

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 17 February 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(5) Output: Internal Product

Senator Sherry (L&C 28) asked:

For the 2002-03 financial year provide; a) the total cost of consultancies; b) whether a consultant contract, where applicable has been renewed; c) where the consultancy has been renewed, the detail on the cost of the new contract; d) the location of the consultancy undertaken; and e) whether the work related directly to a DIMIA detention facility, offshore or onshore. There might be a whole of Australia contract for an organisation but I would like, f) the breakdown of the locational cost; g) whether the organisation provided immigration advice to a DIMIA client; h) whether the advocacy work was undertaken on behalf of an asylum seeker; i) whether the work was previously undertaken by DIMIA staff and, if so, j) when DIMIA staff ceased to undertake the work; and k) whether it has effectively in part or wholly been transferred to a consultancy.

Answer:

a) The total value of consultancies for the 2002-03 financial year was \$213.47million.

b) Table A lists those DIMIA consultancies in 2002-03 that were renewed.

For the purposes of this question "renewed" means extending a contract (in this case with a consultant) past the original expiry date. For example, this could be by contract extension, taking up an "option" clause, entering into a new contract without first testing the market. "Renewed" was not taken to cover those contracts subject to a further market testing process.

c) Column C in Table A identifies the value of each of the renewals.

d) Column D in Table A identifies the location in which the "renewed" consultancies were delivered.

e & f) Table B identifies those consultancies relating to DIMIA detention facilities. The table details which detention facility and location the consultancy relates to and the value of the consultancy.

g & h) Table C identifies consultancies that provided immigration advice to a DIMIA client, and whether that client was an asylum seeker (column D).

i) None of the services identified in Table C have previously been undertaken by DIMIA staff.

j & k) See answer to part i).

Table A

**Consultancy contracts identified in the
2002-03 Annual Report that have been renewed**

(A) DESCRIPTION OF CONTRACT SERVICES	(B) NAME OF CONTRACTOR	(C) VALUE of CONTRACT RENEWAL	(D) LOCATION
IHSS Services	ACCES Inc	\$126,500	Logan/Gold Coast
Consultancy Services for probity advice in the support of Market Testing for DIMA Corporate Services	Acumen Alliance Pty Ltd	\$374	ACT
Services for the ATSIC Reassessment Panel	ADR Solutions Pty Ltd	\$174,588	ACT
Consultancy Services	Alliance Consulting Group Pty Ltd	\$692,900	ACT
Consultancy Services	Alliance Consulting Group Pty Ltd	\$25,523	ACT
Consultancy Services for Business Advice in the support of Market Testing of DIMIA Corporate Services	APP Strategic Partners	\$54,113	ACT
Provision of Litigation Services	Australian Government Solicitor	\$9,000,000 est	National
Provision of Services of Special Counsel to DIMIA	Australian Government Solicitor	\$400,000 est	ACT
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres	Australian Migration Program & Investments	\$22,000	WA
Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community	Australian Refugee Association Inc	\$40,000	SA
The Development & Implementation of an Event Coordination Strategy for the Launch & Mail out for the Australian Citizenship Day Promotion Campaign 2002	BDW Special Events Management Pty Ltd	\$28,094	ACT
Provision of Litigation Services	Blake Dawson Waldron Lawyers	\$4,500,000 est	NSW/Vic/WA
Services for the ATSIC Reassessment Panel	Bob Collins	\$30,348	ACT
Provision of services under the Immigration Advice and Application Assistance Scheme of persons in immigration detention	Catholic Migrant Centre	\$2,000	PERTH IDC
Application and Immigration Advice Disadvantaged PV & Non-PV Community	Catholic Migrant Centre	\$28,000	WA
Updating of the skilled labour study	Centre for Population and Urban Research, Monash University	nil	VIC
IHSS Services	Centrecare, Cairns	\$43,000	Cairns
Provision of Litigation Services	Clayton Utz Lawyers	\$2,500,000 est	NSW/Vic/WA
Renegotiating the continued use of talent used in the Australian Citizenship 2001 and 2002 Promotion Campaign and rewording the Campaign's 60 second television commercial	Coo'ee Brisbane	\$109,450	QLD
Provision of Consultancy Services for support in implementing the Department's Centres	Coolong Consulting	nil	ACT
Application Assistance Disadvantaged PV Community	Craddock Murray Neumann Solicitors	\$43,000	NSW
Provisions of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	Craddock Murray Neumann Solicitors	\$161,000	NSW, QLD, Christmas Island
Supply of Technology Services User Sentiment Benchmarking Surveys	Cuetel Pty Ltd	NIL	ACT
Los Angeles Counselling services	DBM Career Transition Services	nil	Los Angeles
Service Support Provider (SSP) Services	Deakin University in association with Migrant Resource Centre (north east) and Myriad	\$1,031,944	All states except NT

Table A

**Consultancy contracts identified in the
2002-03 Annual Report that have been renewed**

(A) DESCRIPTION OF CONTRACT SERVICES	(B) NAME OF CONTRACTOR	(C) VALUE of CONTRACT RENEWAL	(D) LOCATION
Assess the economic impact of the planned 2002-03 Migration Program	Econtech Pty Ltd	nil	ACT
Design and supply of artwork and forms	Hardie Design Pty Ltd	\$120,000	ACT
Services for IAAAS PV and Non PV Community	Illawarra Migrant Resource Centre	\$10,000	NSW
Services for IAAAS PV and Non PV Community	Illawarra Migrant Resource Centre	\$10,000	NSW
Application Assistance and Immigration Advice Disadvantaged Non-PV Community NSW	Immigration Advice and Rights Centre Inc	\$90,000	NSW
Provision of certain services from time to time [Printing and Distribution of Simple Publication]	J.S. McMillan Pty Ltd	\$4,000,000	NSW
Services for the ATSIC Reassessment Panel	Jackie Huggins	\$56,517	ACT
Provision of certain services from time to time - Design, Artwork, Translating of forms etc.	Jones Davis Creative Pty Ltd	\$120,000	NSW
Assistance in implementing Cluster 3 Deed of Extension communications strategy	Laughing Owl Productions Pty Ltd	\$19,800	ACT
Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community	Legal Aid New South Wales	\$82,000	NSW
Application Assistance and Immigraiton Advice Disadvantaged PV and Non PV Community	Legal Aid Western Australia	\$44,000	WA
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	Libby Hogarth & Associates	\$25,000	BAXTER IRPC & SA IDC
Application Assistance for Asylum Seekers in Detention in Port Hedland, Curtin and Woomera Immigration Reception and Processing Centres	M Pleno & Associates Pty Ltd	nil	NSW
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	M+K Migration Services Pty Ltd	\$18,000	VIC
Application Assistance and Immigration advice for Disadvantaged PV Community	M+K Migration Services Pty Ltd	\$25,000	VIC
Technology Retainer Services	Meta Group	\$236,930	ACT
Application and Immigration Assistance and Advice Disadvantaged Non-PV Community	Migrant Resource Centre (Northern Tasmania) Inc	\$22,000	TAS
Application and immigration assistance & advice Disadvantaged PV and Non-PV Community	Migrant Resource Centre of Newcastle and the Hunter Region	\$34,000	NSW
Initial Information and Orientation Assistance, Accommodation Support, Household Formation Support and Proposer Support	Migrant Resource Centre Tasmania Ltd	\$733,201	Tasmania
Accommodaton Support	MRC Association - NSW	\$368,226	NSW
IHSS Services	Multicultural Development Agency	\$511,000	Brisbane
National Australia Day Council Tours of Honour sponsored by DIMIA	National Australia Day Council	\$110,000	ACT
Distribution of Australian Citizenship & Affirmation Products	National Mailing & Marketing	\$60,000	ACT

Table A

**Consultancy contracts identified in the
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(A) DESCRIPTION OF CONTRACT SERVICES	(B) NAME OF CONTRACTOR	(C) VALUE of CONTRACT RENEWAL	(D) LOCATION
Graduate Recruitment Online	New Generation Australia Pty Ltd (NGA)	\$19,080	ACT
Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community	Northern Territory Legal Aid Commission	\$34,000	NT
Provision of an Employee Assistance Program	Occupational Services of Australia Pty Ltd	\$266,723	Australia-wide and Overseas
Provision of services under the Immigration Advice and Application Assistance Sceme to persons in immigration detention	Partners In Law Pty Ltd	nil	VILLAWOOD IDC
Database development in Outcomes Reporting Section	Paxus Australia Pty Ltd	\$214,610	ACT
Early Health Assessment and Intervention Services for Humanitarian Program Entrants	Phoenix Centre (Migrant Resource Centre Southern Tasmania Ltd)	\$203,263	Tasmania
Application Assistance for Asylum Seekers in Detention at the Immigration Detention Centre, NSW	Playfair Visa & Migration Services	\$14,000	VILLAWOOD IDC
Financial advice on a proposed tender for Detention Services	Pricewaterhouse Coopers	\$51,585	ACT
Probity Advice on a proposed tender for Detention Services	PSI Consulting Pty Ltd	\$16,741	ACT
IHSS Services	QPASST	\$330,400	QLD
Comparative Analysis of Indigenous social and economic characteristics for selected areas	Quantitative Evaluation and Design Pty Ltd	\$7,920	ACT
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	Refugee Advice & Casework Service Inc	\$98,000	NSW
Application Assistance and Immigration advice for Disadvantaged PV Community	Refugee Advice & Casework Service Inc	\$135,000	NSW
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	Refugee and Immigration Legal Centre Inc	\$5,000	VIC
Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community	Refugee and Immigration Legal Centre Inc	\$160,000	VIC
Services for baseline costing advice in support of Market Testing of DIMA Corporate Services	Resolution Consulting Services Pty Ltd	\$54,033	ACT
Provision of Property Management and Ancillary Services for Migrant Transitory Accommodation	Resolve FM Pty Ltd	\$2.9M	NSW & Vic
Services to Build a DIMIA Resource Planning Model	SAS Institute Australia Pty Ltd	\$60,000	ACT
Early Health Assessment and Intervention Services for Humanitarian Program Entrants	Service for the Treatment and Rehabilitation of Torture and Trauma Services	\$2,172,512	NSW
Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community	South Brisbane Immigration & Community Legal Service Inc.	\$70,000	QLD
Application Assistance and Immigration Advice for Disadvantaged PV & Non-PV Community	Southern Communities Advocacy, Legal and Education Service Inc	\$26,000	WA
Provision of Litigation Services	Sparke Helmore Solicitors	\$3,500,000 est	NSW/SA

Table A

**Consultancy contracts identified in the
2002-03 Annual Report that have been renewed**

(A) DESCRIPTION OF CONTRACT SERVICES	(B) NAME OF CONTRACTOR	(C) VALUE of CONTRACT RENEWAL	(D) LOCATION
Consultancy Services for a probity audit of Detention Services Tender Process	Sparke Helmore Solicitors	\$16,699	ACT
IHSS Services	St Vincent de Paul Society	\$1,130,200	QLD
Intranet Product Review	Tactics Consulting	\$37,435	ACT
Temporary Overseas Migration to Australia	The Australian National University	nil	ACT
IHSS	Townsville Multicultural Support Group	\$37,000	Townsville
Application Assistance for Asylum Seekers in Detention at the Immigration Detention Centre, Victoria	Victoria Legal Aid	\$38,000	VIC
Application Assistance Disadvantaged PV Community	Victoria Legal Aid	\$38,000	VIC
The Development and Printing of a set of affirmation ceremony products	Zooz (Comcom Pty Ltd)	\$23,219	ACT
Accommodation Support	The Gowrie (WA) Inc	\$130,198	WA
Household Formation Support - IHSS	Society of St Vincent De Paul (Western Australia) Inc	\$1,367,014	WA
Initial Information and Orientation Assistance and Proposer Support - IHSS	Catholic Migrant Centre	\$282,553	WA
Initial Information and Orientation Assistance - IHSS	Northern Suburbs Migrant Resource Centre	\$205,150	WA
Accommodation Support	Resolve FM Pty Ltd	\$412,857	WA

Consultancy Services that relate to detention facilities.

