

Audit report of the 2024–25 annual performance statements

Department of Home Affairs



INDEPENDENT AUDITOR'S REPORT on the 2024-25 Annual Performance Statements of the Department of Home Affairs

To the Minister for Finance

Qualified Conclusion

In my opinion, except for the possible effects of the matters described in the Bases for Qualified Conclusion section of my report, the 2024-25 Annual Performance Statements of the Department of Home Affairs (Home Affairs):

- present fairly Home Affairs' performance in achieving its purpose for the year ended 30 June 2025; and
- are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

Audit criteria

To assess whether Home Affairs' annual performance statements complied with Division 3 of Part 2-3 of the PGPA Act, I applied the following criteria:

- whether the entity's key activities, performance measures and specified targets are appropriate to measure and assess the entity's performance in achieving its purposes.
- whether the performance statements are prepared based upon appropriate records that properly record and explain the entity's performance.
- whether the annual performance statements present fairly the entity's performance in achieving the entity's purposes in the reporting period.

Bases for Qualified Conclusion

Limitation of scope – performance targets where Home Affairs was unable to provide sufficient assurance over the reported result

Home Affairs was unable to demonstrate how it gains assurance over the results of 8 performance targets, across Outcomes 2 and 3, as detailed below. [Appendix A](#) presents the 8 performance targets linked to the related performance measures and outcomes.

Outcome 2 – 'Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance'

The results against 2 performance targets which report on Key Activity - Settlement Services, under Outcome 2, rely on reporting from contracted service providers. The affected

performance targets are:

- Target 35: 85% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia.
- Target 36: 80% of a sample of Settlement Engagement and Transition Support (SETS) clients assessed rated three or above (five-point rating scale) as a measure of the achievement of a client's individual goals required to support their independence, participation and wellbeing.

Home Affairs was unable to demonstrate how it gains assurance to confirm the reported results. As a result, I have been unable to obtain sufficient and appropriate audit evidence to determine if the results for performance targets 35 and 36 are complete and accurate.

Outcome 3 – 'Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum'

Outcome 3 measures performance against 6 Key Activities. The following 2 Key Activities, under Outcome 3, include performance targets for which Home Affairs has not been able to demonstrate how it gains assurance over the reported results:

- *Border services*
- *Customs, compliance and enforcement*

Each of the affected performance targets rely on reports extracted from Home Affairs' reporting systems. Home Affairs was unable to assure that the data used to calculate the results for the following targets were complete and accurate:

Border Services

- Target 60. Average clearance rates for air cargo and sea cargo are maintained, compared to a rolling average of clearance rates over the five past financial years.
- Target 63. Average clearance time for all air travellers is maintained or improved, compared to a rolling average clearance time over two past financial years
- Target 64. Percentage of eligible air travellers processed through the border using SmartGate technology remains consistent with the previous financial year

Customs, compliance and enforcement

- Target 65. Percentage of air and sea cargo examined by ABF officers that leads to an enforcement result remains consistent with previous financial year.
- Target 66. Maintain the number of sea cargo inspections and examinations and air cargo examinations nationally.
- Target 68. Percentage of air traveller interventions that led to an enforcement result improves or remains consistent with the rolling average over three past financial years.

Due to the assurance limitations, I have been unable to conclude whether the reported results present fairly Home Affairs' performance for the Key Activities – 'Border Services' and 'Customs, compliance and enforcement'.

Emphasis of Matter – Performance Rating Threshold

I draw attention to Home Affairs' method for rating performance targets as 'met' in the circumstances detailed under the 'Performance Ratings' section of the annual performance statements. Home Affairs has determined that a target is assessed as met where the result reaches at least 97.5 per cent of the published target in the corporate plan. I further draw attention to the following reported results - wherein the Department disclosed the reported result as 'met' when the result is less than 100% of the performance target:

- Target 4 100% of transport security non-compliance is corrected by industry or is the subject of follow-up regulatory inspection and/or enforcement action within:
 - 30 days if assessed as high risk non-compliance; and
 - 90 days for all other non-compliance.
- Target 7: 100% of notifications and notification exemption requests received under the Telecommunications Sector Security reforms to the Telecommunications Act 1997 are responded to within 30 calendar days for notifications and 60 calendar days for notification exemption requests.
- Target 15: Achieve post reach and engagement rate benchmarks for National Cyber Security Coordinator social media channels.
- Target 26: 80% of department-led initiatives funded and prioritised by government under the Migration Strategy: Getting migration working for the nation scheduled for completion by 30 June 2025 were implemented in full.
- Target 29: Median visa processing times across four of the six key demand driven programs improve or are maintained.
- Target 56: Reduce the transitory person caseload by 17%.
- Target 65: Percentage of air and sea cargo examined by ABF officers that leads to an enforcement result remains consistent with previous financial year.
- Target 70: 80% of department-led milestones to deliver reforms under the Simplified Trade System scheduled are completed in full.
- Target 72: 90% of drawback claims are finalised in a timely manner.

My conclusion is not modified with respect to this matter.

