

**QUESTION TAKEN ON NOTICE**

**SUPPLEMENTARY BUDGET ESTIMATES HEARING: 17 OCTOBER 2011**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(SE11/0258) Program 4.1: Visa Compliance and Status Resolution**

Senator Cash (L&CA 106) asked:

Provide the business plan related to the compliance program.

*Answer:*

The Compliance and Case Resolution Division (CCRD) Business Plan sets out the Key Performance Indicators, Performance Targets and Strategic Risks against Portfolio Budget Statement Outcomes for the Compliance Program for which the CCRD has policy and program management responsibility. The Plan includes a Risk Assessment and is complemented by Service Delivery Network plans and a Compliance Field Prioritisation Matrix 2011-12. The Matrix provides internal guidance to departmental staff on areas to target effort in respect of non-compliance. Public disclosure of the document could compromise their work

Please find provided at Attachment A the *Compliance and Case Resolution Division 2011-12 Business Plan*.