(A) DESCRIPTION OF CONTRACT SERVICES	(B) SPECIFIC DETAILS	(C) NAME OF CONTRACTOR	(D) EXPENDITURE DURING 1/7/02 - 30/6/03
Location			Total Expenditure
ALL DETENTION INFRASTRUCTURE			\$2,973,684
Consultancy Services for Security advice on Detention Infrastructure & Detention Operations		Knowledge Enterprises (Australia) Pty Ltd	\$186,370
Probity advice in relation to the provision of detention infrastructure		Deloitte Touche Tohmatsu	\$36,307
Financial and Strategic advice on the provision of detention infrastructure		NM Rothschild & Sons (Australia) Limited	\$875,269
Services for legal advice in relation to the provision of detention infrastructure		Clayton Utz Lawyers	\$952,451
Probity Advice on a proposed tender for Detention Services		PSI Consulting Pty Ltd	\$96,989
Financial advice on a proposed tender for Detention Services		Pricewaterhouse Coopers	\$319,559
Health Infrastructure Planning		Phillipa Milne and Associates	\$32,060
Consultancy Agreement between the Commonwealth of Australian and NSW Department of Public Works and Services - Detention Facility Asset Condition Assessment		NSW Department of Public Works and Services	\$301,631
Consultancy Services for a probity Audit of Detention Services Tender Process		Sparke Helmore Solicitors	\$35,554
Consultancy Services	Negotiation of the Detention Services Contract	Alliance Consulting Group Pty Ltd	\$127,100
Development and review of Health Infrastructure		Phillipa Milne and Associates	\$10,395
XMAS IS, BRISBANE, VILLAWOOD			\$3,499
Probity Advice in Relation to the design concept for the provision of Detention Infrastructure	Christmas Island, Brisbane and Villawood	Deloitte Touche Tohmatsu	\$3,499
CHRISTMAS ISLAND			\$22,929,509
Develop design concept and prepare construction documents in accordance with the Design Concept		Phillips Smith Conwell Architects Pty Ltd	\$727,952
Christmas Island Immigration Reception and Processing Centre		Walter Construction Group Ltd	\$21,902,194
Christmas Island: Independent Certifier		WT Partnership	\$264,363
Christmas Island Immigration Reception and Processing Centre - Lifecycle Consultants		Gutteridge Haskins & Davey Pty Ltd (GHD)	\$35,000
BRISBANE IDC			\$108,765
Architectural Design Services	Design Concept for Brisbane IDC	Guymer Bailey/ Peter Hunt Architects	\$15,000
Architectural Design Services	Design Concept for Brisbane IDC	Sinclair Knight Merz/Crone Mckerrell Architects	\$15,000
Architectural Design Services	Design Concept for Brisbane IDC	Codd Stenders Architects	\$15,000
Architectural Design Services	Design Concept for Brisbane IDC	Phillips Smith Conwell Architects+D39	\$15,000
Quantity Surveying Services	Design Concept for Brisbane IDC	Donald Cant Watts Corke	\$25,882
Quantity Surveying Services	Design Concept for Brisbane IDC	Wilde & Woollard	\$12,643
Security Adviser Services	Design Concept for Brisbane IDC	Assett Technologies Pacific	\$3,380
Security Adviser Services	Design Concept for Brisbane IDC	Corporate Risk Management	\$2,803
Architectural Adviser Services	Design Concept for Brisbane IDC	NSW Department of Public Works and Services	\$4,057
VILLAWOOD IDC			\$137,199

Consultancy Services that relate to detention facilities.

(A) DESCRIPTION OF CONTRACT SERVICES	(B) SPECIFIC DETAILS	(C) NAME OF CONTRACTOR	(D) EXPENDITURE DURING 1/7/02 - 30/6/03
Fire Services	Villawood IDC	Trevor Howse and Associates	\$32,888
Architectural Design Services	Design Concept for Villawood Redevelopment	Guymer Bailey/ Peter Hunt Architects	\$15,000
Architectural Design Services	Design Concept for Villawood Redevelopment	Sinclair Knight Merz/Crone Mckerrell Architects	\$15,000
Architectural Design Services	Design Concept for Villawood Redevelopment	Codd Stenders Architects	\$15,000
Architectural Design Services	Design Concept for Villawood Redevelopment	Phillips Smith Conwell Architects	\$15,000
Quantity Surveying Services	Design Concept for Villawood Redevelopment	Donald Cant Watts Corke	\$25,300
Security Adviser Services	Design Concept for Villawood Redevelopment	Assett Technologies Pacific	\$5,880
Security Adviser Services	Design Concept for Villawood Redevelopment	Corporate Risk Solutions	\$2,878
Architectural Adviser Services	Design Concept for Villawood Redevelopment	NSW Department of Public Works and Services	\$10,253
BAXTER IDF			\$17,640
Security Adviser Services	Baxter Red 1 Reconstruction	Corporate Risk Solutions	\$1,078
Building Surveying Services	Baxter Red 1 Reconstruction	Philip Chun & Associates	\$16,562
PERTH IDC			\$39,000
Perth Immigration Detention Centre - Renovation Consulting Services		Murphy's Architecture Pty Ltd	\$3,000
Kitchen	Perth IDC	BSD Consultants	\$36,000
PRT HEDLAND IRPC			\$320,000
Consultancy for alterations & refurb.	Pt Hedland IRPC	Murphy's Architecture Pty Ltd	\$320,000
		Total Value	
			\$26,529,296

Table C

All consultancies that provided immigration advice to asylum seekers

(A) DESCRIPTION OF CONTRACT SERVICES	(B) NAME OF CONTRACTOR	(C) CONTRACT VALUE (GST INCLUSIVE)	(D) ADVOCACY WORK UNDERTAKEN ON BEHALF OF ASYLUM SEEKER?
Application and immigration assistance & advice Disadvantaged PV and Non-PV Community	Migrant Resource Centre of Newcastle and the Hunter Region	\$107,000	YES
Application Assistance Disadvantaged PV Community	Craddock Murray Neumann Solicitors	\$116,000	YES
Application Assistance for Asylum Seekers in Detention at the Immigration Detention Centre, Victoria	Victoria Legal Aid	\$63,000	YES
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in immigration detention	Catholic Migrant Centre	\$21,000	YES
Application Assistance for Asylum Seekers in Detention at the Immigration Detention Centre, NSW	Playfair Visa & Migration Services	\$81,000	YES
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	M+K Migration Services Pty Ltd	\$2,018,000	YES
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres	Australian Migration Program & Investments	\$1,722,000	YES
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	Refugee and Immigration Legal Centre Inc	\$245,000	YES
Application Assistance for Asylum Seekers in Detention in Port Hedland, Curtin and Woomera Immigration Reception and Processing Centres	M Pleno & Associates Pty Ltd	\$20,000	YES
Provisions of services under the Immigration Advice and Application Assistance Scheme to persons in immigration Reception and Processing Centres and Immigration Detention Centres	Craddock Murray Neumann Solicitors	\$1,261,000	YES
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in immigration detention	Partners In Law Pty Ltd	\$20,000	YES
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	Libby Hogarth & Associates	\$45,000	YES
Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres	Refugee Advice & Casework Service Inc	\$513,000	YES
Application Assistance and Immigration advice for Disadvantaged PV Community	Refugee Advice & Casework Service Inc	\$405,000	YES
Application and Immigration Assistance and Advice Disadvantaged Non-PV Community	Migrant Resource Centre (Northern Tasmania) Inc	\$57,000	YES
Application Assistance and Immigration Advice for Disadvantaged PV & Non-PV Community	Southern Communities Advocacy, Legal and Education Service Inc	\$79,000	YES
Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community	Legal Aid Western Australia	\$122,000	YES

Table C

All consultancies that provided immigration advice to asylum seekers

(A) DESCRIPTION OF CONTRACT SERVICES	(B) NAME OF CONTRACTOR	(C) CONTRACT VALUE (GST INCLUSIVE)	(D) ADVOCACY WORK UNDERTAKEN ON BEHALF OF ASYLUM SEEKER?
Application and Immigration Advice Disadvantaged PV & Non-PV Community	Catholic Migrant Centre	\$63,000	YES
Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community	Australian Refugee Association Inc	\$125,000	YES
Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community	South Brisbane Immigration & Community Legal Service Inc.	\$217,000	YES
Application Assistance Disadvantaged PV Community	Victoria Legal Aid	\$124,000	YES
Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community	Refugee and Immigration Legal Centre Inc	\$351,000	YES
Application Assistance and Immigration Advice for Disadvantaged PV Community	M+K Migration Services Pty Ltd	\$72,000	YES
Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community	Legal Aid New South Wales	\$242,000	YES
Application Assistance and Immigration Advice Disadvantaged Non-PV Community NSW	Immigration Advice and Rights Centre Inc	\$290,000	YES
Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community	Northern Territory Legal Aid Commission	\$82,000	YES
Services for IAAAS PV and Non PV Community	Illawarra Migrant Resource Centre	\$12,000	YES

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IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(6) Output: Internal Product

Senator Sherry (L&C 28) asked:

Provide a list of existing contracts that DIMIA has with private companies and details of the nature of the contracts i.e. a description about what it relates to rather than just the name of the company

Answer:

A list of DIMIA contracts current as at 28 February 2004 is attached.