Emphasis of Matter – Adult Migrant English Program

I draw attention to footnote 70 in the 2024-25 Annual Performance Statements of the Department of Home Affairs relating to performance target 38 and footnote 72 relating to performance target 39, Key Activity - Settlement Services, under Outcome 2.

Performance targets 38 and 39 report on performance against the 'Adult Migrant English Program'. The Department has disclosed in the footnotes the inherent limitations due to reliance on service providers to distribute the survey.

My conclusion is not modified in respect of this matter.

Accountable Authority's responsibilities

As the Accountable Authority of Home Affairs, the Secretary is responsible under the PGPA Act for:

- the preparation of annual performance statements that accurately present the Home Affairs' performance in the reporting period and comply with the requirements of the PGPA Act and any requirements prescribed by the *Public Governance, Performance and Accountability Rule 2014* (the Rule).
- keeping records about the Home Affairs' performance as required by the PGPA Act, and
- establishing internal controls that the Accountable Authority determines are appropriate to enable the preparation of annual performance statements.

Auditor's responsibilities for the audit of the performance statements

My responsibility is to conduct a reasonable assurance engagement to express an independent opinion on Home Affairs' annual performance statements.

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which include the relevant Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Auditing and Assurance Standards Board.

Procedures were planned and performed to obtain reasonable assurance about whether the annual performance statements of the entity present fairly the entity's performance in achieving its purposes and comply, in all material respects, with the PGPA Act and Rule.

The nature, timing and extent of audit procedures depend on my judgment, including the assessment of the risks of material misstatement, whether due to fraud or error, in the annual performance statements. In making these risk assessments, I obtain an understanding of internal controls relevant to the preparation of the annual performance statements in order to design procedures that are appropriate in the circumstances.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified conclusion.

Independence and quality control

I have complied with the independence and other relevant ethical requirements relating to assurance engagements and applied Auditing Standard ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements* in undertaking this assurance engagement.

Inherent limitations

Because of the inherent limitations of an assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance of the annual performance statements with the PGPA Act and the Rule as it is not performed continuously throughout the period

and the assurance procedures performed are undertaken on a test basis. The reasonable assurance conclusion expressed in this report has been formed on the above basis.

Australian National Audit Office

A handwritten signature in black ink, appearing to read 'Rona Mellor'. The signature is fluid and cursive, with a large initial 'R'.

Rona Mellor PSM

Deputy Auditor-General

Delegate of the Auditor-General

Canberra

28 October 2025

Appendix A — Referencing for Measures in the Basis for Qualified Conclusion paragraph

In preparing the Bases for Qualified Conclusion, I have used the following referencing system.

Key Activity	Performance Measure	Target
OUTCOME 2 - Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.		
Settlement services	The management and delivery of settlement and translating and interpreting services support refugees and vulnerable migrants in contributing to and participating in the Australian community.	35. 85% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Aust. 36. 80% of Settlement Engagement and Transition Support (SETS) clients assessed rated three or above (five-point rating scale) as a measure of the achievement of a client's individual goals required to support their independence, participation and wellbeing.
OUTCOME 3 - Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.		
Border Services	Delivery of facilitation and regulatory activities supports the movement of legitimate trade.	60. Average clearance rates for air cargo and sea cargo are maintained, compared to a rolling average of clearance rates over the five past financial years.
	Delivery of facilitation and technology enhancements supports improved movement of people across Australia's physical border.	63. Average clearance time for all air travellers is maintained or improved, compared to a rolling average clearance time over two past financial years 64. Percentage of eligible air travellers processed through the border using SmartGate technology remains consistent with the previous financial year.
Customs compliance and enforcement	Examinations, enforcement and compliance activities prevents prohibited goods crossing Australia's border and contributes to revenue protection.	65. Percentage of air and sea cargo examined by ABF officers that leads to an enforcement result remains consistent with previous financial year. 66. Maintain the number of sea cargo inspections and examinations and air cargo examinations nationally.
	Effective traveller intervention and enforcement activities supports the interdiction of travellers who pose a risk to the Australian community.	68. Percentage of air traveller interventions that led to an enforcement result improves or remains consistent with the rolling average over three past financial years.

PART 2:

ANNUAL PERFORMANCE STATEMENT

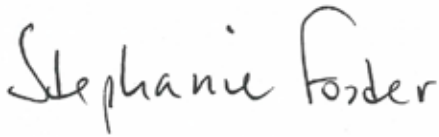
STATEMENT BY THE ACCOUNTABLE AUTHORITY	20
OUTCOME 1	28
OUTCOME 2	53
OUTCOME 3	94

STATEMENT BY THE ACCOUNTABLE AUTHORITY

I, Stephanie Foster PSM, as the Accountable Authority of the Department of Home Affairs (the department), present the Annual Performance Statements of the department for 1 July 2024 to 30 June 2025 as required under Paragraph 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these Annual Performance Statements are based on properly maintained records, accurately reflect the performance of the department, and comply with section 37 and subsection 39(2) of the *PGPA Act*, with the exception of limitations outlined in Appendix A of the Annual Performance Statement.

The department remains committed to continuously improving its performance reporting processes.

A handwritten signature in black ink that reads "Stephanie Foster". The signature is written in a cursive, flowing style.

