensure the decision was lawful and appropriate and support effective implementation of detention policies and legislation.

57. Historical investigations that were delayed, paused and/or stalled on account of resourcing constraints, lack of investigative capability and competing priorities. They relate to 86 investigations of 105 complaints received between 2017 and the reporting period commencing (1 July 2023).

58. Complaints are dismissed for a number of reasons including the substance of a complaint is outside of OMARA's jurisdiction, insufficient evidence to make a finding or withdrawal of the complaint.

59. This figure does not include persons detained under section 189 of the *Migration Act 1958* for the purposes of effecting a "prison to plane removal" and airport turnarounds who are detained for less than 72 hours as these cohort are streamed into the rapid removal process.

The two business days benchmark, within which an initial review must commence, is counted from the date of detention.⁶⁰ The initial review process seeks to assess the circumstances of the individual detained including their immigration history, citizenship, identity, defective notifications, jurisdictional errors and any other pertinent information that may affect their immigration status and subsequent appropriateness of their detention. In rare circumstances, errors are identified through the review process that necessitate the release of an individual from immigration detention. When, through the detention review process, a detention decision is found not to be accurate or continued detention may be unlawful, the individual is released from detention as soon as practicable.

TARGET 20

100 per cent of individuals who are found to have been inappropriately detained as a result of the initial review are released from detention within four hours of identification.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, Detention Review Manager's (DRM) initial reviews identified 11 individuals who were later found to have been inappropriately detained.</p> <p>All individuals were released from detention within four hours of receiving confirmed legal advice or Status Resolution Helpdesk advice pertaining to their status.⁶¹</p>	<p>This target was met, as 100 per cent of individuals who were found to have been inappropriately detained were released within four hours from the error being identified.</p>

Supporting performance information

As of 30 June 2024, there were 11 cases identified through assurance activities, where there was an error and the individual was released from immigration detention. In these 11 cases, either reasonable suspicion could no longer be maintained as the individual continued to hold a visa or, it was determined that the individual was an Australian citizen. All individuals were released from immigration detention within four hours of the error being identified. There were five individuals found to be inappropriately detained through other mechanisms (i.e. not through a DRM's initial review). All individuals were released from immigration detention within four hours of the error being identified.

The department considers the reason for all errors and takes any necessary corrective actions to mitigate the risk of similar errors occurring in the future. During 2023–24, the department implemented the following corrective actions in response to the errors that arose in the 11 cases where the individuals continued to hold a visa or, were determined to be an Australian citizen:

- Notifying relevant staff (both verbally and by a written network alert) of the error and reminding staff to follow standard processes to ensure a similar error does not occur in the future.
- Distributing network advice which included specific instructions relating to the particular error, and how and when to refer these types of cases for advice prior to detaining.
- Made changes to the Citizenship Helpdesk business processes and standard operating procedures to enhance triage, escalation and communication procedures.
- Made changes to the Citizenship Assessment Tool – A and the associated standard operating procedure to assist officers in assessing their Australian citizenship status.
- Made changes to the questionnaire provided to non-citizens to assist in assessing their Australian citizenship status.
- Reviewed relevant Character and Cancellation standard operating procedures and business processes which were assessed as fit for purpose.
- Developing more robust protocols for Character and Cancellation staff engagement with the Citizenship Helpdesk.
- Updated the DRM priority matrix to include cases where a detainee is born onshore as a priority 1 case, ensuring these types of cases are reviewed first.

60. The department's Detention Review Section is only able to commence a review from the date of referral email. The 'date of referral' is not always the same as the date of detention.

61. The notification record used to verify the time between identification and release of an individual may not be representative of the exact timing of identification by the department.

TARGET 21

Of the Immigration Medical Examination (IME) cases reviewed, 95 per cent met the department's assurance assessment requirements or are subject to a remediation activity.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, of the 1,168,055⁶² Immigration Medical Examination (IME) cases submitted, 385,430 IME cases (33.00 per cent) were reviewed, subject to a Panel Performance Review or an assurance activity. This exceeded the department's average sample size of 10.00 per cent by 23.00 per cent. Of the reviewed sample of IME cases:</p> <ul style="list-style-type: none">• 375,671 (97.47 per cent) met assurance assessment requirements• 9,759 (2.53 per cent) did not meet assurance assessment requirements but were subject to a remediation activity.	<p>This target was met, as 100 per cent of the reviewed sample of IME cases met assurance assessment requirements or were subject to a remediation activity, exceeding the target by 5.00 per cent.</p>

Supporting performance information

The management and assurance of the department's migration health screening program is designed to ensure migration health policy and procedures are well understood and implemented by Offshore Health Services Providers (offshore panel physicians) and the onshore Migration Medical Service Provider (Bupa). This supports the integrity of visa health processes and appropriate management of immigration health risks to the Australian community.

Assurance activities undertaken by the department throughout 2023–24 included:

- Panel performance reviews of both the offshore and onshore panel clinic network, delivered as virtual meetings with key clinical and administrative panel staff to review procedures and IME processes, including their understanding of health screening requirements.
- Assurance of offshore immigration health cases through desktop audits undertaken by Medical Officers of the Commonwealth.
- Auditing of onshore panel physician examinations.
- Onsite assurance visits of panel clinics both onshore and offshore, with key clinical and administrative panel staff, to review the quality and consistency of IME processes delivered by the panel clinic network including their understanding of health screening requirements.
- Clinical assurance of the onshore migration health service provider, against the relevant contractual key performance indicators.

62. IME figure reported in Target 21 is the cumulative total of 12 monthly reports and is based on monthly records of health cases submitted.

Where panel errors were identified during assurance activities, the department undertook an investigation of the case and sought clinical advice from the department's Clinical Advisory Team (CAT) where required. Feedback was provided directly to the panel clinic and responses were monitored and tracked.

Where it was identified that errors occurred because the panel instructions were not sufficiently clear, the Panel Member Instructions were updated and re-issued to members: for example the 1 July 2024 updated Panel Member Instructions included additional clarity around the instructions for Hepatitis B and Hepatitis C testing, which had given rise to some minor errors made by panel clinics.

Identified common minor issues or errors made in assured offshore health cases included:

- inappropriate grading of identified health conditions
- poor chest radiograph technique
- photograph guidelines not being followed for biometric image capture.

Minor issues are remediated through the regular Health Bulletin and/or general feedback to the network or panel clinics, and abatements of the onshore migration medical service provider where contractually indicated. Identified common minor issues or errors made in assured onshore health cases included over/under-investigation of suspected tuberculosis, as well as 'recommended cleared' cases not being reviewed in line with the relevant policy and procedures manual. Critical errors may result in suspension or removal from the offshore panel clinic network.

Poor performance by the onshore migration medical service provider (including an unacceptable volume of minor/major errors or any single critical error) is managed through the contractual performance framework.

PURPOSE 2—Prosperous and United Society

ACTIVITY 2.1: Immigration and humanitarian programs

MEASURE 2.1.2: Effective design and delivery of humanitarian, settlement and resettlement programs (*Department of Home Affairs PBS Program 2.3, Department of Home Affairs PBS Program 2.4*).

SUBSTANTIALLY MET
97.07 per cent

TARGET 22

Aligned to 2023–24 PBS target

The Humanitarian Program is delivered within the planning target and is consistent with priorities set by the Government.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, 20,000 Humanitarian Program places have been delivered out of the 20,000 place planning target set by government. There were:</p> <ul style="list-style-type: none"> • 16,750 visas granted under the offshore component • 3,250 visas granted under the onshore component. 	<p>This target was met, as 100 per cent of places were delivered within the planning target and according to the composition set by the Government.⁶³</p>

Supporting performance information

The Humanitarian Program’s composition was approved by the Australian Government on 23 November 2023, with the 20,000 places comprising 17,000 Offshore Places and 3,000 Onshore Places. This composition was later amended to 16,750 Offshore Places and 3,250 Onshore Places.

The department’s performance in delivering places under the 2023–24 Humanitarian Program demonstrates the efficiency and effectiveness of planning and processes to place individuals, according to humanitarian needs and Australian Government priorities. Delivering on the exact size and composition of the Humanitarian Program, as set by the Australian Government, demonstrates effective design and delivery of humanitarian, settlement and resettlement programs by the department.

Regular monitoring of the Program was conducted by the department, in consultation with relevant Overseas Posts. Monitoring ensured any issues in program delivery were addressed appropriately and in a timely manner, and ensured the Program was on track throughout the year.

