

Our corporate planning

The DIAC Strategic Plan 2009–12

This is an overarching plan that outlines the department's key directions and core values. It is the basis of our departmental business planning, and influences how we will work with our clients, stakeholders, the broader community and each other.

Cascading divisional, branch, section, policy plans, service delivery plans and individual performance and development agreements, all use the DIAC Strategic Plan to develop the detail of how the department will achieve and support the strategic directions while continuing to deliver our day-to-day business.

Key corporate plans

Other plans that support and feed into the strategic planning process are:

DIAC People Plan 2008–11

This plan has a key role in setting the direction for our people management initiatives. It links with our *Workforce Plan* and *Workplace Diversity Plan*, and *Learning and Development Strategy*.

Information Communication Technology Plan

This plan has a key role in setting the direction for how our Information Communication Technology services will support the needs of our business, our clients and our stakeholders.

DIAC Fraud Control Plan 2008–10

This plan supports evidence-based decision making and is in keeping with our obligations under the *Financial Management and Accountability Act 1997* and the *Commonwealth Fraud Control Guidelines (2002)*.

Client Service Charter

The charter outlines service level standards and defines client expectations. The charter also sets out the process where clients can provide feedback on the department's services.

DIAC International Engagement Strategy 2009–12

The International Engagement Strategy sets out the priorities for the department's international engagement.

people our business



Australian Government

Department of Immigration and Citizenship

DIAC Strategic Plan 2009–12



DIAC09/01078-1

people our business



Secretary's foreword

We have made a great deal of progress in recent years and have much of which to be proud. This year we celebrate the 60th anniversary of Australian citizenship, having welcomed over four million new citizens in that time.

The global and Australian economies have changed substantially in the 12 months since our last plan was developed.

As an organisation we have to adapt to these greatly changed circumstances, while maintaining our capability and flexibility to see us through challenging times, so we will be ready to support the economic turnaround when it comes.

At the same time, our minister and the government are pursuing an extensive agenda of policy reform. We must provide the best policy support and maintain a strong client focus as we deliver the government's programs in an effective and efficient way.

In challenging times, leadership at all levels must be strong and inspiring. We must all embrace our DIAC values and act on these with our colleagues, clients and stakeholders. We need to renew our focus on excellence in client service and use our resources wisely. We need to work as a positive and unified team across our global organisation, and be innovative and flexible as we seek to shape our changing environment.

This plan is short to highlight the critical work we do as a department, and how we work. It will be the basis for our cascading business plans, including our performance and development agreements and will inform our corporate risks.

Please keep the DIAC Strategic Plan 2009–12 handy, as I will, and use it to help ensure we continue working as a confident, resilient and high-performing department—an organisation focused on helping to build Australia's future.

Andrew Metcalfe

Purpose

Building Australia's future through the well-managed entry and settlement of people.

Our work

1. Contribute to Australia's future through managed migration

Administer our migration programs to ensure long-term social and economic benefits to Australia, while responding to changing economic circumstances.

2. Protect refugees and contribute to humanitarian policy internationally

Uphold Australia's convention obligations through rigorous assessment of asylum claims against immigration law, and promote the development of innovative and responsive humanitarian policies internationally.

3. Contribute to Australia's security through border management and traveller facilitation

Establish the identity and facilitate the entry of genuine travellers through a layered approach to border management.

4. Make fair and reasonable decisions for people entering and leaving Australia—ensuring compliance with Australia's immigration laws and integrity in decision making

Deliver efficient, fair and reasonable services to our clients, using an evidence and risk-based approach to maintain the integrity of our programs and systems.

5. Support migrants and refugees to settle in the community and participate in Australian society

Enrich Australia by creating opportunities for maximum participation in our society and economy through targeted settlement services.

6. Promote Australian citizenship and a multicultural Australia

Effectively administer Australia's citizenship laws, and foster community confidence in the advantages of citizenship and diversity. This includes the development of a new cultural diversity framework built around the concept of social inclusion, civics and social capital.

How we work

	<ul style="list-style-type: none"> • professional and respectful • approachable and understanding • lawfully and ethically
	<ul style="list-style-type: none"> • accessible and responsive client service • ongoing stakeholder engagement
	<ul style="list-style-type: none"> • leadership • teamwork • commitment • effective use of resources and technology • valuing diversity