Stephanie Foster PSM

Accountable Authority

Department of Home Affairs

09 October 2025

2024–25 Annual Performance Statement

Content warning: The following information contains references to sensitive issues including sexual assault, injury and violence, which may be distressing for some readers. These references are included to provide an accurate account of the department’s activities and performance in 2024–25.

Performance ratings

The department has assessed performance against 3 categories; ‘met’, ‘substantially met’ and ‘not met’. Measures and targets have been assessed as ‘met’ where reported performance is 97.5% or higher, as ‘substantially met’ if performance fell within 92.5% to lower than 97.5% of the published target, and ‘not met’ if performance reported a result lower than 92.5% of the published target. The following performance results are measured using absolute calculations.⁵

Table 2: Hypothetical example showing how performance measures are assessed

TARGET ASSESSMENT					MEASURE ASSESSMENT			
Target number	Target benchmark	Target result	Target performance (result against benchmark)	Target performance rating	Target contribution to measure (weighting)	Target variance (between target benchmark and result)	Measure result	Measure performance rating
1	80%	75%	93.75%	Substantially met	25%	–5%		
2	100%	100%	100%	Met	25%	0%		
3	95%	91%	95.79%	Substantially met	25%	–4%		
4	90%	90%	100%	Met	25%	0%		
Measure 1.1 overall					100%	-2.25%	97.75	Met

5. Targets that were ‘unable to be determined’ and variances that ‘exceed’ a performance result were not factored into the assessment of a performance measure.

Machinery-of-government changes

Following the commencement of a new Administrative Arrangements Order on 13 May 2025, functions and activities related to law enforcement policy and operations transferred from the Attorney-General's Department to the Department of Home Affairs. Performance information about those functions are not included in the 2024–25 Annual Performance Statement as they are reported on in the *Attorney-General's Department Annual Report 2024–25*.⁶

Table 3: Performance measure results

	Total	Cross activity	Outcome 1	Outcome 2	Outcome 3
Met	14	0	4	4	6
Substantially Met	4	0	2	2	0
Not Met	11	1	2	5	3

During 2024–25, each performance measure was determined by calculating the average of the performance against each performance target. Equal weightings were applied to each target within a measure.

Table 4: Performance target results

	Total	Cross activity	Outcome 1	Outcome 2	Outcome 3
Met	52	0	17	20	15
Substantially met	5	0	1	2	2
Not met	18	1	3	10	4
Unable to be determined	7	0	3	2	2

6. www.ag.gov.au/about-us/accountability-and-reporting/annual-reports

Table 5: Departmental purposes and outcomes

Outcome 1: Deliver national coordination, regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats							
Key Activity	Transport Security (PBS Program 1.1)	Critical infrastructure security and security of telecommunications policy and regulation (PBS Program 1.2)	Cyber security strategy, regulation and policy (PBS Program 1.3)	Cyber security engagement and coordination (PBS Program 1.3)	Counter-terrorism (PBS Program 1.4)	Counter violent extremism (PBS Program 1.1, 1.4)	Counter foreign interference (PBS Program 1.1)
Performance Measure	Capability building, engagement and regulatory activities support regulated entities to understand and comply with transport security obligations.	Industry engagement, background checking and regulatory activities support the protection of critical infrastructure and systems of national significance.	Progress in delivering the Cyber Security Strategy 2023–2030 contributes to Australia's cyber security resilience.	Administration of the Protective Security Policy Framework supports Government cyber security resilience. National engagement and the delivery of exercises supports cyber security incident preparedness and response.	Counter terrorism capability programs and national coordination contributes to the management of terrorist threats.	Counter violent extremism through the delivery of training, capability and awareness programs.	Counter foreign interference threats through capability and awareness activities and targeted initiatives.

Outcome 2: Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.

Key Activity	Migration strategy and reform (PBS Program 2.1, 2.2, 2.5)	Migration and citizenship delivery (PBS Program 2.1, 2.2, 2.5)	Humanitarian Program (PBS Program 2.3)	Settlement services (PBS Program 2.3, 2.4)	Multicultural affairs engagement and grant delivery (PBS Program 2.5)	Social cohesion and democratic resilience coordination (PBS Program 2.1, 2.5)	Visa and migration system integrity (PBS Program 2.1, 2.2)	Visa cancellation and refusals (PBS Program 2.1, 2.2)	Immigration compliance operations (PBS Program 2.1, 2.2, 2.3)	Third-country resettlement (PBS Program 2.4)
Performance Measure	Implementation of migration reforms under the Migration Strategy: Getting migration working for the nation contributes to productivity, addressing skills shortages and supports more sustainable planning.	Delivery of the Migration Citizenship Programs contributes to economic prosperity and aligns to national interests.	Delivery of Australia's Humanitarian Program reflects government priorities and Australia's international protection obligations.	The management and delivery of settlement and translating and interpreting services support refugees and vulnerable migrants in contributing to and participating in the Australian community.	Community engagement and multicultural grants support government in responding to community needs.	Coordination, research and engagement contributes to a cohesive Australia and supports democratic resilience.	Regulation of Registered Migration Agents and implementation of migrant worker exploitation reforms supports the integrity of the visa and migration system.	Character cancellations finalisations and Bridging Visa E application processing contributes to community safety and support those to stay lawfully in Australia.	Immigration compliance advice, referrals and coordination contributes to community safety.	Ongoing engagement with third countries supports the settlement of transitory persons outside of Australia.