Changes to the Onshore and Offshore targets within the overall program number were made in the final quarter of the Humanitarian Program year to ensure delivery of the full Humanitarian Program target and to meet government expectations in relation to Protection Visa Reforms.

63. The ‘priorities’ set by the government have been defined as the ‘composition’ of the offshore and onshore components.

TARGET 23

75 per cent of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia.

Note: The target was originally published in the *Department of Home Affairs 2023–24 Corporate Plan* as 75 per cent of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services independently in Australia.⁶⁴

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, a total of 8,722 out of 9,378 clients exiting the Humanitarian Settlement Program (HSP) have achieved outcomes which provide them with the skills and knowledge to use services in Australia.⁶⁵</p> <p>This includes:</p> <ul style="list-style-type: none">• 6,846 clients who are able to apply skills independently• 1,876 clients who are able to apply skills but who may require some assistance at times.	<p>This target was met, as 93 per cent of clients exiting the HSP have the skills and knowledge to use services in Australia, exceeding the target of 75 per cent by 18 per cent.</p>

Supporting performance information

The HSP is designed to provide clients with services and support to develop the required skills and knowledge to use services independently in Australia. These services include but are not limited to housing, health, transport, education and employment.

The performance results demonstrate that clients have received the support services they require during their time in the humanitarian settlement program. The result includes clients who have achieved the required outcomes at exit, including clients who:

- are able to apply skills and knowledge independently
- have achieved the required outcome but may require some level of assistance to access services independently.

Both categories of clients are counted towards the target performance in recognition of the fact that some particularly vulnerable cohorts may require additional assistance at various stages to maintain their ability to access services independently in Australia upon exiting the program. Vulnerable cohorts could include clients who have experienced high levels of poverty, severe trauma, and suffer the health impacts arising from persecution, discrimination, displacement, nutritional deprivation and inadequate medical care. Homesickness, culture shock, a sense of social dislocation and language and literacy barriers can also affect the ease with which clients settle in Australia, noting that many clients will have spent long periods of time in refugee camps or other precarious living conditions before coming to Australia. Clients may have no experience of renting a home or other aspects of life in Australia which are considered fundamental to successful settlement. The additional assistance clients might require may include assistance to complete rental applications, connect household utilities and finding employment.

Throughout 2023–24, HSP service providers have continued to deliver settlement orientation and services to enable clients to become self-reliant and active members of the Australian community. This is evidenced in the assessment of client outcomes when exiting the program and further supported by feedback provided by clients during client interviews.

64. The target has been updated to reflect that both categories of achievement (independently and with assistance) are counted as part of the performance result. This is in recognition of the fact that some particularly vulnerable cohorts may require additional assistance at various stages to maintain their ability to access services independently in Australia following exiting the program.

65. The reporting is based on self-reporting from third party providers. Through assurance activities, the department was only able to substantiate approximately 33 per cent of the claims made within provider self-assessment reporting.

Part of the HSP's success is attributed to clients remaining in the program for slightly longer periods, as well as a higher proportion of clients on temporary visas who may have already lived in Australia for a period of time prior to entering the HSP.

The seven per cent of clients who did not exit the HSP with the skills and knowledge to use services in Australia usually fall into one of the following categories:

- Clients with exceptional circumstances, including complex needs and/or trauma.
- Clients who have chosen to exit the program before full capacity has been achieved.
- Clients affected by participatory barriers, such as significant caring responsibilities or significant physical or mental health needs.

Where clients exit the HSP without achieving the skills and knowledge to use services in Australia, HSP providers are expected to connect the client to services which can continue to provide assistance to them.

TARGET 24

80 per cent of a sample of Settlement Engagement and Transition Support (SETS) clients rated three or above (five-point rating scale) when assessed against the skills and knowledge required to support their independence, participation and wellbeing.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, the number of clients rated three or above when assessed against the skills and knowledge required to support their independence, participation and wellbeing⁶⁶ was:</p> <ul style="list-style-type: none"> • 32,207 out of the sample of 36,280 SETS—Client Services clients • 3,176 out of the sample of 3,409 SETS—Community Capacity Building clients. 	<p>This target was met as 88.77 per cent of the sample⁶⁷ of SETS – Client Services clients and 93.17 per cent of SETS—Community Capacity Building clients were rated three or above, exceeding the target of 80 per cent by 8.77 and 13.17 per cent respectively.</p>

Supporting performance information

SETS helps build skills and knowledge of individuals by providing settlement-related information, advice, advocacy, and assistance to enable clients to access both mainstream and other relevant services. SETS also helps new and emerging community groups and organisations support their specific communities to increase their economic and social participation, so positive settlement outcomes are sustained in the long term. Activities include providing training in organisational governance, project management, leadership skills and mentoring for community stakeholders.

Service delivery quality is assessed in collaboration with Funding Arrangement Managers in the Community Grants Hub in the Department of Social Services (DSS) via the analysis of Data Exchange (DEX) reports, Activity Work Plan reports and meetings with providers.

66. The performance results are based on self-reporting by SETS providers through DEX data which is managed by DSS. The department accesses SETS data through the QLIK reporting interface, and does not directly access DEX source data to internally verify the accuracy of the self-reporting.

67. SETS providers are required to report outcomes for over 50 per cent of their clients which make up the 'sample'. From 1 July 2023 to 30 June 2024, outcomes were reported for 60.53 per cent of SETS—Client Services and 55.58 per cent of SETS—Community Capacity Building clients.

TARGET 25

Attendance rate of clients invited to Australian Cultural Orientation (AUSCO) courses is 90 per cent or higher.

Note: The target was originally published in the *Department of Home Affairs 2023–24 Corporate Plan as Attendance rate of clients invited to Australian Cultural Orientation (AUSCO) course sessions is 90 per cent or higher*.⁶⁸

Rating	Performance against target	Justification for result
Met	As at 30 June 2024, 496 courses were delivered with 10,763 invites distributed to clients. Of the distributed invites, there were 9,583 attendees to courses (89.04 per cent), including 183 clients who attended refresher courses. ⁶⁹	This target was met, ⁷⁰ as the attendance rate for invited clients to courses was 89.04 per cent, which is only 0.96 per cent below the target of 90 per cent.

Supporting performance information

The AUSCO course is offered to Refugee and Special Humanitarian Program entrants over the age of five years prior to their departure for Australia. AUSCO gives practical advice about the journey to Australia, including quarantine laws and information about what to expect post-arrival and assists in ensuring a successful start to the client's settlement journey. Meeting the target demonstrates the department's commitment to identifying and connecting new arrivals to services which seek to ensure they are adequately supported and equipped for life in Australia.

The full AUSCO course consists of five broad themes, covering law, education, family, English language and transport. Sessions are typically five hours in duration and cover more than one topic, noting the duration may vary depending on class size, the delivery mode and client logistics regarding their travel dates. The flexibility of the course and session arrangements takes into account the unique learning needs of each client and any constraints on time or travel, based on their personal circumstances.

The department's AUSCO service provider is the International Organization for Migration (IOM). The department supports IOM by providing the details of clients who are eligible for the program, following which the IOM issues invites to eligible clients, while also promoting the course contents and benefits.

TARGET 26

95 per cent of eligible Temporary Protection Visa (TPV) and Safe Haven Enterprise Visa (SHEV) holders are transitioned to a permanent Resolution of Status (RoS) visa by the end of the 2023–24 Program Year.

Rating	Performance against target	Justification for result
Substantially Met	As at 30 June 2024: <ul style="list-style-type: none">Of 20,641 eligible TPV and SHEV holders, 18,558 had been transitioned to RoS visas.2,083 RoS visa applications remained on hand.	This target was substantially met, as 89.91 per cent of eligible TPV and SHEV holders were transitioned to a permanent RoS visas, which is only 5.09 per cent below the target of 95 per cent.

Supporting performance information

For the purposes of reporting, the total TPV and SHEV cohort total reported above includes all eligible holders as at 30 June 2024, including cohorts added to the total population throughout the year. During the 2023–24 program year, the number of eligible TPV and SHEV holders increased by 1,874 holders, primarily as a result of regulatory changes. As at 1 July 2023, there were 18,767 eligible TPV and SHEV holders, of which the department granted RoS visas to 98.9 per cent.

68. Definitions are inconsistently applied across documents used by the provider and the department. The target wording has been amended for reporting purposes to clearly distinguish between the full AUSCO 'course' and 'sessions' (noting sessions are components of the course). The targets counts attendance at the full AUSCO course, not sessions.