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
AAS Consulting Pty Ltd	Services for the Telecommunication Benchmarking Consultancy
Acumen Alliance ACT Pty Ltd	Deed for the provision of advice on competitive tendering and contracting (CTC) Processes
Adult Multicultural Education Services	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
AIT English Language Services	Delivery of the Adult Migrant English Program (AMEP) and related services in the South Australia (State-wide) region
Alliance Consulting Group Pty Ltd	Official order for the CTC advice panel
Alliance Consulting Group Pty Ltd	Deed for the provision of advice on competitive tendering and contracting (CTC) Processes
American Express International	Provision of American Express Merchant Services
AMP Asset Management	Lease of Office Space - Parramatta
AMPI Trading Pty Ltd	Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres
AMR Interactive	IHSS - Client Survey
Anglicare Migrant Services	Initial Information and Orientation Assistance, Accommodation Support and Proposer Support - IHSS
APIS Consulting Group Pty Ltd	Deed for the provision of advice on competitive tendering and contracting (CTC) Processes
Asset Technologies Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Australian Forensic Services	Provision of Certificate IV (Statutory Investigation & Enforcement) to Compliance Officers
Australian Government Solicitor	Provision of Litigation Services
Australian Government Solicitor	Provision of Services of Special Counsel to DIMIA
Australian Government Solicitor	Legal Advice Services
Australian Red Cross Society	The Administration of the Asylum Seeker Assistance Scheme
Australian Red Cross Society	Asylum Seeker Assistance Scheme
Australian Refugee Association Inc	Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community
Australian Social and Recreation Research Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
B & S Card Service	Provision of Credit Card Facilities - Australian Embassy in Berlin
BBC Monitoring	Country Information Services
Bellala Pty Ltd	Accommodation Lease - Melbourne Office
Bellandy Pty Ltd (KFPW)	Lease of office space - Bankstown
Benjamin Nominees	Lease of Office Space - Benjamin - Block 2 Section 50
Benjamin Nominees	Deed of Agreement for Lease for Benjamin Offices - New DIMIA central office building
Bennett Design Group Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Blake Dawson Waldron Lawyers	Provision of Litigation Services
Blake Dawson Waldron Lawyers	Provision of Legal Services in support of Market Testing of DIMIA services
Blue Phoenix Solutions BV	Official Order in relation to provision of the Purchase of Enterprise Licence for Appbuilder Software
BMP Healthcare Consulting Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Bovis Lend Lease	Design and construct contract Fitout of new building
Brisbane Migrant English Centre	Delivery of the Adult Migrant English Program (AMEP) and related services in the Queensland CBD region
Bruce Cook and Associates Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Bruce Hamilton	Provision of management information services to the AMEP

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Burton Technologies	Head agreement for the installation and ongoing maintenance and support services for Q-matic counter management systems installed in departmental premises in Australia and overseas
Burton Technologies (Aust) Pty Ltd	Provision of Q-matic Counter management system, including ongoing maintenance and support services, at the Department's Bangkok Office
Burton Technologies (Aust) Pty Ltd	Q-matic counter management system - Manila Office
Burton Technologies (Aust.) Pty Ltd	Provision of the Q-matic counter management system, including ongoing maintenance and support service, at the Department's MANILA Office
Burton Technologies Pty Ltd	Provision of Q-Matic Counter Management System - Parramatta Regional Office
Burton Technologies Pty Ltd	Q-matic Counter Management System - Adelaide Regional Office
Burton Technologies Pty Ltd	Q-matic Counter Management System - Southport Regional Office
Burton Technologies Pty Ltd	Q-matic Counter Management System - Melbourne CBD Regional Office
Burton Technologies Pty Ltd	Provision of Q-Matic counter management system, including ongoing maintenance and support services
Burton Technologies Pty Ltd	Provision of the Q-matic counter management system, including ongoing maintenance and support services - London Office
Burton Technologies Pty Ltd	Provision of the Q-matic counter management system, including ongoing maintenance and support services - Beirut Office
Burton Technologies Pty Ltd	Provision of the Q-matic counter management system, including ongoing maintenance and support services - Perth Office
Burton Technologies Pty Ltd	Q-Matic Counter Management System
Burton Technologies Pty Ltd	Q-Matic Counter Management System
Burton Technologies Pty Ltd	Q-Matic Counter Management System
Canberra Institute of Technology	Delivery of the Adult Migrant English Program (AMEP) and related services in the Australian Capital Territory
Catholic Migrant Centre	Provision of services under the Immigration Advice and Application Assistance Scheme to persons in immigration detention
Catholic Migrant Centre	Application and Immigration Advice Disadvantaged PV & Non-PV Community
Centacare as agent of the Roman Catholic Trust Corporation for the diocese of Canberra	Initial Information and Orientation assistance, Accommodation Support, Household Formation Support and Proposer Support - IHSS
Central TAFE	Delivery of the Adult Migrant English Program (AMEP) and related services in the Western Australia CBD region
Challenger Property Nominees Pty Ltd	Deed of Agreement for Lease for North Building - New DIMIA Central Office Building
Chubb Security - NSW	Security Monitoring
Chubb Security - NSW	Security Guards
Chubb Security - NSW	Patrol Services
Cini Little Australia Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
CITEC (CSI Holdings Proprietary Limited)	NewPAY-The Provision of Payroll and Payments Account Management Services
Clayton Utz Lawyers	Provision of Litigation Services
Clayton Utz Lawyers	Legal Advice Services
CMG Admiral	IT Specialist Services
Codd Stenders	Deed of Standing offer - Design Services

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Cogent Business Solutions Pty Ltd	Deed for the provision of advice on competitive tendering and contracting (CTC) Processes
Commonwealth Funds Management	Lease of Office Space - ACT Regional Office
Computer Associates	License and Maintenance Agreement for ERWIN & BPWIN
Coo'ee Brisbane	Renegotiating the continued use of talent used in the Australian Citizenship 2001 and 2002 Promotion Campaign and rewording the Campaign's 60 second television commercial
Corporate Express Australia Limited	The Provision of Stationery and Office Requisites
CPS Systems Pty Ltd	Electric Travel Authority System
Craddock Murray Neumann Solicitors	Application Assistance Disadvantaged PV Community
Craddock Murray Neumann Solicitors	Provisions of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centres
CSC	DIMIA Provision of Security Advisory Services
CSC Australia Pty Limited	Cluster IT Services and Industry Development
CSC Australia Pty Ltd	General IT Services - Ecommerce Development
Currie & Brown (Australia) Pty Ltd	Consultant - Quantity Surveyor
David Wheen	Review of the Purpose, Architecture and Operation fo the Movement Alert List
Deakin University in association with Migrant Resource Centre (north east)	Service Support Provider (SSP) Services
Dell Financial Services	Leasing of Dell Flat Screen monitors
Department of Defence	MOU between Dept of Defence and DIMIA re Defence property at Woomera
DIMIA/CSC Strategic Alliance	ARMS redevelopment project
Diners Club Australia	Provision of Charge Card Services for Travel Related Expenses
Diners Club Ltd (Australia)	Provision of Diners Club Merchant Services
Direct Contracts Pty Ltd	Provision of project and management services - associated with the DIMIA new building project
Divirsiti	IT Specialist Services
Donald Cant, Watts, Corke Pty Ltd	Consultant - Quantity Surveyor
Dr Howard Walmsley	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Econtech Pty Ltd	Economic Impact of the 2002-03 Migration Program on State and Territory Economies
Electroboard Services Pty Ltd	Electroboard - the rental Schedule Agreement
Ernst and Young	Deed for the provision of advice on competitive tendering and contracting (CTC) Processes
FBIS International Issues Management Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Federal Airports Corporation	Lease of Office Space - Melbourne Office
Federal Airports Corporation	Lease of Office Space - Perth Office
Gartner Australiasia Pty Ltd	Gartner Research Advisory Services
Group 4 Falck Global Solutions Pty Ltd	Detention Services Contract
Guymer Bailey Architects, Sinclair Knight Merz, Peter Hunt Consortium	Deed of Standing Offer - Design Services
Haden FM Pty Ltd trading as Resolve FM	Accommodation Support Services under IHSS - Brisbane
Hardie Design Pty Ltd	Design and supply of artwork and forms

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Health Services Australia	Services for Medical Examinations and Opinions for Primary and Review Visa Applicants and Other
Health Services Australia Limited	Contract between the Commonwealth of Australia and Health Services Australia (HSA) Ltd in relation to Services for Management of the Health Assessment Service (HAS)
Hermes Prescia Pty Ltd	Laser over-printing of Australian Citizenship Certificates
Heymann-Cohen Pty Ltd	Consultant - Quantity Surveyor
Illawarra Migrant Resource Centre	Services for IAAAS PV and Non PV Community - NSW
Immigration Advice and Rights Centre Inc	Application Assistance and Immigration Advice Disadvantaged Non-PV Community NSW
InCase Consulting Australia Pty Ltd	IT Specialist Services
Institute of Continuing and TESOL Education, The University of Queensland	Provision of an English Language training Program for Indonesian Government officials
International Organisation for Migration	Services relating to movement of refugees who have been approved for entry into Australia
International Organisation for Migration (IOM)	Cultural Orientation Pilot for Australia - bound RSHP Entrants
International Social Service Australian	Administration of the Commonwealth's Former Child Migrant Travel Fund
ISPT Pty Ltd	Lease of Office Space - Melbourne Office
J.S. McMillan Pty Ltd	Provision of certain services from time to time [Printing and Distribution of Simple Publication]
JCB International (Australia) Pty Ltd	Provision of JCB Merchant Services
JetForm Pacific Pty Ltd - Canberra	Software Licensing Agreement for the use of Formflow Filler
Jones Davis Creative Pty Ltd	Provision of certain services from time to time - Design, Artwork, Translating of forms etc.
Karen Heldon Consulting	Provision of Relocation Management Services Associated with the DIMIA New Building Project
KFPW Pty Ltd	National Property Management Services Contract
Knowledge Consulting Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Language Partner trading as e Translate	The Translation and Update of State and Territory Settlement Information Kits
Legal Aid New South Wales	Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community
Legal Aid Western Australia	Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community
Libby Hogarth & Associates	Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centre
LM Training Specialists Pty Limited	Delivery of the Adult Migrant English Program (AMEP) and related services in the South Australia CBD region
Lodestar Consulting	Phase 1 and 2 of AL2-AL4 Project Suite
Lodestar Consulting Pty Ltd	IT Specialist Services
Lodestar Consulting Pty Ltd	IT Specialist Services
Lucugenics Pty Ltd	IT Specialist Services
M Pleno & Associates Pty Ltd	Application Assistance for Asylum Seekers in Detention in Port Hedland, Curtin and Woomera Immigration Reception and Processing Centres
M+K Migration Services Pty Ltd	Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centre
M+K Migration Services Pty Ltd	Application Assistance and Immigration advice for Disadvantaged PV Community
Macquarie and La Trobe Universities	To provide professional development, research curriculum development, publication and research needs of the Adult Migrant English Program Australia wide.
Major Training Services	Provision of delivery of training courses in Certificate IV in Government (Tederling and Contracting)

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Margaret Ursula Eldridge	Contract Services for Training Community Refugee Settlement Scheme Groups
Maribyrnong AMEP Consortium (VIC AMES)	Delivery of the Adult Migrant English Program (AMEP) and related services in the Western Melbourne region of Victoria
Mastech Asia Pacific Pty Ltd	IT Specialist Services
Mastech Asia Pacific Pty Ltd	IT Specialist Services
Melbourne Airport	Lease of Office Space - Melbourne Office
Melbourne Enterprises International Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Memorandum of Understanding (MOU) - NSW Police Service	Information and Intelligence for the purposes of facilitating lawful decision making and criminal investigations (MOU)
Mercury Interactive	Software Licence & Support
Metrofile UAE (LLC)	Document, Data, Storage Management
Microsoft Services	Assistance with Deployment of new infrastructure technologies
Migrant Resource Centre (Northern Tasmania) Inc	Application and Immigration Assistance and Advice Disadvantaged Non-PV Community
Migrant Resource Centre of Newcastle and the Hunter Region	Application and immigration assistance & advice Disadvantaged PV and Non-PV Community
Migrant Resource Centre Tasmania Ltd	Initial information and orientation Assistance, Accommodation Support, Household formation support and proposer support
MRC Association - NSW	Proposer Support - IHSS
MTAA Superannuation Fund Property Pty Ltd	Lease of Office Space - Adelaide
Multiplex Asset Management	Provision of Facilities Preventative Maintenance Management for the plant, equipment and systems that support the DIMIA Computer Facility
Murcury Interactive	Software and Maintenance Agreement
Murphy's Architecture Pty Ltd	Consultancy for alterations & refurb - Port Headland IRPC
National Australia Day Council	National Australia Day Council 2004 Australian of the Year Awards Sponsored by DIMIA
National Mailing and Marketing	Distribution of Australian Citizenship & Affirmation Products
National Police Ethnic Advisory Bureau	Living in Harmony Partnership - Australian Laws and Role of the Police in Australia - A guide for Newly Arrived Migrants and Refugees
nga.net Pty Ltd	DIMIA online recruitment system
Northern AMEP Consortium	Delivery of the Adult Migrant English Program (AMEP) and related services in the Northern Melbourne region of Victoria
Northern Territory Legal Aid Commission	Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community
Northern Territory University	Delivery of the Adult Migrant English Program (AMEP) and related services in the Northern Territory
NSW Migrant Resource Centres Association Inc	IHSS - Initial Information and Orientation Assistance
Occupational Services of Australia Pty Ltd	Provision of an Employee Assistance Program
Optus Networks Pty Ltd	Telecommunication services
Outsource Australia Pty Ltd	Provision of Office Services
P&O Berkeley Challenge Pty Ltd	General Cleaning Services
Partners in Computing	IT Specialist Services
Partners in Computing Pty Ltd	IT Specialist Services
Partners in Computing Pty Ltd	IT Specialist Services

