

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0274) Program 3.1: Border Management

Senator Cash asked:

How can the department ensure that applications and private biodata provided to Service Delivery Partners (SDPs) are not used for identity fraud?

Answer:

The Department of Immigration and Citizenship (DIAC) can mitigate the risk that applications and biodata are exposed to identity fraud by contractual arrangements, Code of Conduct requirements and training provided by DIAC to the SDP. The contractual arrangements include:

- DIAC has the authority to vet new SDP staff and insist on the removal of a staff member without detailing the reason to the SDP
- The SDP must at all times ensure the integrity of all aspects of the Application Process, and report immediately to DIAC any incident or suspicion of an incident that threatens to disrupt, corrupt, or otherwise compromise the Application. Such incidents must include fraud, malpractice (for example, breach of DIAC Code of Conduct), the offer of bribes or gifts, queue jumping, disruptive/abusive clients, threats, complaints, crowd control problems, fire or bomb alerts, civil unrest/riots, activation of all or part of the business continuation contingency plan, SDP closure and/or inappropriate behaviour by local police or authorities.

The SDP must comply with all relevant DIAC security, data protection, and confidentiality policies and requirements to ensure, in particular:

- the security and integrity of Applicant Data (including Biometrics data as well as photographs and contents of the Visa Application Forms), and Citizenship Application Forms;
- the security and integrity of documents and information pertaining to the Application other than Applicant Data (including the decisions made by DIAC).

DIAC Security Requirements provided to the SDP fundamentally applies to DIAC's operations with the following understanding:

1. During the design, the Parties must work together to determine and define the scope of security solutions.
2. DIAC will promptly be made aware of Security Incidents.
3. All dealings with Australian clients will be in accordance with the spirit of DIAC's Client Service Charter.