69. The IOM does not provide data on refresher courses.

70. The performance results are based on self-reporting from the International Organization for Migration (IOM) and the department does not have access to the required source data to internally verify the legitimacy and accuracy of reported results.

The target of 95 per cent of eligible TPV and SHEV holders being transitioned to a RoS visa by the end of the 2023–24 program year is based on the government’s commitment in February 2023 that the majority of TPV and SHEV holders would be transitioned onto a permanent visa within 12 months of their announcement.

A significant proportion of remaining cases require further work to anchor the identity of applicants. This has required a significant investment of resources above and beyond the funded RoS processing taskforce. Cases such as this will take longer to finalise and will require additional character and/or security checks and some will require protection obligations assessments to be completed based on identity findings.

The RoS visa caseload will extend beyond the remaining RoS visa applicants over subsequent reporting periods, because individuals who are part of the unauthorised maritime arrival legacy caseload may also become eligible for a RoS visa in the future if they are found to be owed protection obligations and meet all other eligibility criteria, including:

- TPV and SHEV applicants who are yet to receive a decision on their initial TPV/SHEV application
- refused TPV and SHEV applicants for whom the bar has been lifted under section 48B of the *Migration Act 1958* to allow a further TPV/SHEV application to be made
- refused TPV and SHEV applicants who are successful at merits or judicial review.

TARGET 27

Aligned to 2023–24 PBS target

Reduce the transitory person caseload by 25 per cent

Rating	Performance against target	Justification for result
Not Met	As at 30 June 2024, the transitory person population in Australia was 983. This represented a decrease of 153 from the population of 1,136 as at 30 June 2023.	This target was not met, as the transitory person caseload reduced by 13.47 per cent, missing the target of 25 per cent by 11.53 per cent.

Supporting performance information

The transitory person population in Australia comprises unauthorised maritime arrivals (UMAs) who were taken to a regional processing country on or after 19 July 2013 until September 2023, inclusive of any children born to those UMAs. Transitory persons will reside in Nauru or temporarily in Australia, however do not have a settlement pathway in Australia and are therefore expected to engage in third-country migration options towards departure from Australia.

Caseload reductions are achieved through ongoing resettlement outflow and assisted voluntary returns. Key activities undertaken throughout 2023–24 to reduce the transitory person caseload included:

- ongoing resettlement outflow to the United States (US), New Zealand and Canada, and
- execution of funding arrangements with New Zealand providers for the provision of supplementary settlement and mental health support to individuals resettled.

As at 30 June 2024, caseload engagement in third-country migration options remained steady at approximately 51 per cent,⁷¹ but continues to be challenged by:

- a desire to remain in Australia (over resettlement in another country)
- frustration and anger about situation and treatment, resulting in an unwillingness to participate
- self-perception of integration due to time in Australia
- views that policy will change allowing them to stay in Australia.

The department’s control over the delivery of resettlement outcomes is limited, as decision-making on resettlement approval sits exclusively with a resettlement country; therefore the department does not have any direct levers to achieve a resettlement outcome.

71. The engagement percentage is derived from determining the percentage of individuals engaged in a TCR process as a proportion of the full transitory person caseload as at a reporting date. It is a dynamic and live data set as a result of TCR candidates being able to engage and disengage at any time.

As a result, the department's efforts remained focused on encouraging transitory persons to engage in voluntary resolution of their status. Through the Status Resolution Network and Status Resolution Support Services (SRSS) providers, third-country resettlement options are promoted, supplementary support is provided to connect individuals to opportunities, and assistance is provided to help them become 'settlement ready' prior to departure. Examples of these supports include:

- information products and online webinars about New Zealand resettlement
- case management and caseworker support through SRSS to address health and mental health needs
- support to explore education and employment opportunities in New Zealand, and
- relocation and transitional assistance.

Additionally, during 2023–24, supplementary settlement and mental health support was provided to individuals resettled in New Zealand and the US, complementing existing settlement support and focusing on upward mobility, including employment, education, health and mobility assistance. Recognising that positive resettlement outcomes may look different for each individual, supplementary settlement supports are tailored to meet the needs of the individual.

PURPOSE 2: Support a prosperous and united Australia through effective coordination and delivery of immigration and social cohesion policies and programs.

ACTIVITY 2.1: Citizenship and multicultural affairs

MEASURE 2.2.1: Effective citizenship processing and assurance and community engagement collectively supports social cohesion outcomes (*Department of Home Affairs PBS Program 2.3, Department of Home Affairs PBS Program 2.4*).

SUBSTANTIALLY MET
94.53 per cent

TARGET 28

Aligned to 2023–24 PBS target

90 per cent of citizenship by conferral applications are finalised within agreed target timeframes from lodgement to decision.

Rating	Performance against target	Justification for result
Not Met	As at 30 June 2024, 192,994 citizenship by conferral applications had been finalised. Of those, 142,043 were finalised within six months from lodgement to decision.	This target was not met, as 73.60 per cent of citizenship by conferral applications were finalised within six months from lodgement, missing the target of 90 per cent by 16.40 per cent.

Supporting performance information

During 2023–24, the commencement of the new direct pathway to Australian citizenship for New Zealanders as of 1 July 2023 saw a significant increase in conferral application volumes as compared with 2022–23, with 60,699 applications received from New Zealand Special Category (TY444) visa holders as at 30 June 2024. This is 26.28 per cent of total applications received for 2023–24, and contributed significantly to the 47.30 percentage point increase of application lodgements year-on-year, from 156,831 in 2022–23 to 231,012 in 2023–24.

From December 2023, the Citizenship Program was required to reduce full-time employees (FTE) across conferral delivery teams in response to departmental resourcing constraints, resulting in a reduced ability to assess and finalise conferral applications in the latter six months of the year. Despite reduced resourcing, the Citizenship Program continued to prioritise resolution of more complex and aged caseloads, with a reduction of 4,462 across the year in the number of conferral applications on-hand for two years or more.

Overall, however, the combination of increased application lodgements and reduced FTE through 2023–24 has meant the number of on-hand applications has increased, along with processing times from lodgement to finalisation.

Table 14: Citizenship by conferral

	2022–23	2023–24
Citizenship by conferral applications lodged	156,831	231,012
Percentage of citizenship by conferral applications lodged online	86.62%	88.41%
Citizenship by conferral applications finalised	198,808	192,994
Citizenship by conferral applications on-hand (30 June)	79,548	117,789
Citizenship by conferral applications on-hand over two years	6,989	2,527
Applicants acquiring citizenship by conferral	192,947	192,242

Throughout 2023–24 the department implemented a range of measures to improve processing efficiencies for conferral applications:

- Streamlined processes for face-to-face client interactions at citizenship test appointments. This enabled increased flexibility of citizenship test offerings, and increased adaptable allocation of work across the available workforce, rather than restricting operations to the client’s location.
- Minor systems enhancements to improve processing efficiency, which included updates to consent and character declarations, the updating of online conferral application forms, and enabling applicants eligible for fee concessions to apply online.

TARGET 29

The proportion of citizenship decisions subject to quality assurance activities is consistent with the pre-determined sample size of 2 per cent across citizenship caseloads.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024,⁷² the total number of citizenship application decisions made was 213,668.⁷³</p> <p>8,176 decisions (3.83 per cent) were subject to quality assurance activities, this included:</p> <ul style="list-style-type: none"> • 156,172 decisions for citizenship by conferral, with 6,481 checks completed (4.15 per cent) • 16,591 decisions for citizenship by descent, with 630 checks completed (3.80 per cent) • 40,905 decisions for evidence of Australian citizenship, with 1,065 checks completed (2.60 per cent). 	<p>This target was met as a sample of 3.83 per cent of citizenship decisions subject to quality assurance activities were sampled, exceeding the target of two per cent by 1.83 per cent.</p>

72. Reporting against Target 29 is reflective of all applications finalised in 2023–24. The data for 2023–24 is drawn from a dynamic system environment and is correct as at 15 July 2024 at 8:07AM, but may differ slightly from previous or future reporting. The reported result captures the percentage of decisions subject to both quality control checks pre-decision and quality assurance checks post-decision.

73. Figure includes Conferral, Descent and Evidence decisions for primary applicants. It does not include other citizenship decision types, such as decisions to resume or renounce citizenship and Australian citizenship by adoption. Data refers to primary applicants only and excluded applications which are withdrawn/invalid/otherwise finalised/counseled.