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
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Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	Deed of Standing Offer in relation to provision of Specified Personnel
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Australia Pty Ltd	IT Specialist Services
Paxus Pty Ltd	IT Specialist Services
Paxus Pty Ltd	IT Specialist Services
Paxus Pty Ltd	IT Specialist Services
Paxus Pty Ltd	IT Specialist Services
Paxus Pty Ltd	IT Specialist Services
Phillips Fox Lawyers	Legal Advice Services
Phillips Smith Conwell Architects Pty Ltd	Deed of Standing Offer - Design Services
Phillips Smith Conwell Architects Pty Ltd	Develop design concept and prepare construction documents in accordance with the Design Concept
Phoenix Centre (Migrant Resource Centre Southern Tasmania Inc)	Early Health Assessment and Intervention Services for Humanitarian Program Entrants

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Piasi	Call Centre - Manila Office
Playfair Visa & Migration Services	Application Assistance for Asylum Seekers in Detention at the Immigration Detention Centre, NSW
Quad Cleaning - NSW	Cleaning Services
Quad Services Pty Ltd	Cleaning & Hygiene Services - Gateway
Recall total Information Management	Records Storage and Related Services
Refugee Advice & Casework Service Inc	Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centre
Refugee Advice & Casework Service Inc	Application Assistance and Immigration advice for Disadvantaged PV Community
Refugee and Immigration Legal Centre Inc	Provision of services under the Immigration Advice and Application Assistance Scheme to persons in Immigration Reception and Processing Centres and Immigration Detention Centre
Refugee and Immigration Legal Centre Inc	Application Assistance and Immigration Advice Disadvantaged PV and Non PV Community
Resolution Consulting Services	Quality Assurance Review of arrangements for implementation of Cluster 3 Extension contract
Resolve FM Pty Ltd	Accommodation Support
Rider Hunt Canberra Pty Ltd	Consultant - Quantity Surveyor
SAS Institute Australia Pty Ltd	Services to Build a DIMIA Resource Planning Model
Service for the Treatment of Survivors of Torture & Trauma	IHSS - Early Health Assessment and Intervention
SGE Pty Ltd	Agreement for the Provision of SGE Services
Sinclair Knight Merz & Crone Associates Consortium	Deed of Standing Offer - Design Services
Skillsearch Contracting Pty Ltd	IT Specialist Services
Skillsearch Contracting Pty Ltd	IT Specialist Services
Skillsoft Asia Pacific PTY LTD ("Skillsoft")	Skillsoft Master Lease and License Agreement
Society of St Vincent de Paul	IHSS - Household formation support
South Brisbane Immigration & Community Legal Service Inc.	Application Assistance and Immigration Advice Disadvantaged PV and Non-PV Community
South Eastern region migrant resource centre Inc and Springvale Community Aid an	Initial Information and Orientation Assistance, Accommodation Support and Proposer Support
Southern Communities Advocacy, Legal and Education Service Inc	Application Assistance and Immigration Advice for Disadvantaged PV & Non-PV Community
Southern Cross AMEP Consortium (VIC AMES)	Delivery of the Adult Migrant English Program (AMEP) and related services in the Southern Melbourne region of Victoria
Sparke Helmore Solicitors	Provision of Litigation Services
Spherion Pty Ltd	IT Specialist Services
Spherion Pty Ltd	IT Specialist Services
Spherion Pty Ltd	IT Specialist Services
State of Qld acting through TAFE Qld, Dep of Employment and Training	Delivery of the Adult Migrant English Program (AMEP) and related services in the Queensland (State-wide) region
Stratagem Pty Ltd	IT Specialist Services
Tactics Consulting	The provision of Specified Personnel and Services involving the use of Information Mapping Methodology
TACTICS Pty Ltd	IT Specialist Services
TAFE Tasmania	Delivery of the Adult Migrant English Program (AMEP) and related services in Tasmania

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Telstra	Telephony upgrade
The Australian National University	Temporary Overseas Migration to Australia
The Consortium for the South Western Sydney Region (ACL)	Delivery of the Adult Migrant English Program (AMEP) and related services in the South Western Sydney region of New South Wales
The Consortium for the Western Sydney Region (ACL)	Delivery of the Adult Migrant English Program (AMEP) and related services in the Western Sydney region of New South Wales
The Distillery	IMtel DIMIA Intelligence System
The Distillery	IMtel (Interquest licence maintenance agreement)
The National ELT Accreditation Scheme Ltd	Accreditation and Quality Monitoring of AMEP Service Providers contract by DIMIA to provide English language tuition under the AMEP
The New Hope Foundation Inc VIC	Initial Information and Orientation Assistance, Accommodation Support and Proposer Support - IHSS
The NSW Department of Education and Training AMEP Consortium (NSW AMES)	Delivery of the Adult Migrant English Program (AMEP) and related services in the Burwood, Hornsby, Newcastle and Rural NSW region of New South Wales
The NSW Department of Education and Training AMEP Consortium (NSW AMES)	Delivery of the Adult Migrant English Program (AMEP) and related services in the Inner City and Eastern Sydney region of New South Wales
The NSW Education and Training AMEP Consortium (NSW AMES)	Delivery of the Adult Migrant English Program (AMEP) and related services in the Southern Sydney and Illawarra region of New South Wales
Torture and Trauma Survivors Service of the Northern Territory	Initial Information and Orientation Assistance, Accommodation Support, Household Formation Support, Proposer Support and Service Support
Tubarao Investment Pty Ltd	Lease of Office Space - Thursday Island
Vanspall Nominees Pty Ltd	Consultancy Services for the Maintenance of the IRIS Computer System
Victoria Legal Aid	Application Assistance for Asylum Seekers in Detention at the Immigration Detention Centre, Victoria
Victoria Legal Aid	Application Assistance Disadvantaged PV Community
Vineland Investment CO Pty Ltd	Lease of Office Space - Dandenong
VITS Language Link	INTERPRETING SERVICES
VITS Language Link	carry out fee free document translations
Vynfar Pty Ltd	Lease of Office Space - Darwin Office
Walterturnbull Pty Ltd	Deed for the provision of advice on competitive tendering and contracting (CTC) Processes
West Coast College of TAFE	Delivery of the Adult Migrant English Program (AMEP) and related services in the Western Australia (State-wide) region
Wilde Woollard Consultants Pty Ltd	Consultants - Quantity Surveyor
Wizard Personnel and Office Services Pty Ltd	Deed of Standing Offer in relation to provision of Specified Personnel
Wizard Personnel Services Pty Ltd	IT Specialist Services
Wizard Personnel Services Pty Ltd	IT Specialist Services
Wizard Personnel Services Pty Ltd	IT Specialist Services
WT Partnership	Christmas Island: Independent Certifier
WT Partnership Aust. Pty Ltd	Consultant - Quantity Surveyor
XTEK Consulting Services Pty Ltd	Agreement - Standing Offer to provide Expert Advice as a Member of an Experts Panel
Yamaji Australia Development Pty Ltd	Lease of Office Space - Cairns

Current Contracts as at 28 February 2004

ORGANISATION	CONTRACT TITLE - PURPOSE
Yarra Goulburn AMEP Consortium (VIC AMES)	Delivery of the Adult Migrant English Program (AMEP) and related services in the Central, Eastern Melbourne and Rural Victoria region of Victoria

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 17 February 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(7) Output: Internal Product

Senator Sherry (L&C 28) asked:

Provide a total cost of consultancies for the last five financial years with a separate category for contractors.

Answer:

The total cost of consultancies and contractors reported in the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) Annual Reports for the past five financial years is provided in the table below.

Financial Years	Consultant Costs	Contractor Costs
1998-99	\$573,870	\$1,297,334,296
1999-00	\$1,950,192	\$1,405,069,686
2000-01	\$2,109,659	\$1,455,481,107
2001-02	\$71,376,000	\$1,948,400,510
2002-03	\$213,470,000	\$1,972,123,781

The cost identified in the Contractor Costs column is the estimated cost of all contracts (including consultants) over the full life of these contracts and includes contracts under \$100,000.

The variation in consultant costs reported between 1998-99 and 2002-03 is partly due to changes in reporting obligations and the definition of consultants.

Prior to 2001-02, no guidelines or directions were provided centrally to guide what was reported as a consultant. In 2001-02, DIMIA adopted ANAO advice contained in the ANAO document *Consultant, or Not? – A guide to better practice in defining consultancies* to assist in defining consultancies. This resulted in a substantial change to the number and costs of consultants reported in 2001-02 to 2002-03. In 2002-03, the Department of Prime Minister and Cabinet announced further changes to the reporting requirements, which resulted in an increase in the number and costs of consultancies being reported.

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 17 February 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(8) Output : Internal Product

Senator Kirk asked:

There is a report in the Adelaide Advertiser today (17/02/04) on salaries for senior public servants. It reports that the head of DIMIA, Bill Farmer, has received a 12.5% pay rise, taking his salary to \$370,000.

- (1) Is this correct?
- (2) If so, over what period is this pay rise – eg. 2 years, 3 years etc?
- (3) When was the last time he received a pay rise and what was it?

Answer:

- (1) No.
- (2) Not applicable.
- (3) The Secretary last received a salary increase in 2003 of 4%.

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 17 February 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(9) Output: Internal Product

Senator Ludwig asked:

- (1) Can you advise whether your Department has a dedicated FOI officer, how many officers employed to deal with FOI requests, and what levels they are employed at?
- (2) How many applications did you have under the FOI Act in the 2002-03 financial year?
- (3) How did this figure compare to previous years?
- (4) How many internal reviews of applications occurred in the last financial year?
- (5) How many times have internal reviews affirmed the original decision?
- (6) Can this information be broken into those requesting individual information vs. "political" (ie, media, opposition, etc)?
- (7) What percentage of cases go to external review?
- (8) What percentage of original decisions that go to external review are upheld?
- (9) What percentage of fees are waived?
- (10) How much was charged in fees for FOI applications? How much of this was actually collected?
- (11) How much did the Department spend in defending these appeals?
- (12) In relation to refusals to grant requests, can you provide figures on which exemption categories are used when information is refused?
- (13) What percentage of refusals are within each category (ie, what percentage of refusals by Departments are on commercial-in-confidence ground, and on other grounds)?
- (14) Does the Department have any statistics over a significant period to show whether the use of this exemption is static, reducing, or growing?