Outcome 3: Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.

Key Activity	Border services (PBS Program 3.1, 3.2)	Customs compliance and enforcement (PBS Program 3.2, 3.3)	Border modernisation and regulatory advice (PBS Program 3.2)	Civil maritime security capability (PBS Program 3.4)	Support for Joint Agency Taskforce Operation Sovereign Borders (PBS Program 3.4)	Regional processing (PBS Program 3.4)	Onshore detention (PBS Program 3.5)
Performance Measure	Delivery of facilitation and regulatory activities supports the movement of legitimate trade. Delivery of facilitation and technology enhancements supports improved movement of people across Australia's physical border.	Examinations, enforcement and compliance activities prevents prohibited goods crossing Australia's border and contributes to revenue protection. Effective traveller intervention and enforcement activities supports the interdiction of travellers who pose a risk to the Australian community.	Delivery of program and reform activities supports trade and travel modernisation. Delivery of trade services, including advice to industry contributes to the trade and traveller experience.	Maintain and sustain surveillance and response capability to counter civil maritime threats.	Deterrence messaging, engagement and operational activity contributes to the OSB mission.	International capability and engagement activities and contract management supports offshore regional processing.	Effectively maintain a safe, secure and sustainable immigration detention network.

Regional cooperation (PBS Program 1.5)

Measure: Cross activity

NOT MET
72.94%

TARGET 1

Amended from 2024–25 Corporate Plan⁷

80% of policy advice provided to government was assessed by stakeholders as being of high quality.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, there was a total of 17 policy advice submissions provided to a panel of independent stakeholders. Of the total, 9 (52.94%) were rated as being of high quality with 8 (47.06%) rated as not high quality.	The target was not met, as 52.94% of surveyed policy advice to the Minister's Office was assessed as high quality. This missed the 80% benchmark by 27.06 percentage points.

Supporting performance information

The department is responsible for the leadership and central coordination of policy in relation to the following functions:

- national security and resilience
- migration and citizenship
- multicultural affairs
- border management and security.

The effective coordination of policy and programs, including the provision of high quality policy advice and the decision-making it facilitates, is key to achieving the department's purpose of building a prosperous, secure and united Australia.

The policy advice reviewed as part of this target was determined through an assessment of the department's material functions. For the purposes of this target, a random selection of policy advice submissions was captured to eliminate bias in reporting activities, and as a result only represents a portion of the policy advice provided to the Minister's Office throughout the financial year.⁸

Stakeholders assessed policy advice in relation to the following functions:

- technology security
- migration
- protection visas
- humanitarian visas
- language services
- settlement
- citizenship
- whole-of-government negotiations of Free Trade Agreements
- customs duties;
- obligations under the *Customs Act 1901* (Customs Act).

7. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as '80% of stakeholders who assessed policy advice provided to government were satisfied the advice was of high quality.'

8. In some instances, policy functions that were assessed as material were not represented within the sample as there was not advice progressed to the Minister's Office during the 2024–25 financial year.

The independent panel of stakeholders was selected on the basis of their policy expertise and comprised of APS officials selected from a central agency. The performance results for this target are reflective of views of the individual stakeholders that comprised the panel, and are not reflective of the opinions of the central department, of which the panel were employed.

To determine the overall quality of the department's policy advice, the panel reviewed the submissions to assess whether the advice to the Minister's Office was informed, influential and impactful. A positive score against all 3 domains reflected the policy advice as being of high quality. Stakeholders were asked to provide a response between 1 and 4 for 9 survey questions representing various elements of quality policy advice, organised under the 3 quality domains of informed, influential and impactful. Responses of 3 and above were considered as positive scores. For a submission to be assessed as high quality, it had to receive overall positive scores for all 3 quality criteria.

Across the 17 policy advice submissions, 'impactful' was the weakest domain, receiving an average overall score of 2.82 out of 4, whereas, 'informed' was the strongest domain with an average score of 3.34 out of 4.

The panel's independent assessment and supporting qualitative feedback will be used to support future uplift of policy capabilities across the department.

OUTCOME 1

Deliver national coordination regulation and policy that safeguard Australia’s domestic interests from national security threats, including cyber threats.

Table 6: Performance measures for Outcome 1

Activity	Performance measures
Transport security	Capability building, engagement and regulatory activities support regulated entities to understand and comply with transport security obligations— Met
Critical infrastructure security and security of telecommunications policy and regulation	Industry engagement, background checking and regulatory activities support the protection of critical infrastructure and systems of national significance— Met
Cyber security strategy, regulation and policy	Progress in delivering the Cyber Security Strategy 2023–2030 contributes to Australia’s cyber security resilience— Met
Cyber security engagement and coordination	Administration of the Protective Security Policy Framework supports Government cyber security resilience— Not met
	National engagement and the delivery of exercises supports cyber security incident preparedness and response— Substantially met
Counter-terrorism	Counter terrorism capability programs and national coordination contributes to the management of terrorist threats— Met
Counter violent extremism	Counter violent extremism through the delivery of training, capability and awareness programs— Substantially met
Counter foreign interference	Counter foreign interference threats through capability and awareness activities and targeted initiatives— Not met

OUTCOME 1

Deliver national coordination regulation and policy that safeguard Australia's domestic interests from national security threats, including cyber threats.