Supporting performance information

The department is concerned with identifying, assessing, controlling and mitigating risks in the delivery of the Citizenship Program, which provides an evidence base for developing and implementing quality assurance activities and any necessary corrective actions. The department uses a centralised quality management system that enables a consistent approach to quality assurance activities. Pre-defined question sets are used to undertake Quality Control (QC)⁷⁴ checks and Quality Assurance (QA)⁷⁵ checks to determine whether approved processes (such as procedural instructions) have been followed or if errors have been made. These activities provide assurance as to the Citizenship Program's conformance with key legislative and operational policy requirements, driving lawful and consistent decision-making on applications.

The Citizenship Program applies benchmark targets in the centralised quality management system to rate and indicate control effectiveness. Ratings below 90 per cent indicate that controls are ineffective, above 90 per cent and below 95 per cent indicates that controls are partially effective and 95 per cent or above indicates that controls are effective. Controls include activities/processes such as reporting, training, and operational guidance materials, which together ensure decision-makers are supported to make lawful and accurate decisions. For 2023–24, the Citizenship Program's overall accuracy benchmark is above 95 per cent:

- 98.08 per cent QA and QC accuracy rate was achieved for citizenship by conferral
- 98.70 per cent QA and QC accuracy rate was achieved for citizenship by descent
- 98.02 per cent QA and QC accuracy rate was achieved for evidence of Australian citizenship.

The results of quality assurance activities are distributed through mechanisms such as the Quarterly Immigration Group Quality Management Assurance Report and the Citizenship Program's internal Quarterly Quality Control and Assurance Report to the department's executive leadership and decision-makers, providing details on error rates with a specific focus on the individual questions where the error rate was outside the five per cent threshold. During 2023–24, the results and plans of action for remediation activities (either new or ongoing as the result of previous issues identified) were discussed with managers and stakeholders across the Citizenship Program in September 2023, November 2023 and June 2024. Errors identified through quality assurance activities are addressed by ensuring feedback and training is delivered to staff, continuous improvements in processes, and refinement of operational guidance material.

74. Quality Control is the pre-finalisation examination of specific deliverables to ensure they are compliant with the relevant standards and specifications, with corrective action initiated where necessary.

75. Quality Assurance is the post-decision examination and analysis of standards, policies, processes and outcomes to provide confidence that quality standards have been met.

TARGET 30

80 per cent of surveyed Community Stakeholders indicated that engagement with the Community Liaison Officer (CLO) Network has helped them feel supported and included in the Australian community.⁷⁶

Note: The target was originally published in the *Department of Home Affairs 2023–24 Corporate Plan as 90 per cent of surveyed Community Leaders are satisfied with the level of community engagement from the Community Liaison Officer (CLO) Network*. The target was amended in February 2024.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, 400 community stakeholders were invited to respond to the survey, of whom 93 responded,⁷⁷ reflecting a response rate of 23.25 per cent.</p> <p>Of the total responses, 87.90 per cent of the respondents indicated engagement with the CLO Network has helped them feel supported and included in the Australian community.⁷⁸</p>	<p>This target is met, as 87.90 per cent of stakeholders who provided a survey response indicated that the CLO Network is effective, exceeding the target of 80 per cent by 7.90 per cent.</p>

Supporting performance information

The CLO network is a national network of 50 officers who build and maintain trusted relationships with a wide range of cultural, ethnic and faith-based communities. This supports the department to:

- proactively know and understand community stakeholders
- identify barriers to participation and opportunities to strengthen social inclusion
- connect stakeholders with important information, services, and each other
- enable community voices to inform government policies, programs and actions
- support social cohesion outcomes
- respond to community feedback and concerns.

Effectiveness of the CLO Network is measured by the results of an annual survey of community stakeholders, conducted in the final quarter of the reporting period. For the purposes of reporting, responses to the four target questions were recorded on a sliding scale of one to 10. Ratings of six and above are counted as 'effective' for each of the four questions divided by total number of responses. While the survey response rate did not meet the minimum requirement, it is significantly higher than the response rate in 2022–23 (16.76 per cent). In 2023–24, changes to the methodology were implemented to improve the response rate, including the exclusion of email-only engagements from the selected survey sample and introducing a reminder email the week before the deadline for survey responses.

76. The target was amended in February 2024 to ensure that it is outcomes-focused in a meaningful way. There was no direct correlation between 'satisfaction of Community Leaders with the level of community engagement from the CLO Network' and 'social cohesion outcomes' referred to in *Measure 2.2.1*. The proposed target relates directly to positive outcomes that support social cohesion and multicultural communities. Additionally, 'community stakeholders' better captures the breadth of CLO engagement and is not a subjective term like 'Community Leaders'. The Target was changed to 80 per cent to reflect the tendency for survey results to be skewed by dissatisfaction with Government policy and program factors separate to the engagement by the CLO Network.

77. Due to the anonymous nature of the survey, the department is unable to verify if survey responses were completed by the addressed stakeholder (i.e. the target population), or if the survey was actually completed on their behalf by a proxy (such as their support teams).

78. Survey responses fell below the planned response rate of 49.00 per cent, therefore the performance result may not be reflective of the broader target population.

Throughout 2023–24, the CLO Network supported Australian Government priorities, including engaging with communities affected by the Hamas–Israel conflict. Communities continued to engage with CLOs even when some stakeholders expressed opposition to government policy and reduced engagement with other government representatives, which is evidence of the support and trust CLOs have built through their engagement with communities. At the outset of the Hamas–Israel conflict response, community sentiment was used to brief government on a daily basis. Community sentiment informed the government’s response to the crisis, including the social cohesion funding announcement of \$25 million to Australian Palestinian, Muslim and other communities affected by the conflict. The CLO Network has continued to gather community sentiment on distribution of funding to communities.

The CLO Network also maintains relationships with community stakeholders outside of crises. As at 30 June 2024:

- the CLO Network conducted more than 8,700 engagements with community stakeholders, conducting an average of more than 520 engagements each month.
- CLOs conducted 1,563 in-person engagements, 579 online engagements, 2,423 phone engagements and 4,182 email engagements.

The CLO Network also attended other key engagements that help communities feel supported and included in Australian society. These included a wide range of community events, such as:

- lunar New Year
- iftar dinners
- citizenship ceremonies
- harmony Week events
- information sessions on topics such as the Migration Strategy and the Pacific Engagement Visa
- forums with state and territory government and police counterparts.

During 2023–24, activities and measures implemented based on stakeholder feedback from the 2022–23 annual survey included the development of a clearer purpose and vision for the CLO Network, and recruitment activities to address feedback that face-to-face engagement is preferred.

PURPOSE 3—BORDER AND CUSTOMS OPERATIONS

Table 15: Performance measures for Outcome 3

Activity	Performance measures
Activity 3.1: Border management and revenue systems	Measure 3.1.1: Effective trade and travel policy and regulation and effective administration of border revenue processes.
Activity 3.2: Border security, maritime surveillance and immigration detention	Measure 3.2.1: Effective border security, maritime surveillance activities, and management of the Immigration Detention Network.

Performance Information

PURPOSE 3—Border and Customs Operations

ACTIVITY 3.1: Border management and revenue systems

MEASURE 3.1.1: Effective trade and travel policy and regulation and effective administration of border revenue processes (*Department of Home Affairs PBS Program 3.1, Department of Home Affairs PBS Program 3.2 and Department of Home Affairs PBS Program 3.3*).

SUBSTANTIALLY MET
95.50 per cent

TARGET 31

Aligned to 2023–24 PBS target

Average clearance times (facilitation rate) for travellers, air cargo and sea cargo are maintained or improved.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, when compared to the previous reporting period:⁷⁹</p> <ul style="list-style-type: none"> the average clearance times for travellers improved for inbound and outbound travellers by 0.68 per cent and 4.03 per cent respectively air cargo average clearance rates improved in both the 24 hour and 48 hour timeframes by 0.29 percentage points and 0.38 percentage points respectively sea cargo average clearance rates improved in both the three day and five day timeframes by 0.95 per cent and 0.98 per cent respectively. 	<p>This target was met, as all average clearance times (facilitation rates) improved compared to 2022–23.</p>

Supporting performance information

Travellers

During 2023–24, combined air traveller numbers have increased compared to 2022–23, with inbound air traveller numbers increasing by 31.90 per cent and outbound by 32.61 per cent.⁸⁰ Increased eligibility, facilitation through SmartGates and continuing enhancement of technology at the border has enabled stability and consistency to traveller clearance times.