Answer:

(1) As at 27 February 2004, a total of 44 officers, in whole or in part, were engaged in processing FOI applications. This is equivalent to 36.2 full time staff, broken down as follows:

Level:	Full Time Equivalent:
EL2	0.1
EL1	1.7
APS6	2.6
APS5	13.1
APS4	7
APS3	8
APS2	1.6
APS1	2.1
Total:	36.2

(2) DIMIA received 12,390 applications in the 2002-03 financial year.

(Source: Attorney-General's Department's FOI Annual Report 2002-03)

(3) Numbers of FOI applications for the four financial years prior to the current financial year are as follows:

2001-02:	10,567
2000-01:	10,760
1999-00:	8,173
1998-99:	7,813

(Source: Attorney-General's Department's FOI Annual Report (for corresponding financial year))

(4) During the 2002-03 financial year, 76 internal review decisions were made.

(5) Of the 76 internal review decisions made in the 2002-03 financial year, the original decision was affirmed in 28 instances.

(6) While applications that pertain to personal information can be identified, DIMIA's reporting systems do not facilitate the further breakdown of applications data.

(7) Twenty-one FOI matters were filed in the AAT and one in the Federal Court during the 2002-03 financial year. This equates to approximately 0.18 percent of the total FOI applications lodged in the same financial year.

(8) Of the 18 FOI-related external review outcomes in the 2002-03 financial year, 8 matters were upheld (44 percent of outcomes), and 10 were withdrawn by the applicant.

(9) While the Department has a statutory right to impose fees in respect of all FOI applications, it is the Department's policy to waive application fees in the case of applications for a person's own information. The majority of applications received by the Department fall into this category.

The Department's reporting systems do not have the facility to determine the percentage of application fees that are waived.

(10) Application fees collected for initial processing and internal review purposes totalled \$12,830.

The Department also notified applicants of charges for providing documents under FOI that totalled \$55,506 in the 2002-03 financial year. Of this total, \$2,830 was collected. The reason for the significantly lower figure collected is that some applicants choose to withdraw their application when advised of the estimated charges.

(11) The total cost of related external legal advice was \$81,639.76.

(12) In financial year 2002-03, 677 applications for access were refused outright (ie, either the application was refused prior to processing, or the documents sought were exempted from release in whole). The frequency distribution of exemption provisions is as follows:

Exemption section applied (includes frequencies that occur in corresponding subsections)	Frequency
Refused prior to processing (ss. 7, 21, 24, and 25)	412
s.33 (Documents affecting national security, defence, or international relations)	7
s.37 (Documents affecting enforcement of law and protection of public safety)	40
s.40 (Documents concerning certain operations of agencies)	58
s.41 (Documents affecting personal privacy)	153
s.43 (Documents relating to business affairs etc)	3
s.45 (Documents containing material obtained in confidence)	4

(13) The percentage of total refusals for each exemption provision is as follows:

ss. 7, 21, 24, and 25:	60.86%
s.33:	1.03%
s.37:	5.91%
s.40:	8.57%
s.41:	22.60%
s.43:	0.44%
s.45:	0.59%

Total: **100%**

Note that the mere fact that a document may be marked 'Commercial-in-Confidence' does not assure its exemption under the Freedom of Information Act. For a document to be exempted from release because of its reference or relation to business affairs, it must meet the criteria provided in section 43.

(14) There are no existing statistics that demonstrate trends with respect to the grounds under which access to documents is exempted. As outlined above, the percentage of exemptions in relation to the section 43 provision is less than one per cent.

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 17 February 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(10) Output: Internal Product

Senator Carr asked:

These questions are addressed to the Department of Immigration and Multicultural and Indigenous Affairs for response by the Department and by all Agencies within that portfolio.

Questions:

1. For each agency within the Department, please provide full details of each of the performance assessment mechanisms linked to the pay outcomes or other financial reward of individual employees, including;
 - a. What are the current process/es of performance assessment within the portfolio agency? If more than one, please provide details of each, and the employee category it applies to.
 - b. For each of the performance assessment process/es identified in (a), please list the range of outcome results an employee can achieve from each of the performance assessment processes identified in (a);
 - c. For each of the performance assessment process/es identified in (a), what pay or other financial change is linked to each outcome or result for the employee from the performance assessment [ie, the pay increase or one-off bonus or classification or level change];
 - d. For each of the performance assessments identified in (a), what is the classification level of employees subject to this performance assessment (eg SES, EL1, EL2 or APS and equivalent);
 - e. What is the principal industrial or other instrument governing each of the performance assessment mechanism/s (eg, the certified agreement or AWA);
 - f. Does the performance assessment operate over a common cycle? Please provide the commencement and end dates of the most recent full cycle of each of the assessment process/es.
2. For each performance assessment mechanism described in (1), advise the number of male and the number of female employees at each possible outcome, by classification level for the most recent full cycle (if the performance mechanism does not operate over a common cycle - aggregate outcomes using the 2002-03 financial year).

Answer:

Department of Immigration and Multicultural and Indigenous Affairs (DIMIA)

1. a. The Performance and Learning Scheme is the primary performance management system for the Department. Individual employees develop a Performance and Learning Agreement in consultation with their supervisor. Performance is measured against the DIMIA Work Level Standards and Core Capabilities. The Agreement includes individual performance expectations, learning and career strategies and a formal process for managing underperformance. The Scheme includes a mid-cycle and end of cycle review. The aim of the scheme is to provide regular, two-way feedback that is fair, objective and consistent whilst improving performance and job satisfaction across the Department.

A second performance management system is the Performance Appraisal and Feedback System, which is included as a provision under some Australian Workplace Agreements (AWAs) for non-SES employees. In addition to mid-cycle feedback, formal performance appraisal and feedback occurs annually. Assessments and feedback are provided against relevant work level standards and any specific performance expectations set by the employee's supervisor through workplace plans.

The third performance management system is the SES Performance Appraisal and Feedback System. In addition to mid-cycle feedback, formal performance appraisal and feedback occurs annually. Assessments and feedback are provided against the SES leadership capability framework and any specific performance expectations set by the employee's supervisor through workplace plans.

b. The Performance and Learning Scheme has a three point rating scale: (3) Exceptional (2) Satisfactory to High and (1) Unsatisfactory.

The Performance Appraisal and Feedback System has a five point rating scale: (5) Outstanding; (4) Superior; (3) Fully Effective; (2) Adequate; and (1) Unsatisfactory.

The SES Performance Appraisal and Feedback System has a five point rating scale: (5) Outstanding; (4) Superior; (3) Fully Effective; (2) Adequate; and (1) Unsatisfactory.

c. Within the Performance Management Scheme a satisfactory to high or an exceptional rating will result in the payment of a salary increment in accordance with the salary rates identified in the Certified Agreement. There are no further pay increases once the top increment level is reached. An unsatisfactory rating may result in reduction in classification and salary or termination, following a period of further performance assessment.

As part of the Performance Appraisal and Feedback System the employee is eligible for a one-off bonus if assessed as superior or outstanding. The employee **may** be eligible for a one-off bonus if assessed as fully effective. An unsatisfactory rating may result in reduction in classification and salary or termination, following a period of further performance assessment.

Under the SES Performance Appraisal and Feedback System, the employee will be eligible for a one-off bonus if assessed as superior or outstanding. The employee **may** be eligible for a one-off bonus if assessed as fully effective. If the employee is assessed as fully effective or above, the Secretary may determine an increase in the annual salary amount. If the employee is assessed as adequate or unsatisfactory, the employee's annual salary amount will not increase. An unsatisfactory rating may result in reduction in classification and salary or termination, following a period of further performance assessment.

d. The Performance Management Scheme is mandatory for all employees in the APS 1 to Executive Level 2 classification range unless covered by the Performance Appraisal and Feedback System.

In principle all employees have access to the Performance Appraisal and Feedback System through the AWA negotiation process. The Department uses AWAs in a targeted way for non-SES staff to address identified business needs.

The SES Performance Appraisal and Feedback System is mandatory for all SES employees.

e. The authority for the Performance Management Scheme is the Certified Agreement.

The authority for the Performance Appraisal and Feedback System is an Australian Workplace Agreement.

The authority for the SES Performance Appraisal and Feedback System is an Australian Workplace Agreement.

f. The twelve month Performance and Learning Agreement under the Performance Management Scheme is based on the employee's commencement in the Department or in a new position.

The Performance Appraisal and Feedback System operates over a given twelve month period linked to the commencement of the AWA.

The SES Performance Appraisal and Feedback System operates over the financial year.

2. The Department's performance management systems do not provide for this level of reporting.

Migration Review Tribunal (MRT)

1. a.

MRT Members

MRT members are public office holders. Their performance appraisal is governed by their Code of Conduct and is conducted by Senior Members and the Principal Member. The assessment process includes an interview by a Senior Member or the Principal Member. Evaluation criteria are listed in an appraisal form approved by the Principal Member. Members are entitled to a copy of the assessment and an opportunity to comment.

Member performance is evaluated on the basis of the following criteria:

Criterion 1 – Compliance with the Code of Conduct (other than in terms of Criteria 2 to 6).

Criterion 2 – Ability to deliver prompt, concise, quality decisions which are consistent with Tribunal jurisprudence and which conform with applicable administrative and migration law principles.

Criterion 3 – Ability to adopt effective work practices, comply with time lines and achieve productivity targets.

Criterion 4 – Ability and willingness to interact effectively with colleagues and staff in the process of decision-making and in the collegiate life of the Tribunal.

Criterion 5 – Ability to conduct hearings expeditiously and effectively and, in the process, to interact sensitively with applicants and other persons involved.

Criterion 6 – Compliance with attendance and dress standards.

SES Staff

There is only one SES officer in the MRT. That officer undergoes performance appraisal under the DIMIA SES appraisal scheme.

The performance appraisal and feedback system is a formal process of communication between the employee and the employer about work expectations and performance.

Formal performance appraisal and feedback occurs annually, usually at the end of each financial year. An important component of the process is informal feedback.

This system provides the basis for the award of performance pay. Assessments and feedback are based against the SES capability framework and take into account any specific targets which have been set by the employee's supervisor through workplace plans.

APS Staff

The MRT Performance Agreement System (PAS) is used by APS staff at all levels.

The PAS is designed to:

- provide a link between individual performance and organisational priorities and plans;
- improve communication between employees and supervisors;
- determine learning and development needs and appropriate activities; and
- define supervisor and employee responsibilities and expectations.

The PAS comprises two elements:

A Performance Exchange when employees and supervisors meet formally to:

- Discuss unit goals and objectives
- Review roles and responsibilities
- Give feedback on each other's performance in the last 6 months
- Identify Key Expected Results (KERs) to be achieved by the employee in the coming 6 months
- Review learning and development undertaken by the employee and identify any learning and development that is required
- Complete a Plan on a Page for the previous 6 months
- Commence a new Plan on a Page for the forthcoming 6 months.

Completion of a Plan on a Page which is a record of the Performance Exchange where note is made of the Key Expected Results and learning and development that the employee has agreed to fulfil in the forthcoming period and their performance effectiveness against the KERs at the end of that period.

b.