Priority: Critical infrastructure protection

Key activity: Transport Security

Measure: Capability building, engagement and regulatory activities support regulated entities to understand and comply with transport security obligations.

MET
99.54%

TARGET 2

75% of surveyed representatives of transport security stakeholder forums agree that the forum provides useful and relevant information to assist participants to understand transport security policy, and to better meet their obligations under transport security legislative frameworks.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 15 representatives of transport security stakeholder forums surveyed, with 13 of these responding to the survey (86.67%).</p> <p>12 of the 13 respondents provided a positive response and either strongly agreed or somewhat agreed.</p> <p>The remaining respondent provided a response of somewhat disagree.</p>	<p>The target was met, as 92.31% of responses indicated that the forum provides useful and relevant information to assist participants to understand transport security policy, and to better meet their obligations under transport security legislative frameworks.</p> <p>This exceeded the target of 75% by 17.31 percentage points.</p>

Supporting performance information

Transport security stakeholder forums are the primary industry engagement mechanism the department uses to support industry to understand transport security policy, and to better meet their obligations under transport security legislative frameworks. These transport security stakeholder forums have been running for more than 10 years and are well attended by industry members regulated under transport security legislative frameworks.

The survey issued to the representatives of the transport security stakeholder forums, has been designed in 2024–25 to better understand the usefulness of the forum for these stakeholders.

Transport security stakeholder forums meetings and activities undertaken throughout 2024–25 included:

- Strategic Aviation Security Meeting (SASM) which gathered senior representatives from the designated airports and major Australian carriers to discuss strategic topics on the future of aviation security and impacts of aviation reform
- Aviation Security Advisory Forum (ASAF) which gathered representatives from the designated airports and major Australian carriers to provide government updates and discussion of current and near-term issues
- Regional Aviation Security Advisory Forum (RASAF) which gathered all regional aviation stakeholders to provide government updates and discussion of current and near-term issues
- Air Cargo Security Industry Advisory Forum (ACSIAF) which gathered representatives from the air cargo industry including port authorities, cargo terminal operators and industry bodies to facilitate engagement and consultation on air cargo security
- Maritime Industry Security Consultative Forum (MISCF) which gathered representatives from the maritime industry, including port authorities and industry bodies to discuss maritime transport security issues and hazards.

The performance result is based on positive responses for 2 questions within an annual survey conducted from 11 April to 30 June 2025. The survey was issued to SASM industry members, and ASAF, RASAF, ACSIAF and MISCF industry co-chairs, who have held a co-chair position for at least 6 months during 2024–25. Elected by industry members, the industry co-chairs represent the collective view of industry participants of these forums.

For each survey question, respondents were asked to provide a rating of either 'strongly agree', 'somewhat agree', 'neither agree nor disagree', 'somewhat disagree' or 'strongly disagree'—with the performance result only counting 'strongly agree' and 'somewhat agree' responses as positive.

Participant feedback clearly demonstrates the 5 forums consistently provide useful and relevant information to assist participants to understand transport security policy, and to better meet their obligations under transport security legislative frameworks. This recognises the department's effectiveness in communicating with the transport industry to address security vulnerabilities and ensure our transport security system appropriately targets areas of highest risk.

TARGET 3

Amended from 2024–25 PBS target⁹

75% of surveyed interlocutors participating in the Transport Security International Capability Building Program, agree that the annual program developed in response to a Last Ports of Call (LPOC) assessment has assisted them to put in place a mitigation plan or measures that reduce air cargo and/or aviation security risks.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 7 interlocutors who participated in the Transport Security International Capability Building Program, with 6 of these responding to the survey (85.71%).</p> <p>6 of the 7 respondents provide a positive response, while one respondent indicated that they 'neither agreed nor disagreed'.</p>	<p>This target was met, as 85.71% of surveyed interlocutors indicated that the annual program developed in response to an LPOC assessment has assisted them to put in place a mitigation plan or measures that reduce air cargo and/or aviation security risks.</p> <p>This exceeded the target of 75% by 10.71 percentage points.</p>

Supporting performance information

The Transport Security International Capability Building Program delivers capability building activities in the Asia–Pacific region to strengthen compliance with international global aviation standards and oversight capabilities and mitigate the transfer of transport security risks to Australia.

In lieu of regulatory powers, the department worked to deliver substantial capability building activities to transport security policy agencies and aircraft operators (interlocutors) in foreign countries which include airports where aircraft immediately departs from before arriving in Australia (LPOCs) to mitigate risks and issues with potential or known impacts on Australia's transport security.

Data was collected as part of an annual survey conducted from 1 July 2025 to 31 July 2025 of the effectiveness of these activities in supporting interlocutors to reduce air cargo and/or aviation security risks at LPOCs.