This target calculates clearance times for continuous normal processing by measuring the gap between individual travellers, with the measurement of traveller clearance time assuming a continuous flow of travellers. This flow can break due to travellers exceeding the stipulated time for the purpose of this target. These travellers are considered outliers.⁸¹ Examples of outliers may include travellers who have incorrectly completed an incoming passenger card, those who may have had an issue with SmartGate processing or those for whom English is their second language. Regardless of the reason, the department will process and facilitate the cross-border movement of all legitimate travellers as efficiently as possible.

79. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

80. Target 33 of the department's Annual Performance Statement provides details on total traveller numbers.

81. Any transactions that take more than three minutes (five minutes for groups at the primary line), or match an alert or referral (except outbound SmartGate) to complete clearance are considered outliers, and are discounted from the calculation of average clearance times. A small number of cross-border traveller movements may not be recorded due to a system issue or administration error. These movements are manually corrected once identified.

The outlier rate for each clearance channel in the current reporting period is:

- Primary Line inbound: 28.20 per cent
- Primary line outbound: 25.97 per cent
- BIOGate: 4.76 per cent
- SmartGate: 8.27 per cent
- Gen 3 SmartGate: 10.71 per cent

Table 16: Travellers—average traveller clearance times⁸²

	Inwards	Outwards
2023–24 clearance time (seconds)	72.64	40.94
2022–23 clearance time (seconds)	73.14	42.66
Clearance time variance	-0.68%	-4.03%

Air cargo and sea cargo

For the purposes of reporting, sea cargo clearance times measure from the progressive discharge timestamp reflecting when the goods were discharged (unloaded) through to when the goods are free from customs impediments. Sea cargo reporting measures the processing of goods at the container level. Meanwhile, air cargo clearance times measure from the timestamp reflecting when the goods arrived through until the goods are free from customs impediments.

While the department recorded a slight decrease in sea cargo volumes, the number of air cargo consignments has steadily increased in 2023–24 as air freight begins to normalise with more flight availability compared to 2022–23, which was still recovering from pandemic measures (Tables 17 and 18 refer). The department has continued to maintain high clearance rates and improve these, despite 38.51 per cent increase in the volume of air cargo arriving into Australia when compared to the previous reporting period. Supporting this has been a range of factors including increased industry reporting compliance and reviews of profiles and alerts for effectiveness.

Table 17: Air cargo volume changes—cleared within 24 hours

Reporting period	Total number of air cargo consignments	Consignments cleared within 24 hrs	Percentage cleared within 24 hours	Variance (percentage points)
2023–24	119,239,487	114,992,749	96.43%	+0.29
2022–23	86,085,638	82,771,341	96.15%	

Table 18: Air cargo volume changes—cleared within 48 hours

Reporting period	Total number of air cargo consignments	Consignments Cleared within 48 hrs	Percentage cleared within 48 hours	Variance (percentage points)
2023–24	119,239,487	117,461,965	98.51%	+0.38
2022–23	86,085,638	84,475,837	98.13%	

82. Travellers who successfully complete kiosk processing but do not proceed to the SmartGate to finalise the clearance are not included in the calculation of final SmartGate clearance times, as a visit to only a Kiosk does not constitute a full clearance activity.

Table 19: Sea cargo volume changes—cleared within three days⁸³

Reporting period	Total number of sea cargo consignments	Consignments Cleared within 3 days	Percentage cleared within 3 days	Variance (percentage points)
2023–24	5,908,390	5,387,328	91.18%	+0.95
2022–23	6,255,435	5,644,279	90.23%	

Table 20: Sea cargo volume changes—cleared within five days

Reporting period	Total number of sea cargo consignments	Consignments Cleared within 5 days	Percentage cleared within 5 days	Variance (percentage points)
2023–24	5,908,390	5,556,455	94.04%	+0.98
2022–23	6,255,435	5,821,308	93.06%	

83. The result for sea cargo consignments cleared within three days includes in its count the circa 98 per cent of all cargo which is auto-cleared before arrival in Australia. Auto-clearance is on the basis of reports submitted by importers 48 hours before arrival at the dock.

TARGET 32

Aligned to 2023–24 PBS target

100 per cent of Australian Trusted Traders (ATTs) subject to assurance processes either pass or are subject to a compliance activity.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024, 909 ATTs were subject to an assurance activity.</p> <ul style="list-style-type: none">• 909 annual declarations were issued. Of these, 827 (90.98 per cent) ATTs passed their annual declaration, and a further 82 (9.02 per cent) ATTs did not pass and were referred to Account Managers for remediation.• 268 revalidation visits were conducted. Of these, 156 (58.21 per cent) ATTs passed their revalidation, two (0.75 per cent) ATTs did not pass, and an additional 110 (41.04 per cent) remained under assessment.• 54 (5.94 per cent) ATTs were subject to further compliance activities.	<p>This target was met, as 100 per cent of the ATTs subject to assurance processes either passed or were subject to a compliance activity.</p>

Supporting performance information

The ATT program manages and monitors the activities of accredited Trusted Traders. Businesses accredited in the program must be able to demonstrate strong international supply chain security and trade compliance practices. Trusted Traders are offered a range of trade facilitation benefits that simplify their customs processes, such as faster and consolidated cargo clearance, and easier access to key international markets. However, Trusted Traders are subject to assurance processes, monitoring and controls beyond those imposed on entities not within the ATT program, including additional cargo profiling and adherence to ATT legal agreement obligations.

The program enhances the competitiveness of Australian businesses by decreasing the cost of transacting business. ATT reduces the transactions that require compliance monitoring by applying a lighter touch to accredited businesses from traditional transaction-based, border risk assessments.

This program contributes to the Australian trade objectives by integrating the world economy through trade and global value chains, providing simplified and more cost-effective trade arrangements to participating businesses. The establishment of the ATT Program, as Australia's Authorised Economic Operator Program,⁸⁴ has supported the increased facilitation of legitimate trade by the department, without compromising border security. AEO programs provide a mechanism for participants to be treated as low-risk by their country of origin, through the implementation of a Mutual Recognition Arrangement (MRA)⁸⁵ for the export destination.

As at 30 June 2024, Trusted Traders represent 17.95 per cent in value and 12.39 per cent in volume of Australia's two-way trade. During this reporting period, ATT:

- accredited 36 new Trusted Traders
- withdrew 31 applications after the completion of the onsite validation assessment
- terminated the Legal Agreement of 55 Trusted Traders.

84. A compendium of all World Customs Organization AEOs is at www.wcoomd.org/en/topics/facilitation/instrument-and-tools/tools/aEO-compendium.aspx

85. MRAs provide benefits to ATTs in overseas markets where the department has recognised the AEO program of another customs administration. The department currently has 10 signed MRAs: see www.abf.gov.au/about-us/what-we-do/trustedtrader/benefits/mutual-recognition-arrangements

The ATT ongoing assurance program actively monitors the Trusted Traders to ensure they achieve satisfactory levels of supply chain security and trade compliance. The program captures compliance activities for breaches under the *Customs Act 1901*, and ATT-initiated assurance activities to ensure compliance with the *Customs (Australian Trusted Trader Programme) Rule 2015* and ATT Legal Agreement. During 2023–24, the following activities were conducted to support the assessment of entity compliance:

- 827 ATTs passed their Annual Declaration activity,⁸⁶ and a further 82 ATTs did not pass and were referred to ATT Account Managers for remediation actions.
- 268 ATT revalidations were conducted, of these 156 ATTs passed their revalidations,⁸⁷ and two ATTs did not pass. A further 110 revalidations outcomes remained under assessment as at 30 June 2024.
 - The two ATTs that did not pass revalidation had ATT accreditation terminated in this instance.
- 54 ATTs were subject to 139 further compliance activities:
 - 20 compliance activities initiated by ATT initiated
 - 119 compliance activities undertaken in partnership with other department work areas.

ATT compliance activities are recorded as corrective actions. Where non-compliance under the *Customs Act 1901* is identified, the matter is addressed in partnership with the relevant work area to produce the most effective and enduring assurance outcome. An example of this is an entity that was identified as failing to maintain the requirements of the ATT program. Immediate action was taken to raise the issue, however the entity failed to effectively implement the mitigations required by ATT. Additionally, an improvement plan was issued to the entity, however this was not fully addressed by the entity, therefore, after a period of negotiation, the entity was removed from the ATT program. While the removal of non-compliant traders is not an ideal outcome, it was deemed appropriate in this instance based on the severity of the non-compliance.

TARGET 33

Percentage of eligible air travellers processed through the border using SmartGate technology improves or remains consistent with the previous reporting period.