MRT Members

The appraisals provide both general comment and comments against the specific criteria but there are no ratings as such.

SES Staff

A 5 scale system is used to rate performance as follows:

- outstanding
- superior
- fully effective
- adequate
- unsatisfactory.

If the employee is assessed as "superior" or "outstanding", the employee will be eligible for a performance bonus.

If the employee is assessed as "fully effective", the employee may be eligible for a performance bonus if the employer considers that the operational circumstances in which the employee has worked warrant payment of a bonus. Amounts of performance bonus, if any, are determined by the Secretary DIMIA.

If the employee is assessed as “fully effective” or above, the Secretary DIMIA may determine an increase in the annual salary of the employee.

If the employee is assessed as “unsatisfactory” the employer may reduce the employee’s annual salary by \$5000 up to a maximum amount of \$10000 or assign the employee to the duties of an Executive Level 2.

APS Staff

An employee’s overall performance will be assessed as Satisfactory or Unsatisfactory.

Satisfactory performance will result in the payment of a salary increment where applicable.

Unsatisfactory performance will result in the commencement of a Managing Underperformance process.

c.

MRT Members

Members’ remuneration is determined by the Remuneration Tribunal and is not linked to the performance assessment process.

SES Staff

If the employee is assessed as “superior” or “outstanding”, the employee will be eligible for a performance bonus.

If the employee is assessed as “fully effective”, the employee may be eligible for a performance bonus if the employer considers that the operational circumstances in which the employee has worked warrant payment of a bonus.

Amounts of performance bonus, if any, are determined by the Secretary of DIMIA.

If the employee is assessed as “fully effective” or above, the Secretary DIMIA may determine an increase in the annual salary of the employee.

If the employee is assessed as “unsatisfactory” the employer may reduce the employee’s annual salary by \$5000 up to a maximum amount of \$10000 or assign the employee to the duties of an Executive Level 2.

APS Staff

The PAS process determines whether an employee’s performance is “satisfactory” or “unsatisfactory”.

Subject to receiving a “satisfactory” performance rating an employee will be entitled to their next annual salary increment, paid on the anniversary of their last promotion. No performance bonuses are paid.

d.

MRT Members

Members are statutory appointees.

SES Staff

There is only one SES officer (Band 1) in the MRT.

APS Staff

All APS staff (APS1 – EL2) are expected to participate in the PAS.

e.

MRT Members

The MRT Member Code of Conduct sets out the performance assessment mechanism.

SES Staff

The individual officer's AWA.

APS Staff

The Migration Review Tribunal and Refugee Review Tribunal Certified Agreement 2003-2005.

f.

The performance assessment process is usually over an annual cycle. The most recent cycle ended at 31 December 2003, commencing from January 2003. Several appraisals completed at the end of this cycle covered a greater period of time than 12 months.

SES Staff

The SES officer is assessed annually. Assessment is to occur at the end of the financial year.

APS Staff

The PAS is a two way scheme that relies on the input and interaction of both employees and supervisors to review and renew each staff member's Performance Agreement twice a year. In the MRT this activity occurs in March and September.

2.

MRT Members

As at 1 December 2003, of the 68 members of the MRT, 48 were incorporated in the most recent full cycle and did not include members appointed for the first time in July 2003. Of those members, 27 are female and 21 are male, 11 are full-time members and 37 are part-time members.

SES Staff

One male person at SES Band 1.

APS Staff

A central record of which employees participated in the PAS is not maintained. In the last cycle no employees were rated as unsatisfactory.

Refugee Review Tribunal (RRT)

1. a.

RRT Members

RRT members are public office holders. Their performance appraisal is governed by their Code of Conduct. Draft appraisals are completed by the responsible Senior Member, incorporating comments from the member being appraised. The draft appraisals (with any comments) then go to the Deputy Principal Member for finalisation. An aggrieved member retains the right of review by the Principal Member. Members are entitled to a copy of the assessment and an opportunity to comment. Member performance is evaluated on the basis of the following criteria:

Criterion 1 – Compliance with the Code of Conduct (other than in terms of Criteria 2 to 6).

Criterion 2 – Ability to deliver prompt, concise, quality decisions which are consistent with Tribunal jurisprudence and which display a sound knowledge of relevant country information; and conform with applicable administrative and refugee law principles

Criterion 3 – Ability to adopt effective work practices, comply with time lines and achieve productivity targets.

Criterion 4 – Ability and willingness to interact effectively with colleagues and staff in the process of decision-making and in the collegiate life of the Tribunal.

Criterion 5 – Ability to conduct hearings expeditiously and effectively and, in the process, to interact sensitively with applicants and other persons involved.

Criterion 6 – Compliance with attendance and dress standards.

SES Staff

There is one SES officer in the RRT. That officer undergoes annual appraisal under the DIMIA SES performance appraisal scheme.

The performance appraisal and feedback system is a formal process of communication between the employee and the employer about work expectations and performance.

Formal performance appraisal and feedback will occur annually, usually at the end of each financial year. An important component of the process is informal feedback. This system provides the basis for the award of performance pay.

Assessments and feedback are based against the SES capability framework and take into account any specific targets which have been set by the employee's supervisor through workplace plans.

APS Staff

The RRT Performance Management System has the following objectives:

- to provide employees with a clear description of their duties, accountabilities and expected standard of performance and an opportunity to discuss, contribute to and clarify these issues with their supervisor;
- to provide employees with regular, participative and structure feedback on their performance and facilitate the early identification of any concerns about an employees performance;
- to complement the Professional Development Plan system by ensuring training and development needs are identified and addressed; and
- linking incremental progressions to a structured performance review.

Employees and their supervisor meet and identify key tasks and performance objectives and these are recorded on a Performance Agreement. This document becomes the basis on which feedback at the mid cycle point and assessment at the end of the cycle is made.

- Local managers review all Performance Agreements to ensure fairness and consistency.
- At the end of the performance cycle, the employee's supervisor makes a formal assessment with the employee's input.

b.

RRT Members

The appraisals provide both general comment and comments against the specific criteria but there are no ratings as such.

SES Staff

A 5 scale system is used to rate performance as follows:

- outstanding
- superior
- fully effective
- adequate

- unsatisfactory

If the employee is assessed as “superior” or “outstanding”, the employee will be eligible for a performance bonus.

If the employee is assessed as “fully effective”, the employee may be eligible for a performance bonus if the employer considers that the operational circumstances in which the employee has worked warrant payment of a bonus. Amounts of performance bonus, if any, are determined by the Secretary DIMIA.

If the employee is assessed as “fully effective” or above, the Secretary DIMIA may determine an increase in the annual salary of the employee.

If the employee is assessed as “unsatisfactory” the employer may reduce the employee’s annual salary by \$5000 up to a maximum amount of \$10000 or assign the employee to the duties of an Executive Level 2.

APS Staff

An employee is given an overall assessment rating as follows:

- Results exceeded agreed requirements.
- Results met all agreed requirements.
- Results met most agreed requirements.
- Results did not meet agreed requirements.

An overall result of “Results met most agreed requirements” will result in the payment of a salary increment where applicable.

An overall result of “Results did not meet agreed requirements” will result in the commencement of a Managing Underperformance process.

c.

RRT Members

Members’ remuneration is determined by the Remuneration Tribunal and is not linked to the performance assessment process.

SES Staff

If the employee is assessed as “superior” or “outstanding”, the employee will be eligible for a performance bonus.

If the employee is assessed as “fully effective”, the employee may be eligible for a performance bonus if the employer considers that the operational circumstances in which the employee has worked warrant payment of a bonus. Amounts of performance bonus, if any, are determined by the Secretary DIMIA.

If the employee is assessed as “fully effective” or above, the Secretary DIMIA may determine an increase in the annual salary of the employee.

If the employee is assessed as “unsatisfactory” the employer may reduce the employee’s annual salary by \$5000 up to a maximum amount of \$10000 or assign the employee to the duties of an Executive Level 2.

APS Staff

Sustained and effective performance over a performance cycle will attract salary advancement, where applicable.

Subject to receiving a performance rating of “met most agreed requirements” or higher, an employee will be entitled to their next annual salary increment, paid on the anniversary of their last promotion.

No performance bonuses are paid.

d.

RRT Members

Members are statutory appointees.

SES Staff

There is only one SES officer (Band 1) in the RRT.

APS Staff

All APS staff (APS1 – EL2) are expected to participate in the Performance Management System.

e.

RRT Members

The RRT Member Code of Conduct sets out the performance assessment mechanism.

SES staff

The individual officer’s AWA.

APS Staff

The Migration Review Tribunal and Refugee Review Tribunal Certified Agreement 2003-2005.

f.

RRT Members

The performance assessment process usually operates over an annual cycle. The most recent cycle was completed at the beginning of December 2003, commencing from January 2003.

SES Staff

The SES officer is assessed annually. Assessment is to occur at the end of the financial year.

APS Staff

Key stages in the process are:

- August: Individual Planning, joint development of Performance Agreement; work area review of agreements, performance assessment conducted.
- February: Mid cycle feedback on performance; review of performance agreement identifying action and areas of improvement

2.

RRT Members

As at 1 December 2003, of the 81 members of the RRT, 58 were incorporated in the most recent full cycle and did not include members appointed for the first time in July 2003. Of those 58 members, 32 are female and 26 are male, 33 are full-time members and 25 are part-time members.

SES Staff

There is only one male officer at SES Band 1 level.

APS Staff

A central record of which employees participated in the PAS is not maintained. In the last cycle one female APS2 employee was assessed as "Results did not meet agreed requirements".

Torres Strait Regional Authority (TSRA)

1. a.

The current Performance Management Program (PMP) assessment operates on a twelve month appraisal cycle commencing on the anniversary date of the staff member 's commencement date and is amended as necessary, such as where an employee changes job or is temporarily working at a higher level for a reasonable period of time.

Performance assessments are negotiated with an employee and his or her supervisor at the commencement of each 12 month cycle. A mid cycle review at six month is conducted followed by a twelve month full cycle review at the end of the appraisal cycle. Performance assessment is made against the following elements:

- Values and Behaviours
- Achievement of Agreed Job Goals
- Learning and Development

The mid cycle review allows the employee to discuss performance with their supervisor against the Performance Agreement and must:

- Provide an opportunity to fully discuss the employee's performance in the cycle so far;
- Discuss strategies for improving the officer's performance (if necessary);
- Allow an opportunity to review and amend the Performance Agreement for relevance and currency; and
- Be documented and retained as part of the appraisal process.

A range of feedback during the 12 month cycle between employees and their managers and supervisors is an essential assessment tool.

- Multi-source feedback gathered from agreed sources.
- Performance Improvement with full participation of employee and supervisor.
- PMP Grievance process.

The PMP process is also subject to the following:

- The principles of natural justice; and
- The *Privacy Act 1988*

b.

The range of results from the performance assessment process/es is measured by the following.

Exceeds Expectations
Meets Expectations
Does Not Meet Expectations

c.

The following financial changes are linked to the above expectations.

Eligible to advance by one salary point
Eligible to advance by one salary point
Not Eligible, Employee Counselling

The TSRA Certified Agreement 2003-06 stipulates that a review of the current PMP will occur in June 2004 and will consider, amongst other things, high performance pay points at the top of each classification level.