Seven survey responses were received from interlocutors from 4 countries (Indonesia, Philippines, Thailand and Vietnam).

Capability building activities undertaken throughout 2024–25 included:

- donation of 30,000 x-ray images to support the development of computer-based training for screeners throughout Asia-Pacific
- delivery of aviation cyber security exercises in Indonesia, Thailand and Vietnam
- delivery of aviation security supervisor and aviation security inspector development activities in the Philippines
- delivery of International Civil Aviation Organization certified inspector training in Indonesia.

9.

The planned performance result in the 2024–25 PBS was 'At least 80% of participants (comprising regional stakeholders) identified that they had an improved level of transport security capacity on completion of scheduled activities under the Capacity Building Plan.'

TARGET 4

Amended from 2024–25 PBS target¹⁰

100% of transport security non-compliance is corrected by industry or is the subject of follow-up regulatory inspection and/or enforcement action within:

- 30 days if assessed as high-risk non-compliance; and
- 90 days for all other non-compliance.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 1,245 transport security non-compliances were identified. Of these:</p> <ul style="list-style-type: none"> • 325 were assessed as high-risk non-compliance with 313 (96.31%) corrected by industry or the subject of follow-up regulatory inspection and/or enforcement action within 30 days • 842 were assessed as other risk non-compliance, with 842 (100%) corrected by industry or the subject of follow-up regulatory inspection and/or enforcement action within 90 days • 78 were not finalised but were still within allowed processing timeframes. 	<p>The target was met, as 98.16% of transport security non-compliances were corrected by industry or were the subject of follow-up regulatory inspection and/or enforcement action¹¹ within the specified timeframe.</p> <p>This target was met as 98.16% was within the target variance of 2.50 percentage points.¹²</p>

Supporting performance information

This target indicates the department's performance as a regulator in delivering compliance and enforcement activities in response to detected breaches of the *Aviation Transport Security Act 2004* (ATSA) or the *Maritime Transport and Offshore Facilities Security Act 2003* (MTOFSA).

Management of transport security non-compliances is an essential element of the department's regulatory strategy and supports entities in understanding and complying with their transport security obligations. Regulated entities captured by this target includes airports, airlines, accredited air cargo agents, known consignors, regulated air cargo agents, port operators, port facility operators and issuing bodies.

A small number of non-compliances (12) were corrected by industry or subject to a follow-up regulatory inspection and/or enforcement action outside of the requisite target timeframe. Eleven of these instances were identified in July 2024 and missed the performance target due to a combination of capability issues with the regulatory management system and a lack of supporting administrative procedures. These issues were corrected in December 2024 through enhancements to the reporting capability within the department's regulatory management system and the introduction of a guide for reporting.

The remaining instance of non-compliance, identified in January 2025, missed the timeframe due to an error, whereby the non-compliance identification date was incorrectly entered and not resolved until the 30-day target period had expired.

Overall, for 2024–25, all but 5 entities which had transport security non-compliances identified were returned to a state of compliance with the support of the department's actions, supporting the entities understanding and compliance with transport security obligations. For these 5 entities, the department undertook follow-up action within the required target timeframes. The department will take further action against these entities until the non-compliances are resolved.

- The planned performance result in the 2024–25 PBS was '100% of instances of non-compliance identified through the Transport Security National Compliance Plan are subject to compliance activity or enforcement action:
 - for high-risk non-compliance—within 30 days
 - for other non-compliance—within 90 days.'
- Follow-up regulatory inspections include in-person or desktop activities which target the identified non-compliance, with a focus on the interim measures the entity is implementing to mitigate the risk posed by the non-compliance and the entity's long-term corrective action plan. Enforcement actions may include (but not limited to) warning letters, infringement notices or compliance control directions.
- Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

TARGET 5

95% of applications under the administered transport security legislation relating to entry control and regulatory settings for aviation and maritime security are finalised to approve, refuse or unable to be assessed within the statutory consideration period or the negotiated timeframe.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 1,624 applications made under the administered transport security legislation relating to entry control and regulatory settings for aviation and maritime security.</p> <ul style="list-style-type: none">Of these, 1,604 were finalised within the statutory consideration period or the negotiated timeframe.¹³	<p>The target was met, as 98.77% of applications under the administered transport security legislation relating to entry control and regulatory settings for aviation and maritime security were finalised within the statutory consideration period or the negotiated timeframe.</p> <p>This exceeded the target of 95.00% by 3.77 percentage points.</p>

Supporting performance information

The department performs regulatory activities that contribute to security and resilience outcomes, protecting Australia's social and economic wellbeing, helping to safeguard aviation and maritime transport critical infrastructure from unlawful interference and other hazards. It does this by enacting the regulatory settings within the administered transport security legislative frameworks that underpin regulated entity obligations and resultant compliance and assurance activities.

This target is an effectiveness measure to demonstrate that the department as a regulator conducts its regulatory activities in line with obligations under administered legislation and is fair and responsive to applications within statutory consideration periods or negotiated timeframes where operational, commercial or policy imperatives require a security or regulatory outcome by a certain date.