Rating	Performance against target	Justification for result
Met	As at 30 June 2024, across all locations ⁸⁸ there were 41,747,453 total air travellers, with 33,008,418 eligible for proceeding through the border using SmartGate technology. Of the eligible cohort, 24,755,201 air travellers were processed through the border using SmartGate technology.	This target was met, as 75.00 per cent of SmartGate-eligible air travellers were processed through the border using SmartGate technology, which is an improvement of 2.62 per cent when compared to the 2022–23 result of 72.38 per cent.

Supporting performance information

As at 30 June 2024, the department's ability to facilitate efficient air traveller processing at airports, compliant with regulatory border and immigration controls, was improved compared to the previous reporting period.

Inbound and outbound SmartGates usage by eligible air travellers differs, as a larger number of passport holders from eligible nationalities can use outbound SmartGates (54 outbound vs 28 inbound, and an additional 30 inbound through a silent trial). The eligibility criteria differs due to policy and, until recently, technical limitations.

To manage the flows of ineligible travellers, and reduce the number of those who need to exit the SmartGates for manual processing via the Primary Line, the department staffs a gate-controller function for exception handling. Where ineligible travellers trigger an exception at the SmartGate (and are therefore unable to exit), the gate controller is able to remotely review the reasons for the exemption and (where appropriate) clear the traveller for exit from the SmartGate. This gate controller assistance is not available with inbound SmartGates.⁸⁹

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86. The Australian Trusted Trader Program (ATTP) historically relied on manual data capture in Microsoft Excel for annual declaration reporting. ATTP recognised the possibility for minor data discrepancies relating to Trusted Trader entities submitting annual declarations after the due date, which increased the risk of data not being captured within a reporting period.
 87. Trusted Traders are revalidated within a four-year timeframe from their initial ATT accreditation. Revalidations include the research and compilation of an updated Entity Snapshot, to ensure an understanding of any reputational, financial or compliance changes that have not been reported to ATT. An onsite validation is conducted to confirm that the supply chain security measures in place continue to meet the requirements of the ATT program.
 88. Locations are defined as international airports that are supported by SmartGate technology.
 89. The number of travellers assisted in this manner are not included in the SmartGate data and are reported separately as Gate Controller clearance activity in table 22.

Table 21: SmartGate utilisation for inbound air travellers

Reporting period	2023–24	2022–23
Total inbound travellers	21,098,889	16,001,018
SmartGate eligible travellers	16,329,462	12,077,392
SmartGate eligible travellers using SmartGates	11,464,219	8,208,076
Percentage of SmartGate eligible travellers using SmartGates	70.21%	67.96%
Increase / decrease	2.25%	
Total travellers using primary line	9,634,670	7,792,942
Percentage of travellers using primary line	45.66%	48.70%
Increase / decrease	-3.04%	

Table 22: SmartGate utilisation for outbound air travellers

Reporting period	2023–24	2022–23
Total travellers	20,648,564	15,570,546
SmartGate eligible travellers	16,678,956	12,443,651
SmartGate eligible travellers using fully automated SmartGate	13,290,982	9,540,770
Percentage of SmartGate eligible travellers using fully automated SmartGate	79.69%	76.67%
Increase / decrease	-2.87%	
Total travellers using primary line	499,151	4,216,147
Percentage of travellers using primary line	24.21%	27.08%
Total travellers using SmartGate gate controller assisted	2,358,431	1,813,629
Percentage of travellers using SmartGate gate controller assisted	11.42%	11.65%
Increase / decrease	-0.23%	

The Increased SmartGate Usage Project (ISGU) is a part of the rollout of Generation 3 (Gen 3) arrivals SmartGates, which additionally saw all eight major international airports successfully transitioned to Gen 3 SmartGates. The aim of the project is to increase inbound usage to 70 per cent of total arriving air travellers. This will be delivered by expanding eligibility to more air travellers by:

- lowering the age below 16 for non-citizens
- increasing the number of eligible nationalities
- removing exceptions
- exploring the possibility of clearing non-ePassports via SmartGate.

TARGET 34

Aligned to 2023–24 PBS target

The revenue collected from customs duty, the Import Processing Charge (IPC) and the Passenger Movement Charge (PMC) against a target of achieving Portfolio Additional Estimates Statements (PAES) estimates.

Rating	Performance against target	Justification for result
Not Met	As at 30 June 2024, the department collected revenue totalling \$15.39 billion.	The target was not met, as the actual revenue (\$15.39 billion) was 18 per cent below budget (\$18.81 billion).

Supporting performance information

The department supports revenue protection through a range of activities, including through sampling refund and duty drawback applications to ensure eligibility and administering the voluntary disclosure program that encourages compliance with revenue payment to the Commonwealth.

In 2023–24, key activities included the:

- refund compliance program
- duty drawback scheme
- voluntary disclosure program.

As at 30 June 2024, \$15.39 billion revenue was reported. This was down by \$3.42 billion against PAES estimates and collected in accordance with Australian Government settings, from:

- Customs Duty: \$13.83 billion
- Import Processing Charge (IPC): \$451.45 million
- Passenger Movement Charge (PMC): \$1.10 billion.

PURPOSE 3—Border and customs operations

ACTIVITY 3.2: Border security, maritime surveillance and immigration detention

MEASURE 3.2.1: Effective border security, maritime surveillance activities, and management of the Immigration Detention Network (*Department of Home Affairs PBS Program 3.4, Department of Home Affairs PBS Program 3.5*).

MET
100 per cent

TARGET 35

The Australian Border Force effectively supports the Joint Agency Taskforce Operation Sovereign Borders (JATF OSB) mission to maintain zero successful maritime people smuggling ventures.

Rating	Performance against target	Justification for result
Met	As at 30 June 2024, there were zero successful maritime people smuggling ventures. ⁹⁰	The target was met, as no maritime people smuggling ventures were successful, meeting the JATF OSB mission to maintain zero successful maritime people smuggling ventures.

90. A maritime people smuggling venture is not successful if it is disrupted before embarking on water, or if all the people on board are turned back, returned to their country of origin or departure, or transferred to a regional processing country.

Supporting performance information

Maritime patrolling and aerial surveillance is vital to the success of the JATF OSB mission to deny any irregular maritime settlement pathway to Australia and prevent the avoidable loss of life at sea. Maritime surveillance activities are conducted regularly with the intent to detect ventures, not merely in response to already detected ventures. For much of 2023–24, this activity was supported by land-based ABF patrol and surveillance activity under Operation LEEDSTRUM. Across 2023–24 this contributed to the detection, interception and resolution of 10 maritime people smuggling ventures, resulting in:

- 109 unauthorised maritime arrivals (UMAs) being safely transferred to Nauru for regional processing in accordance with long-standing policies under OSB.
- 30 potential irregular immigrants (PIIs) and crew being safely returned to their country of origin or departure.

Led by Maritime Border Command (MBC), the department uses intelligence to inform surveillance and response options, including aerial and radar surveillance to detect Suspected Irregular Entry Vessels (SIEVs) before these boats arrive in Australia. MBC maintains an on-water response capability postured to respond to SIEVs targeting Australia, providing a valuable deterrent and response effect in support of the OSB mission.

Between July 2023 and June 2024, the department achieved 2,086 patrol days and 12,579 aerial surveillance flight hours. Not all on-water patrol days and aerial surveillance hours are exclusive to JATF OSB activities, with MBC also responsible for coverage against the eight recognised maritime security threats.

Table 23: Maritime security threat activities

	July 2023 – June 2024 ⁹¹
Border Controlled Drug (BCD) related vessel interdictions	1
Fish Aggregating Devices (FADs) retrieved	0
Ghost nets retrieved	0
'Educate and disembark' activities	51
Legislative forfeitures conducted by ABF assigned assets involving illegal Foreign Fishing Vessels (FFV)	215
Unseaworthy vessels disposed of at sea	56
Illegal foreign fishing fishers apprehended	22

Through Operation LEEDSTRUM, the department provided a presence on the ground in the Kimberley Marine Park region to detect and deter civil maritime threats, including maritime people smuggling. Operation LEEDSTRUM conducted 110 land-based patrols from April 2024 to June 2024,⁹² boosting the land-based posture to support OSB operations, furthering the deterrent and response effect delivered by the department in support of the OSB mission.

