

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0185) PROGRAM – Internal Product

Senator Cash (Written) asked:

In relation to the Capability Review's assessment that "Perceptions that DIAC is crisis prone have an effect on the department's public and parliamentary reputation and are a legitimate concern for the Minister and the Government" [Risk and Crisis Management subheading, pg. 10]? Has the current Minister or the former Minister raised concerns about DIAC's reputation? What does 'Crisis prone' mean? What crises has the Department encountered?

Answer:

The Capability Review provided an opportunity for the department to reflect on how we work and to assess the skills and knowledge required to achieve our outcomes. DIAC operates in a complex, high-profile environment and our staff often work under significant pressure for example, when responding to urgent events such as the South-East Asian and Japanese tsunamis. A key challenge is for us to document crisis responses into repeatable systems and processes so that our responses are planned, stable and measured.