This contributes to the Australian Government's Member State obligations under *Safeguarding International Civil Aviation Against Acts of Unlawful Interference (Annex 17)* and Chapter XI-2 of the *International Convention for Safety of Life at Sea 1974 (SOLAS)*, and the *International Ship and Port Facilities Security Code 2003 (ISPS)*.

The level of activity is demand driven by the number of foreign and domestic entities regulated under the administered legislation who make applications relating to entry control and establishing, varying or exempting regulatory settings or in response to compliance and enforcement actions.

13. This total excludes on-hand applications that have commenced in the reporting period but have not yet been finalised.

Key activity: Critical infrastructure security and security of telecommunications policy and regulation

Measure: Industry engagement, background checking and regulatory activities support the protection of critical infrastructure and systems of national significance.

MET
99.61%

TARGET 6

75% of surveyed industry participants for the Critical Infrastructure Advisory Council agree that the forum provides information to assist the broader Trusted Information Sharing Network to better understand critical infrastructure security policy and assists them in meeting their obligations under the *Security of Critical Infrastructure Act 2018*.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 27 industry participants in the Critical Infrastructure Advisory Council (CIAC),¹⁴ with 20 of these responding to the survey with a valid response (74.07%).</p> <p>20 (100%) respondents provided a positive response to question 1, while 17 respondents (85.00%) provided a positive response to question 2. Overall an average of 18.5 respondents provided a positive response, either strongly agreeing or somewhat agreeing to the two survey questions.</p>	<p>The target was met, as 92.50% of responses indicated that the forum provides information to assist the broader Trusted Information Sharing Network to better understand critical infrastructure security policy and assists them in meeting their obligations under the <i>Security of Critical Infrastructure Act 2018</i>.</p> <p>This exceeded the target of 75% by 17.50 percentage points.</p>

Supporting performance information

The CIAC is a strategic driver for high-level industry engagement and enables the department to collaborate with industry to support the uplift of critical infrastructure protection. Through the CIAC, the department seeks to support the wider TISN cohort to better understand critical infrastructure security and how to meet their obligations under the *Security of Critical Infrastructure Act 2018* (SOCI Act).

The performance result is based on positive responses for 2 questions:

- Do you agree that the department provides useful and relevant information through CIAC to enable participants to better understand critical infrastructure security policy?
- Do you agree that CIAC supports participants to better understand and meet their obligations under the *Security of Critical Infrastructure Act (SOCI) 2018*?

For each survey question, respondents were asked to provide a rating of either 'strongly agree', 'somewhat agree', 'neutral', 'somewhat disagree' or 'strongly disagree' with the performance result only counting 'strongly agree' and 'somewhat agree' responses as positive.

The department supported the CIAC through providing secretariat support, providing ad hoc briefings on sector specific threats, and providing policy guidance. Future surveys will incorporate recognised survey quality standards, refine survey questions, and ensure that the survey criteria supports respondents' understanding of survey response options.

14. The Critical Infrastructure Advisory Council is comprised of Australian government, state and territory government and industry representatives and provides leadership and strategic direction for the Trusted Information Sharing Network—further information is at www.cisc.gov.au/how-we-support-industry/partnership-and-collaboration/critical-infrastructure-advisory-council

Throughout 2024–25, critical infrastructure activities undertaken and supported by the CIAC to support the protection of critical infrastructure and systems of national significance included:

- raising state and territory engagement in the forum to upper senior executive level representation
- enhancing international engagement on critical infrastructure issues by inviting New Zealand representatives
- supporting the development of CSIRO Industry stakeholder perspective on infrastructure challenges
- supporting the TISN cross sector expansion into weekly all hazard briefings accessible to all TISN members. Briefing provided to date include resilience strategies of sectors, foreign ownership, control and influence risks assessments and how to access the National Coordination mechanism
- providing a forum for lessons learned on cross sector topics such as international approaches to critical infrastructure approaches and incidents such as the CrowdStrike outage.

TARGET 7

100% of notifications and notification exemption requests received under the Telecommunications Sector Security reforms to the *Telecommunications Act 1997* are responded to within 30 calendar days for notifications and 60 calendar days for notification exemption requests.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 51 notifications received and completed. Of these:</p> <ul style="list-style-type: none">• 50 (98.04%) notifications were responded to within the 30-calendar-day timeframe• One (1.96%) notification was responded to outside of the 30-calendar-day timeframe (see detail below).	<p>The target was met, as 98.04% of notifications were responded to within the 30-calendar-day timeframe, and this was within the target variance of 2.50 percentage points.¹⁵</p>

Supporting performance information

Telecommunications carriers and carriage service providers (CSPs), are required to notify the department through the Communications Access Coordinator (CAC) of any proposed changes to their networks where implementing a proposed change will likely have materially adverse effect on the carrier or CSP's ability to meet its security obligations under the *Telecommunications Act 1997* (Telecommunications Act), namely to protect its networks and facilities from unauthorised access and interference. The notification framework aims to encourage early engagement between industry and government on proposed changes to telecommunication systems and services that could give rise to a national security risk and facilitate collaboration on the management of those risks.