In addition to the provision of resources, a range of activities related to deterrence were supported by the department, including:

- JATF OSB senior executive participation in 49 international engagement activities relating to deterrence and disruption of maritime people smuggling. Engagements are chosen to reaffirm commitment to cooperation on countering criminal people smuggling and irregular migration in our region, and to share information with international partners who are working to counter the same threats.
- Continued implementation of a targeted, consistent, persistent and culturally aware communication campaign through a range of advertising and community engagement channels offshore in 11 key source and transit countries across 16 languages to deter irregular maritime travel to Australia.

91. Reporting on 'educate and disembark' activities, FADs and ghost nets is based on aggregated figures which were provided by other departments. The department does not have access to pre-aggregated source data which would be required to internally assure the accuracy and reliability of figures and statements.

92. These figures do not represent the full 2023–24 reporting period as the current iteration of Operation LEEDSTRUM was stood up in early 2024.

TARGET 36

Aligned to 2023–24 PBS target

The number of critical incidents per 1,000 detainees in the Immigration Detention Network is comparable or decreases.

Rating	Performance against target	Justification for result
Met	As at 30 June 2024, there were 27.83 critical incidents per 1,000 detainees, compared to 73.57 critical incidents in 2022–23. This represents a drop of 45.74 critical incidents per 1,000 detainees when compared to the 2022–23 reporting period.	This target was met, as the number of critical incidents per 1,000 detainees decreased by 62.17 per cent in comparison to the previous reporting period.

Supporting performance information

The department manages onshore detention risks within the Immigration Detention Network (IDN), which includes all immigration detention centres and alternative places of detention in Australia, under the constraints of population inflows, detention capacity, vulnerabilities (health and security) of those in held detention, staffing (departmental, service providers and sub-contractors) and infrastructure.

Since 2018, the detention population has included a large proportion of detainees who have convictions related to violence or drugs. A prison-like culture, with a higher degree of substance abuse and violence has developed and, as a result, increased the likelihood of incidents in the IDN. While a correlation exists between the volume of incidents within the IDN and the security profile of the onshore detention cohort, many factors (including but not limited to effective administration) play a role in the number of critical incidents.

Table 24: Current cohort within the IDN with a criminal history

Reporting period	Total in held detention	Criminal history indicator ⁹³	Percentage of detainees
2023–24	918	776	84.53
2022–23	1,114	1,005	90.22

A key factor in the overall reduction of critical incidents per 1,000 detainees was the reduction by 88.37 per cent in serious public health risk incidents, primarily resulting from a department decision in July 2023 to downgrade COVID-19 reporting from a 'Public Health Risk—Serious' to 'Public Health Risk—Minor'. This decision was in line with public health guidelines and taken as part of a concerted step-down approach within the IDN towards the management of COVID-19. A secondary factor was a decrease of 39.17 per cent in the reported incidents of sexual assault during this period.

Table 25: Total number of critical incidents within the IDN (1 July 2023 – 30 June 2024)⁹⁴

Significant incidents as at 30 June 2023		Significant incidents as at 30 June 2024	
Total	Per 1,000 detainees	Total	Per 1,000 detainees
88	73.57	26	27.83

93. A criminal history indicator is applied when an individual's records have an indicator of 'legal issues' and 'criminal history' applied. It should not be taken as an indicator of the severity of an individual's criminal history.

94. Incident figures relate to the number of incidents rather than the number of participants.

Detainees can access activities and resources that promote purposeful learning and engagement, reflecting on individual needs and abilities. An example of this being the broad range of Programs and Activities available to detainees such as sports, board games, art, food lessons and socialisation programs. Detainees are supported in understanding their right to choose and participate in welfare and health services as required.

The Detainee Health Services contract ensures that detainees have access to health services. This includes:

- the provision of clinical facilities and integrated primary healthcare
- appropriate mental health clinical care and complex case management
- health information and advice
- health promotion and disease-prevention activities
- referrals to allied health, specialist and tertiary health providers as clinically required.

TARGET 37

Percentage of air and sea cargo physically examined by ABF officers that leads to an enforcement result improves or remains consistent with previous reporting period.

Rating	Performance against target	Justification for result
Met	<p>As at 30 June 2024:⁹⁵</p> <ul style="list-style-type: none"> • 75,438 air cargo consignments and 13,017 sea cargo consignments had been physically examined. • 17,817 (23.62 per cent) air cargo consignment checks and 1,990 (15.29 per cent) sea cargo consignment checks led to an enforcement result.⁹⁶ 	<p>This target was met,⁹⁷ considering the combined increase of 2.73 percentage points in the air cargo strike rate and decrease of 3.67 percentage points in sea cargo strike rate compared to the previous reporting period.</p>

Supporting performance information

To support the facilitation of legitimate goods and promotion of economic prosperity, the department seeks to maintain or improve the percentage of air and sea cargo examinations that lead to an enforcement result, known as the strike rate. Cargo detection rates can be impacted by many factors including:

- changes in criminal methodologies
- increased offshore disruption activities
- disruptions to container terminal operators
- variations in commercial shipping arrangements
- trade flows into Australia
- routine maintenance on ABF X-ray systems
- an intelligence led, risk based approach to container selection.

Notwithstanding these factors, the strike rate was maintained for 2023–24.

As at 30 June 2024, the number of air cargo consignments that were physically examined by the department remained stable overall, with a slight increase of 2.73 percentage points in the air cargo examination positive detection rate compared to 2022–23. The department continues to target and detect illicit goods at a high rate, with tobacco and vaping related products continuing to form the majority of detections. The department continues to focus resources to target high-risk consignments, which has seen a significant increase in detections of illicit goods, drugs and precursors while facilitating and limiting any impact to legitimate trade.

95. Data for 2023–24 is drawn from a dynamic system environment and is correct at 1 July 2024 at 08:26:31 but may differ slightly from previous or future reporting.

96. An enforcement result is a positive examination outcome where at least one prohibited item or compliance issue is detected/identified including referrals to internal/external groups/agencies for further enforcement actions.

97. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

Due to administrative challenges associated with volumes of air freight entering Australia, in February 2024 an Operational Notice was issued to alter the methodology for selecting air cargo in certain circumstances where the entire Master Airway Bill (MAWB) could be selected. This change in process flow led to a trial adjustment to how the recording and reporting of detections based on the airway bill level of the consignment (MAWB or the lower level House Airway Bill HAWB). This resulted in 28 individual trials where goods were referred for examination at the MAWB level, resulting in 4,267 HAWB consignments being examined for a total of 2,619 enforcement results.

Due to this, and noting the updated approach was not implemented consistently across all examination facilities, Table 26 splits the data into pre- and post-issuance of the Operational Notice. The approach and process for conducting physical examinations remained unchanged for 2023–24.

Table 26: Air cargo strike rate

Air cargo	2022–23 (1 Jul 2022– 5 Feb 2023)	2023–24 (1 Jul 2023– 5 Feb 2024)	Variance	2022–23 (6 Feb 2023– 30 June 2023) ⁹⁸	2023–24 (6 Feb 2024– 30 June 2024) ⁹⁹	Variance
Number of consignments physically examined by ABF officers	43,388	45,890	2,502	31,065	29,544	-1,521
Number of consignments physically examined by ABF officers that led to an enforcement result	7,551	9,105	1,554	7,553	8,709	1,156
Percentage of consignments physically examined by ABF officers that led to an enforcement result	17.40%	19.84%	2.44 percentage points	24.31%	29.48%	5.17 percentage points

Table 27: Air cargo strike rate (year)

Air cargo	2022–23	2023–2024	Variance
Number of consignments physically examined by ABF officers	74,453	75,438	985
Number of consignments physically examined by ABF officers that led to an enforcement result	15,104	17,817	2,713
Percentage of consignments physically examined by ABF officers that led to an enforcement result	20.29%	23.62%	3.33 percentage points

As at 30 June 2024, the number of sea cargo consignments that were physically examined by the department had increased, however there was a slight decrease in the detection rate compared to the previous reporting period. During the 2023–24 financial year, the department continued utilisation of an intelligence-led risk based approach to target and detect illicit goods, reducing the selection of coverage or sampling selections.

98. Figures are affected by the Operational Notice, issued February 2024.

99. Figures are affected by the Operational Notice, issued February 2024.

Table 28: Sea cargo strike rate

Sea cargo	2022–23	2023–2024	Variance
Number of consignments physically examined by ABF officers	11,486	13,017	1,531
Number of consignments physically examined by ABF officers that led to an enforcement result	2,178	1,990	-188
Percentage of consignments physically examined by ABF officers that led to an enforcement result	18.96%	15.29%	-3.67 percentage points

TARGET 38

Percentage of air traveller interventions that lead to an enforcement result improves or remains consistent with previous reporting period.

