QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: November 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(62) Output 2.3:   Australian Citizenship

Senator Ludwig asked:

The Citizenship Council is not included in the Departmental overviews. Why is this? Is there a copy and, if so, please provide.

Answer:

The Australian Citizenship Council was appointed for two years from August 1998.   The Council ceased in August 2000 on the completion of its work.

A copy of the Council's report "Australian Citizenship for a New Century" (February 2000) can be accessed on the internet at http://www.citizenship.gov.au/info/report.htm.

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: November 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(63) Output 2.3:   Australian Citizenship

Senator Ludwig asked:

What was the reason for the budget overrun in the Australian citizenship output?

Answer:

A change in methodology for the attribution of corporate overhead costs across all departmental outputs resulted in the total cost of Output 2.3: Australian Citizenship being higher than the budget estimate in 2003-04. The higher attribution of overhead costs for Output 2.3 is offset by a corresponding decrease in overhead allocations in a number of other Outputs. The re-attribution of overhead costs was undertaken as part of the joint review of DIMIA's business processes and costs undertaken by the Department of Finance and Administration and DIMIA.

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: November 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(64) Output 2.3:   Australian Citizenship

Senator Ludwig asked:

(a) Regarding the facility for lodgement of citizenship applications online, what periods of downtime (if any) were experienced during 2003-04?
(b) Is this in line with downtime estimates?
(c) How many errors in lodging applications through the internet were reported?
(d) To what extent is the internet lodging process backwards compatible with older systems?
(e) What security measures are in place for the internet lodging system?

Answer:

(a) & (b) No record of downtime for the citizenship electronic lodgement facility is available for 2003-04. Downtime records for the period September 2004 to November 2004 are as follows:

	Planned Downtime (% of total time)	Unplanned Downtime (% of total time)	Total Downtime (% of total time)
September 2004	2.71%	0.04%	2.75%
October 2004	3.86%	1.10%	4.96%
November 2004	0.90%	0.13%	1.03%

Advance notice of planned downtime is posted on the electronic lodgement Website. Advice regarding unplanned outages is also provided on the Website where necessary.

(c) In 2003-04, 13,443 citizenship electronic lodgement transactions were successfully received by DIMIA's systems. A further 151 completed transactions were not accepted. Non-acceptance of transactions includes situations where the client's credit card payment was declined and where the identity information entered by the client did not match existing DIMIA records. The Citizenship electronic lodgement facility includes an email helpdesk service for clients who require assistance.

(d) The citizenship electronic lodgement facility is fully compatible with the Integrated Client Services Environment (ICSE) system, which has been used for processing citizenship applications since December 1998. Once applicants have completed the electronic lodgement process, their application is automatically downloaded to ICSE for processing at the DIMIA office nominated by the applicant.

(e) There are multiple layers of security technologies implemented by DIMIA and its Information Technology (IT) service providers to protect DIMIA's Internet Gateway and core IT systems from unauthorised access. The DIMIA Internet Gateway is certified by the Defence Signals Directorate (DSD). The security of the entire IT environment is formally tested three times a year and the core security mechanisms are also assessed

by the DSD on an ongoing basis as part of the DSD's certification of the Internet Gateway.

The connection between Internet clients and DIMIA's electronic lodgement equipment is encrypted through Secure Sockets Layer (SSL) technology, using standards established by the DSD.

Electronic lodgement data is securely stored in accordance with requirements of the Australian Government Information Technology Security Manual and the Commonwealth Protective Security Manual. Equipment used in provision of the electronic lodgement facility is housed in secure premises that meet Australian Security Intelligence Organisation (ASIO) standards for data storage.

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: November 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(65) Output 2.3:   Australian Citizenship

Senator Ludwig asked:

(a) How many citizenship conferral ceremonies were not conducted by local government councils since the election of the Howard Government in 1996, broken down by financial year?
(b) Under whose auspices were each of these ceremonies conducted?
(c) What was the cost of each of these citizenship conferral ceremonies to the Department?
(d) What was the location of each of these ceremonies (specify by Federal electoral division)?

Answer:

(a), (b) & (c) The work required to assemble the information sought would result in an unreasonable diversion of resources away from the Department's core business activities. The practice of successive governments has been not to authorise the expenditure of time and money involved in assembling such information on a general basis.

(d) Federal electoral division is not a factor in the conduct of citizenship ceremonies. The information requested is not collected and maintained by the Department.

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: November 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(66) & (67) Output 2.3:   Australian Citizenship

Senator Ludwig asked:

(66) Between 26/11/2001 and 26/10/2004 in each Federal division in which they were held (or in the division in which they were held prior to redistribution):
(a) how many citizenship ceremonies were funded in whole or in part by the Commonwealth in each Federal Division?
(b) for each ceremony in that division what was the cost to the Commonwealth?
(c) for each ceremony in that division, how many citizens took the oath or affirmation of allegiance at each ceremony a sorted by Federal Division?

(67) (a) Providing answers by the Federal Division in which they were held, between 26/11/2001 and 26/10/2004, how many citizenship ceremonies were funded in whole or in part by the Commonwealth?
(b) For each ceremony, did the Minister attend personally?

Answer:

Federal electoral division is not a factor in the conduct of citizenship ceremonies. The information requested is not collected and maintained by the Department. The work required to assemble the information would result in an unreasonable diversion of resources away from the Department's core business activities. The practice of successive governments has been not to authorise the expenditure of time and money involved in assembling such information on a general basis.

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: November 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(68) Output 2.3:   Australian Citizenship

Senator Ludwig asked:

How many citizenship applications were lodged by electronic lodgement?

Answer:

The number of people who have lodged grant of citizenship applications through the electronic lodgement facility since its introduction on 1 October 2002 is as follows:

1 Oct 2002 to 30 Jun 2003	5,458
1 Jul 2003 to 30 Jun 2004	16,523
1 Jul 2004 to 30 Nov 2004	8,475

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: November 2004

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(70) Output 2.4: Appreciation of Cultural Diversity

Senator Ludwig asked:

(a) Regarding the Minister's announcement that 53 out of 58 agencies had met all relevant Charter performance indicators, which agencies did not meet their charter performance indicators?
(b) Which performance indicators were not met by these five agencies?
(c) Why were these performance indicators not met by these agencies and what measures are being taken to rectify this?

Answer:

The assessment of performance contained in the Annual Access and Equity Report is based on the information provided to the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) by departments and agencies. DIMIA's role in the reporting process is to provide leadership and support to agencies in implementing the *Charter of Public Service in a Culturally Diverse Society.*

(a) and (b)

Agency	Indicator not met
Australian National Maritime Museum	Provider role Performance indicator two*
National Library of Australia	Provider role Performance indicator two
Questacon – the National Science and Technology Museum	Provider role Performance indicator two
ScreenSound Australia	Provider role Performance indicator two
Social Security Appeals Tribunal	Provider role Performance indicator two

* This performance indicator requires departments and agencies to collect data about cultural and linguistic diversity consistent with the *Standards for Statistics on Cultural and Language Diversity* (the Standards).

(c)

Agencies are assessed as not meeting this indicator if their data collection systems do not meet the requirements of the Standards. Such agencies have been given targeted feedback and advice, including the offer of training, to assist them to meet the indicator in future reports.