The TSRA procedures for determining breaches of the APS Code of Conduct may impact on the PMP process by imposing a range of sanctions including financial and classification reductions in accordance with Section 15 of the *Public Service Act 1999*.

d.

The TSRA's current processes of performance assessment is to engage all staff below the SES ie APS Level 1 to 6 and Executive Level 1 to 2, in a common PMP using the TSRA's standard Performance Agreement template. Using duty statements relevant to an employee's position, the employee then streamlines their performance agreement.

e.

The principal industrial instruments governing each of the performance assessment mechanism/s are:

- The Torres Strait Regional Authority Certified Agreement 2003-06 which was certified by the Australian Industrial Relations Commission on 30 October 2003. This Agreement currently represents thirty-six employees.
- Individual Australian Workplace Agreements (AWA's) which have been approved by the Office of the Employment Advocate between 4 November 2003 to 11 December 2003. These AWA's currently represent five individual employees.

f.

The TSRA's performance assessment does not operate over a common cycle and, as prescribed by the TSRA Certified Agreement 2003-06, is undertaken 12 months after:

- (a) the date the employee commenced with the TSRA or last advance in pay through either promotion or pay point advancement, whichever is the later;
- or
- (b) in the case of an employee paid at the maximum pay point for his or her classification level, the commencement date for the employee's learning and performance agreement.

2.

The TSRA's standard PMP Agreement applies to all TSRA employees APS Level 1 to Executive Level 2. There are three common output groups below.

- (i) Values and Behaviours.

- (ii) Achievement of Agreed Job Goals.
- (iii) Learning and Development.

Classification	Female	Male
Executive Level 2	2	
Executive Level 1	1	4
APS Level 6	7	6
APS Level 5	3	2
APS Level 4	6	3
APS Level 3	1	2
APS Level 2	4	-
APS Level 1	-	-
Total	24	17

Notes for the above table:-

The TSRA General Manager's classification is Principal Executive Officer and not included in this table nor is this position included in the PMP process.

There are 4 trainees employed under the National Training Wage Award 2000 and are not included in this table nor in the PMP process.

There are 5 employees covered by individual AWA's that are included in this table and are covered by the PMP process.

Migration Agents Registration Authority (MARA)

1. The Migration Institute of Australia Limited ("the Institute") was appointed as the Migration Agents Registration Authority ("the MARA") in March 1998. The functions of the MARA are carried out by the directors of the Institute and employees of the Institute.

The Institute is an entity under Corporations law and is not subject to Public Service Remuneration methodologies.

Some directors of the Institute who have been on the board for some time were able to choose to have an employee relationship with the Institute for remuneration purposes. This option is no longer available.

Directors of the Institute are subject to assessment by the membership of the Institute by way of biennial elections and as such are not subject to a performance assessment for the purposes of remuneration.

However, the Institute does have processes for performance assessment for employees who are not directors, and each sub question has been answered with reference the standard practices of the Institute.

a. Each employee who is not a director has their performance assessed through a process titled Job Performance Review ("JPR").

At the commencement of a performance period the employee meets with their manager and in each Key Result Area an Effectiveness Measure is determined from the employee's contract. A weighting is determined for the Key Result Area such that the sum of the weighting of all the Key Result Areas equals 100%. The Objectives to attain the Effectiveness Measure are jointly determined identifying the tasks or outcomes which are to be achieved over the following six months.

At the end of the six month process the employee again meets with their manager and reviews the objectives and identifies whether the Objective was met. In addition the manager and employee list examples of behaviour and circumstances that assisted in the achievement of the objectives as well as list examples of behaviour and circumstances that detracted from accomplishing the objectives.

Based on the examples of behaviour relating to each objective a Development Action Plan is outlined.

The employee is then given an overall performance rating which reflects both the results against the Objectives and the weighting of the Objectives as well as the functional/professional competencies combined with the job competency profile and the individual personal management competencies.

The rating can be one of five:

- Job Performance consistently and significantly exceeds required performance standards.
- Job Performance exceeds required performance standards.
- Job Performance meets required performance standards.
- Job Performance approaches the required performance standards and requires development.
- Job Performance generally fails to meet required performance standards.

The employee is then asked for their comments on their perceptions of the JPR process as a whole.

The completed JPR is signed by the staff member and their manager and is then reviewed by the next level manager.

b. The employee is given an overall performance rating which reflects both the results against the Objectives and the weighting of the Objectives as well as the functional/professional competencies combined with the job competency profile and the individual personal management competencies.

The rating can be one of five:

- Job Performance consistently and significantly exceeds required performance standards.
- Job Performance exceeds required performance standards.
- Job Performance meets required performance standards.
- Job Performance approaches the required performance standards and requires development.

- Job Performance generally fails to meet required performance standards.

At the completion of 12 months in a role the results of the JPR process are used to determine whether any increase or decrease in remuneration is appropriate.

- c. At the completion of 12 months in a role the results of the JPR process are used to determine whether any increase or decrease in remuneration is appropriate.

Where an increase is considered appropriate an employee who has the rating of:

- Job Performance approaches the required performance standards and requires development

could expect an increase in remuneration by the rate of the CPI less up to 2%.

Where an increase is considered appropriate an employee who has the rating of:

- Job Performance meets required performance standards

could expect an increase in remuneration by the rate of the CPI.

Where an increase is considered appropriate an employee who has the rating of:

- Job Performance exceeds required performance standards

could expect an increase in remuneration by the rate of the CPI plus up to 2%.

Where an increase is considered appropriate an employee who has the rating of:

- Job Performance exceeds required performance standards

or where the employee has achieved qualifications or their position in the employment market has changed, the employee's remuneration will be increased to the market remuneration for that qualification or position or alternatively the employee could expect an increase in remuneration by the rate of the CPI plus up to 4%.

- d. The Institute does not have classification levels for employees.

- e. The Institute has a contract with each individual employee who is not a director. The Institute bases its employment contracts on the Clerical and Administrative Employees Legal Industry Consolidated (NSW) Award.

- f. The Institute's performance assessment does not operate over a common cycle. Each individual employee is reviewed on the basis of their employment contract, which is usually every 6 months for performance and 12 months for remuneration, from the date of the individual's employment contract.

2. The Institute for the performance of its MARA function currently employs 7 males and 14 females in full-time, part-time and casual roles who are not directors of the Institute.

Aboriginal Hostels Limited (AHL)

1. a.-f. and 2.

Performance Assessment Mechanisms

Performance Assessment	Employee Category (Ongoing only)	Classification	Outcome Results	Financial Reward	Governing Instrument	Cycle
Performance Management Program	Administrative / Hostel Management / Industrial	EL 2 – APS 1	<p>Outstanding – workplace expectations consistently met at outstanding level</p> <p>Satisfactory – workplace expectations consistently met. Employee frequently exceeds competent level</p> <p>Borderline – workplace expectations do not always meet agreed expectations</p> <p>Unsatisfactory – performance regularly falls below minimum agreed expectations.</p>	<p>Salary progression of two levels</p> <p>Salary progression of one level</p> <p>Salary progression deferred pending further appraisal</p> <p>No salary progression</p>	AHL Certified Agreement 2003 - 2006	Annual based on the employee's anniversary date

Hostel Managers Performance Scheme	Hostel Manager / Houseparent	APS 2 – APS 5	Recognise Hostel Manager and Houseparents who demonstrate that their management results in a high quality accommodation service at their hostel	One-off bonus of up to \$1,000	AHL Certified Agreement 2003 - 2006	Annual awarded in September based on previous financial year results
Productivity Bonus	Administrative / Hostel Management / Industrial	EL 2 – APS 1	Meet 5 Corporate Outcome measures identified in Certified Agreement	One-off bonus of 1% of salary	AHL Certified Agreement 2003 - 2006	May/June 2004, first pay period December 2004 and 2005
AWA	Director / Clinical Nurse Coordinator (Aged Care Home)	EL 1 / APS 6	Assessment against 7 performance objectives identified in the AWA.	One-off bonus of up to 10% of salary paid for a rating of high or outstanding	AWA	Annual at end of each financial year
AWA	Executive	SES Band 1	Assessment against: Client service Information and advice to the AHL Board and the Minister Financial Performance Senior Executive Leadership Capability Framework KPI	Unsatisfactory / Satisfactory Rating – no performance bonus Good / Superior / Outstanding Rating – a one-off bonus of 5 % – 15 %	AWA	Annual in August at AHL Board of Directors Meeting

Remuneration Tribunal Determination made by the Minister	General Manager	PEO	Assessment against: Client service Information and advice to the AHL Board and the Minister Financial Performance Senior Executive Leadership Capability Framework KPI	Unsatisfactory / Satisfactory Rating – no performance bonus Good / Superior / Outstanding Rating – a one- off bonus of 5 % – 15 %	Remuneration Tribunal Determination made by the Minister	Annual in August at AHL Board of Directors Meeting – approved by the Minister on recommendation from the AHL Board of Directors
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Aggregate Outcomes 2002-03

Performance Assessment	Classification	Male	Female
Performance Management Program (Salary Progression of one level)	EL 2	1	1
	EL 1	9	4
	APS 6	4	3
	APS 5	3	6
	APS 4	4	7
	APS 3	17	32
	APS 2	8	13
	APS 1	42	65
Hostel Managers Performance Scheme	APS 3	9	6
Productivity Bonus	N/A - No completed full cycle		
AWA	SES Band 1	2	
Remuneration Tribunal Determination made by the Minister	PEO	1	

Aboriginal and Torres Strait Islander Commission (ATSIC) and Aboriginal and Torres Strait Islander Services (ATSIS)

1. a. The performance assessment process within ATSIC and ATSIS is undertaken between managers/supervisors and staff and is directly related to the business planning process. There are currently three different programs of performance assessment within ATSIC and ATSIS as follows:

Senior Executive Service (SES) Performance Management Program (PMP)

- Applies to SES employees only.
- Performance is assessed against three elements:
 - Strategic Leadership Profile;
 - Performance Outcome Plan; and
 - Completion of a Learning and Development Agreement.

Non-SES PMP

- Applies to all non-SES staff, with the exception of ATSIS legal officers, covered by the ATSIS Determination 2003-01 (entitlements based on the ATSIC Certified Agreement 2003-04).
- Performance is assessed against three elements:
 - The Agreed Job Responsibilities;
 - The Shared Behaviour Framework; and
 - Completion of a Learning and Development Agreement.

ATSIS Legal Officers

- Applies to all ATSIS Legal 1s and 2s.
- Performance assessment is managed through the Performance Management and Appraisal Scheme (PMAS).

Non-ongoing staff and staff on probation are required to develop a performance agreement. However, the salary progression arrangements outlined in the non-SES PMP do not automatically apply to these categories.

b. Assessment Outcomes

SES PMP

- (5) – Outstanding – performance far exceeds the work level standard expected at the employee’s level and indicates the employee has achieved exceptional results against all work requirements and significant responsibilities;
- (4) – Superior – employee has achieved excellent results by substantially exceeding standard work requirements against at least half of the significant responsibilities and fully meeting all the others;
- (3) – Fully effective – performance fully meets the standard expected of employees at this level;
- (2) – Adequate – performance generally meets the standard expected of employees at this level;
- (1) – Unsatisfactory – performance does not meet the standard expected of employees at this level.

Non-SES PMP

- Meets expectations – employee has fully met the standard of work required at this level;
- Partially meets expectations – employee has partially met the standard of work required at this level and some improvement in performance is required; and
- Does not meet expectations – the employee has not met the standard of work required at this level.