Rating	Performance against target	Justification for result
Met	During 2023–24, there were 285,841 air traveller interventions. Of these, 75,597 led to an enforcement result.	This target is met, ¹⁰⁰ as the percentage of air traveller interventions that led to an enforcement result is 26.45 per cent. This exceeds the 2022–23 result of 23.99 per cent by 2.26 percentage points.

Supporting performance information

The department contributes to the facilitation of legitimate travel, the safety of the Australian community and maintenance of border integrity through the delivery of air traveller interventions. An air traveller intervention refers to action undertaken by departmental officers at designated Australian International Airports to identify any breaches of Commonwealth legislation on arrival or prior to departing Australia. Interventions may include baggage examination, person search, internal or external referral and/or interview. The interventions may also include travellers referred for immigration issues on arrival at designated Australian International Airports, such as bona fides check, Person Alert List (PAL) possible match, character concerns and visa ceased or visa cancelled. Enforcement results can be:

- Enforcement Result (Customs): An enforcement result for traveller and accompanied baggage is a positive intervention result/outcome where at least one prohibited item or compliance issue is detected/identified. This includes referral activity.
- Enforcement Result (Immigration at the border): An enforcement result for an immigration or visa issue at the border resulting from a detection via Baggage or via a Person, or a referral activity.

As at 30 June 2024, all Australian International Airports have seen an increase in traveller volumes versus the previous reporting period, with the exception of Darwin International Airport whose traveller volumes remained steady. Furthermore, each port has also seen an increase in immigration referrals since the previous reporting period. The 3.50 percentage point decrease in the strike rate for outwards positive interventions would be attributed to increased passenger volumes, and in part to alert activities not requiring an active response that would contribute to positive interventions.

The 3.47 per cent improvement in the immigration enforcement activity strike rate can, in part, be attributed to an internal process conducted since August 2023 to remove over 400,000 inactive clients¹⁰¹ from the Central Movement Alert List (CMAL). This prevents new alerts being added to the system for inactive clients, allowing the focus and resources to be given to active clients.

100. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

101. 'Inactive client' is a client who is offshore, does not hold a valid visa for Australia and has no application in progress.

Table 29: Total number of air traveller interventions and enforcement results across both the customs and immigration enforcement streams

	2022–23	2023–24
Number of air traveller interventions (inwards and outwards)	256,181	285,841
Number of air traveller interventions that led to an enforcement result (Customs and Immigration)	61,463	75,597
Percentage of air traveller interventions that led to an enforcement result (Customs and Immigration)	23.99%	26.45%

Table 30: Customs, immigration and combined strike rates

	As at 30 June 2023	As at 30 June 2024	Variance
Customs Strike Rate	12.39%	11.98%	-0.41 percentage points
Immigration Strike Rate	26.99%	30.46%	+3.47 percentage points
Overall Strike Rate	23.99%	26.45%	+2.46 percentage points

Table 31: Customs enforcement inwards and outwards traveller strike rate

Direction of travel	Reporting period	Total interventions (Actioned by ABF)	Positive interventions	Strike rate	Variance
Inwards	2023–24	59,840	7,226	12.08%	-0.30 percentage points
	2022–23	50,774	6,285	12.38%	
Outwards	2023–24	2,278	214	9.39%	-3.50 percentage points
	2022–23	1,800	232	12.89%	

Table 32: Immigration enforcement (inward) strike rate

Reporting period	Total immigration referrals	Enforcement outcomes	Refused Immigration Clearance (RIC)	Strike rate
2023–24	223,723	68,157	1,778	30.46%
2022–23	203,607	54,946	1,443	26.99%

APPENDIX A (OF THE ANNUAL PERFORMANCE STATEMENT): 2023–24 DATA LIMITATIONS

Target	Limitation type	Limitation issue
2	Unreliable survey information	The survey questions used varied between locations with facilitators able to amend questions according to their specific training (page 23 to 24 refers).
2	Verifiability issues with data source	The source documents and methodology used to calculate the performance result varied between quarterly reporting periods. The surveys were not constructed using a consistent format and there was no pre-established survey question or questions used for the purpose of calculation results against the survey (page 23 and 24 refers).
3	Incomplete performance information	Performance result is unable to be determined as the data specified in the pre-determined methodology could not be reported against (page 24 and 25 refers).
3	Verifiability issues with data source	The supporting performance information is based on aggregated figures provided by the Department of Education and the department does not have access to pre-aggregated source data, which would be required to internally assure the accuracy and reliability of figures and statements (page 24 and 25 refers).
7	Low survey response rate	Survey responses fell below the planned response rate, therefore performance result may not be reflective of the broader target population (page 29 refers).
8	Low survey response rate	Survey responses fell below the planned response rate, therefore performance result may not be reflective of the broader target population (page 30 and 31 refers).
8	Verifiability issues with data source	Due to the anonymous nature of the survey, the department is unable to verify if there were survey responses from non-CIAC members (i.e. outside of the target population) (page 30 and 31 refers).
11	Verifiability issues with data source	The methodology used to calculate Part B of the performance results was not pre-determined prior to the 30 June 2024, however was finalised prior to the development of the department's <i>2023–24 Annual Performance Statement</i> (page 33 refers).
12	Unreliable survey information	While all participants were invited to provide feedback via a survey, some surveys did not include the question "did this course enhance/uplift your skills" and therefore responses to these surveys could not be counted towards the performance results (page 34 refers).

Target	Limitation type	Limitation issue
12	Low survey response rate	Survey responses fell below the planned response rate, therefore performance result may not be reflective of the broader target population (page 34 refers).
13	Verifiability issues with data source	Aggregated attendee lists are provided by Victoria University, however the department does not have access to pre-aggregated lists or sources, which would be required to internally assure the accuracy and reliability of the attendee list (page 35 refers).
13	Low survey response rate	Survey responses fell below the planned response rate, therefore performance result may not be reflective of the broader target population (page 35 refers).
14	Unreliable survey information	While consultation activities are not quarantined by stream, stakeholder views on the size and composition of the Family stream of the Migration Program are collected through this consultation activity (page 37 to 38 refers).
14	Low survey response rate	Survey responses fell below the planned response rate, therefore performance result may not be reflective of the broader target population (page 37 to 38 refers).
16	Selective use of data (narrow scope)	The performance result reflects the time taken to decide a visa application and captures all applications granted and refused in full 2023–24 program year. A smaller number of complex and/or incomplete visa applications may take additional time compared with the processing of a majority of visas. The 'median' processing time is measured by the department as a more effective calculation of processing times for typical visa applications instead of an 'average', as this is not distorted by complex and/or incomplete visa applications (page 40 to 41 refers).
18	Verifiability issues with data source	The documentation used to evidence how complaints were categorised (as either less serious or serious) was not available for some cases (page 43 to 44 refers).
20	Verifiability issues with data source	The notification record used to verify the time between identification and release of an individual may not be representative of the exact timing of identification (page 45 refers).
23	Verifiability issues with data source	The reporting is based on self-reporting from Humanitarian Settlement Program providers. Through assurance activities, the department was only able to substantiate approximately 33 per cent of the claims made within provider self-assessment reporting (page 49 to 50 refers).
24	Verifiability issues with data source	The performance results are based on self-reporting by SETS providers through DEX data which is managed by the Department of Social Services (DSS). The department does not directly access source data to internally assess and assure the accuracy of this reporting (page 50 refers).
25	Verifiability issues with data source	The performance results are based on self-reporting from the International Organization for Migration and the department does not have access to the required source data to internally verify the legitimacy and accuracy of reported results. Additionally, definitions are inconsistently applied across documents used by the provider and department (page 51 refers).
30	Low survey response rate	Survey responses fell below the planned response rate, therefore performance result may not be reflective of the broader target population (page 56 to 57 refers).

Target	Limitation type	Limitation issue
30	Unreliable survey information	Due to the anonymous nature of the survey, the department is unable to verify if survey responses were completed by the addressed stakeholder (i.e. the target population), or if the survey was actually completed on their behalf by a proxy (such as their support teams) (page 56 to 57 refers).
31	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result (page 59 to 61 refers).
35	Verifiability issues with data source	Some data related to maritime threat vectors is based on aggregated figures which were provided by other departments. The department does not have access to pre-aggregated source data, which would be required to internally assure the accuracy and reliability of figures and statements (page 65 to 66 refers).
37	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result (page 68 to 70 refers).
38	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result (page 70 to 71 refers).