

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 21-22 MAY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE12/0170) Program: Internal Product

Senator Di Natale asked:

How do you measure your success against Access and Equity goals? What evidence do you have that the Department is actively implementing the Government's Access & Equity policy?

Answer:

DIAC measures the success of its Access and Equity goals under the four principles and performance indicators as outlined in the Commonwealth Government's Access and Equity Framework:

- *Responsiveness* – the extent to which programmes and services are accessible, fair and responsive to the individual needs of clients,
- *Communication* - open and effective channels of communication with all stakeholders,
- *Accountability* - effective and transparent reporting and review mechanisms,
- *Leadership* - A whole of government approach to the management of issues arising from Australia's culturally and linguistically diverse society.

The department gathers information from all business areas on an annual basis to make sure that our policies, programs and services are meeting the four principles of the access and equity framework.