ATSIS Legal Officers

- Not entirely satisfactory – often does not meet the minimum standards required;
- Satisfactory – doing the job, but is not always fully meeting expectations;
- Fully effective – consistently meets performance expected at this level;
- Superior – fully competent and at times exceeds expectations;
- Outstanding – consistently exceeds expectations

c. **SES Performance Remuneration**

- 5 or Outstanding = fixed pay increase of 5% and performance pay of maximum bonus;
- 4 or Superior = fixed pay increase of 4% and performance pay of 2/3 of maximum bonus;
- 3 or Fully effective = fixed pay increase of 3% and performance pay of 1/3 of maximum bonus
- 2 or Adequate = 2% fixed pay increase
- 1 or unsatisfactory receives no fixed pay increase or performance pay.

Performance Remuneration for non-SES staff covered by the ATSIK Certified Agreement 2003-2004 and ATSIK Determinations 2003-01 and 2003-02

- Non-SES staff (including staff on probation) who meet expectations and who are not already on the salary level at the top of their salary classifications receive salary progression to the next salary classification point on 1 July each year for their substantive salary only;
- non-SES staff who are acting at a higher classification level in excess of 12 months and who are assessed as meeting expectations at the higher level receive salary progression to the next salary classification point on the anniversary of commencing work at the higher level; and
- non-SES staff already at the top of their salary range do not receive any additional salary or bonuses.

Performance Remuneration for non-SES staff covered by AWAs:

- Staff in this category must be assessed as meeting expectations in accordance with the Non-SES PMP before performance remuneration is paid as provided for in their AWAs. AWAs only provide for bonus payments. Salary progression for staff in this category is as outlined above.

ATSIK Legal Officers performance remuneration who are not on the top salary point of their classification

- Not entirely satisfactory or satisfactory – no salary advancement
- Fully effective – advancement of one salary point;
- Superior – advancement of two salary points;
- Outstanding – advancement of three salary points.

d.

- SES PMP – SES staff only
- Non-SES PMP – EL2, EL1, APS 1,2,3,4,5,&6 and equivalents
- PMAS – ATSIK Legal Officers levels 1 & 2

e.

- SES – performance assessment mechanisms in accordance with SES AWAs;
- Non-SES – performance assessment covered by the ATSIK Certified Agreement 2003-2004 or ATSIK Determinations 2003-01 and 2003-02; advancement covered by these instruments; performance bonuses covered by individual AWAs;
- ATSIK Legal Officers – ATSIK Determinations 2003/01 and 2003/02.

f. All Performance Assessments operate over the same cycle 1 July to 30 June each year.

2. The table below provides information on SES ratings and Non-SES ratings. In respect of Non-SES ratings, it should be noted that AT SIS and AT SIC do not keep central records of Non-SES staff who have been assessed as either meeting expectations or not meeting expectations. These records are kept by individual supervisors and employees and could not be collated in the time available. However, central records are kept in circumstances where additional remuneration is payable as a result of a positive assessment and these are shown in the table.

OUTCOME	CLASSIFICATION	MALE	FEMALE
SES PMP			
Outstanding	SES	2	1
Superior	SES	6	1
Fully Effective	SES	11	5
Adequate	SES	4	
Unsatisfactory	SES	0	

NON-SES PMP			
Meets expectations	EXEC 2	24	10
	EXEC 1	4	9
	APAO 3		
	APAO 2		
	APAO 1		
	APO 2		
	APO 1		2
	APS 6	35	39
	APS 5	15	29
	APS 4	16	33
	APS 3	14	22
	APS 2	4	16
	APS 1	1	2

Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS)

1. a. AIATSIS policy is that all staff (including the Principal) are required to settle an annual performance agreement with their supervisor. Progress in delivering agreed outcomes is assessed every six months.

b. All staff are assessed on a rating scale of 1-5, where 1 is Grossly Unsatisfactory and 5 is Outstanding

c. Financial benefits are available to:

- the Principal and Deputy Principal (SES) through annual performance bonuses for ratings of 4 (8% - 12% of remuneration) or 5 (13% - 15% of remuneration);
- other staff through incremental advancement for a rating of at least 3, where they are not on the top increment for their classification.

d. See (c) above.

e.

Principal – Remuneration Tribunal Act
Deputy Principal – AWA
All other staff – AIATSIS Agency Agreement 2002-04

f. All performance assessments cover a financial year ie 1 July 2002 to 30 June 2003.

2.

Level	Performance rating									
	Male					Female				
	5	4	3	2	1	5	4	3	2	1
EL 2 / SES	2	3					2			
EL 1	2	7	2			1	3	1		
APS 6	1	2		1			4			
APS 5		2				1	3	1		
APS 4		4	1	1			7	2		
APS 3		2						1		
APS 2										
APS 1										

A formal performance rating is only provided for staff who have been employed at AIATSIS for at least 12 months. Other staff are included in the performance management system but are not rated. Forty six of the 102 staff employed at 30 June 2003 were not rated. These staff are mainly engaged in short-term projects including Native Title, research, family history and digitisation.

Indigenous Business Australia (IBA)

1. a. IBA staff are not employed under the Public Service Act. They are employed under terms and conditions set by the IBA board. All non executive staff of IBA are engaged under individual AWA's. The executive staff are engaged under fixed term contracts.

Each AWA provides for an identical performance management scheme which operates under the following broad parameters:

- completion of a work plan outlining work responsibilities and a training and development plan with each employee annually at the time of assessment;
- formal feedback discussions on agreed work plans between each employee and his/her supervisor at least four times each year covering:
- the employee's work performance/contribution both individually and as part of a team; and,

- the employee's training and development needs (including career development).

One of the formal feedback discussions each year focuses on an assessment of the employee's contribution to IBA's objectives and includes a self-assessment by the employee.

Performance against the agreed key performance areas is assessed by line managers and rated using the scales set out below and assessed against three primary headings. These are individual performance; performance as a team member and performance of the organisation as a whole.

Superior (Score = 7.1 - 10) - Consistently demonstrates performance which significantly exceeds expectations and agreed results; demonstrates a high level of professionalism and judgement in making a significant contribution to IBA's objectives. A superior rating indicates that the employee has achieved excellent to outstanding results by substantially exceeding standard work requirements against at least half of the significant responsibilities, and fully meeting all others.

Competent (Score = 5.1 - 7) - Performs consistently well assessed against expectations and agreed results; displays excellent qualities on occasion and good dependable performance at all other times; has made a solid contribution to IBA's objectives; this level of performance indicates that the employee has clearly met standard work requirements, and may have achieved superior results against one or two responsibilities.

Borderline (Score = 3.6 - 5) - Fundamental job requirements are barely met and overall performance barely meets expectations and agreed results; this level of performance indicates that the employee has only achieved marginal results against several responsibilities delivering poor results against one or two significant responsibilities.

Unsatisfactory (Score = 0 - 3.5) - Fundamental job requirements are inconsistently met and overall performance fails to meet expectations and agreed results; this level of performance indicates that the employee has failed to deliver acceptable results against several responsibilities or has delivered poor results against several significant responsibilities.

A Performance bonus may be payable to the employee during each cycle of the performance management scheme.

The performance of executive staff is subject to annual review by a remuneration committee established by IBA's board, complimented with regular feedback by the Chairman and board members. The overall process used by the committee was determined by the full board while the specific detail of the framework was determined by the committee using an assessment process based on the following measures:

- Return on investment including running costs against budget;

- Staff Cohesion;
- Public Perception;
- Indigenous employment outcomes within investments;
- Relationship with government; and
- Chairman's discretion.

b. All IBA staff may be eligible for a performance payment of the equivalent of up to 15% of the gross package. The IBA board also endorsed that the three measures (individual performance of the staff member, team performance of the staff member, and performance of the IBA as a whole) would be treated equally with each attracting a maximum of 5% of package. Translating this to staff assessment, the Board agreed to the following for each of the three measures.

Superior	4 – 5% of salary package
Excellent	2 – 3% of salary package
Very good	1 – 2% of salary package
Good	no performance pay.

For IBA executive staff, the following measures apply:

Superior	11-15% of package
Excellent	4-10% of package
Very Good	1 - 3% on the discretion of the Chairman
Good	no performance pay

c. As set out above, each staff member may be eligible for performance payments equal to up to 15% of gross package.

In addition, staff in multi point pay scale bands cannot advance to the next pay point unless they have been assessed as attaining at least a competent rating in their performance appraisal after 12 months service at a pay point.

d. All IBA staff are subject to performance assessments. The IBA structure comprises the following:

SES equivalent
 Band 4
 Band 3
 Band 2
 Band 1

e. All non executive staff are employed under individual AWA's. Executive staff are engaged under fixed term contracts with the agency head falling under the provisions of the PEO structure with terms and conditions set by the Remuneration Tribunal.

f. Yes. The performance cycle is based on a financial year.

2.	Classification	Male	Female
	SES equivalent	2	
	Band 4	4	2
	Band 3	3	
	Band 2		2
	Band 1	1	1

Indigenous Land Corporation (ILC)

1. a. The Indigenous Land Corporation has one performance assessment tool – the Performance Evaluation and Management Program. This tool applies to employees and middle managers covered by the ILC Certified Agreement, and includes employees up to and including level EL2.

A Performance Management Program for Senior Executive Employees is currently under development.

b. The Performance Evaluation and Management Program allows for the following outcome results, and leads to incremental salary progression (where available):

- Unsatisfactory – no salary increment, only negotiated ILC Certified Agreement 2002-05 increase
- On Target – 1 salary increment,
- Good – 1 salary increment; and
- Outstanding – 2 salary increments.

c. Employees may progress one increment or, as a result of outstanding achievements over the assessment period, may be eligible to progress two increment levels subject to the General Manager's approval.

d. Employee classification levels (and APS equivalents) covered by the Performance Evaluation and Management Program are:

ILC1 (APS 1 & 2),
 ILC2 (APS 3 & 4),
 ILC3 (APS 5 & 6),
 ILCEL1,
 ILCEL2,
 PAO2.

The Senior Executive Employees Performance Management Program is currently under development and is planned to be implemented later in 2004.

e. The ILC Certified Agreement 2002-05 governs the Performance Evaluation and Management Program.

Individual Australian Workplace Agreements will govern the Senior Executive Performance Management Program

f. The performance assessment takes place in August/September each year, covering the previous 12 month period

2. The Performance Evaluation and Management Program was developed and finalised in 2003 and is in the process of being implemented organisation wide. Based on current staffing arrangements, the expected Male and Female staff by classification are as follows:

Classification	Female	Male
EL2	0	5
EL1	4	8
ILC3	13	23
ILC2	14	1
ILC1	2	1
PAO2	1	0
Totals	34	38

Based on current staffing arrangements Senior Executive Employees covered will be:

Classification	Female	Male
Senior Executive 2	0	1
Senior Executive 1	1	7
Totals	1	8

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 17 February 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(11) Output 1.1: Non-Humanitarian Entry and Stay

Senator Bartlett (L&C 24) asked:

In relation to the aged parent visas, what are the numbers that are now left in the queue and the non-contributory pipeline?

Answer:

As at 28 February 2004 the following number of non-contributory applicants were:

- Queued – 15,780
- In the Pipeline – 20,910