The Telecommunications Act was amended by the *Security of Critical Infrastructure and Other Legislation Amendment (Enhanced Response and Prevention) Act 2024* (ERP Act), which commenced on 4 April 2025. This moved all telecommunication security obligations from the Telecommunications Act to the SOCI Act in order to consolidate and uplift key security obligations for critical telecommunications and align them with the obligations on other critical infrastructure assets. As part of this change, there was a revision of the expected response time to notifications from 30 days to 22 days and the requirement for notification exemption requests was removed. For 2024–25 reporting against this target, notifications received under the SOCI Act obligations were not included in the performance result. Since 4 April 2025, this included 5 notifications received, all of which were responded to within the 22 business days reporting period as required by the SOCI Act.

Related to notifications received under the Telecommunications Act, one notification was not responded to within the 30-calendar day timeframe due to an administrative oversight. Corrective action has commenced to prevent this issue reoccurring, with low risk of any future notifications being missed.

In consultation with national security partner agencies, the department reviews and assesses notifications to ensure notified changes will not affect Australia's national security. Where a notified change is assessed to introduce risk, the department provides advice to, and works with, carriers to identify mitigations.

15. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

A dedicated notification portal is available to all carriers and CSPs. Outreach is ongoing to improve stakeholder engagement with the portal, demonstrating the department's commitment to working collaboratively with stakeholders to improve national security outcomes and create a prosperous, secure and unified telecommunication network.

Further information on the Telecommunications Act can be found at Appendix D.

TARGET 8
100% of entities subject to a process review that are identified to have not complied with the obligations in the *Security of Critical Infrastructure Act 2018*, had a corrective action plan developed within 90 days.¹⁶

Performance rating	Performance against target	Justification for result
Unable to be determined	Performance information for this target is not available.	The target was unable to be determined as the formalised methodology for the process reviews was not established within the reporting period.

Supporting performance information

The SOCI Act obligations subject to compliance monitoring activities by the department in 2024–25 included asset registration and mandatory cyber incident reporting. All submissions for SOCI obligations go through initial checks for completeness and correctness, with those that do not pass these initial checks being further considered through compliance monitoring and/or investigations.

Funding for SOCI compliance monitoring activity commenced in 2024–25. The department continued to build, test and refine its risk-based compliance monitoring program throughout 2024–25 and will seek to further mature the program in 2025–26.

In 2024–25, the department focused solely on trialling and introducing process reviews. The formal program of compliance monitoring activity commenced in November 2024. There were a total of 23 process review meetings conducted. There were 3 instances of non-compliance identified outside of the process reviews throughout 2024–25.

Further information on the SOCI Act can be found at Appendix C.

16. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as ‘100% of instances of identified non-compliance with obligations in the *Security of Critical Infrastructure Act 2018* are subject to a compliance action within 90 days’.

TARGET 9

Amended from 2024–25 PBS target¹⁷

75% of AusCheck background checks for applicants with no disclosable court outcomes are completed within 20 business days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025,¹⁸ a total of 155,634 AusCheck background checks¹⁹ for applicants with no disclosable court outcomes were undertaken.</p> <ul style="list-style-type: none">134,285 of the 155,634 AusCheck background checks (86.28%) were completed within 20 business days.²⁰	<p>The target was met, as 86.28% of AusCheck background checks were completed within 20 business days.</p> <p>This exceeded the target of 75% by 11.28 percentage points.</p>

TARGET 10

Amended from 2024–25 PBS target²¹

75% of AusCheck background checks for applicants with disclosable court outcomes are completed within 40 business days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 6,574 AusCheck background checks for applicants with disclosable court outcomes were undertaken.</p> <ul style="list-style-type: none">5,941 of the 6,574 (90.37%) were completed within 40 business days.	<p>The target is met, as 90.37% of AusCheck background checks were completed within 40 business days.</p> <p>This exceeded the target of 75% by 15.37 percentage points.</p>

TARGET 11

The AusCheck Issuing Body (AIB) issues 90% of ASIC/MSICs within 45 business days of receiving a complete application and background check result.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 5,203 completed ASIC/MSIC applications including background check results were received.</p> <ul style="list-style-type: none">4,821 of the 5,203 (92.66%) were actioned and completed within 45 business days.	<p>The target is met, as 92.66% of ASIC/MSIC applications were completed or issued within 45 business days.</p> <p>This exceeded the target of 90% by 2.66 percentage points.</p>

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17. The planned performance result in the 2024–25 PBS was 'AusCheck's components in the background checking process are completed in 5 business days or less for at least 98 per cent of checks'.
18. Due to system limitations, a small number of instances require manual adjustment of their decision date to account for additional or interim checks conducted, subsequent to the initial background check which occurs at the time of application lodgement. This discrepancy is negligible to the overall calculation of the result.
19. A small number of applications have resulted in a data discrepancy where applicants self-report a criminal conviction/charge as outlined above.
20. The business day timeframes reported in Targets 9, 10, 11 include public holidays.
21. The planned performance result in the 2024–25 PBS was 'AusCheck's components in the background checking process are completed in 5 business days or less for at least 98 per cent of checks'.

Supporting performance information

The department administers the Aviation Security Identification Card (ASIC) and Maritime Security Identification Card (MSIC) schemes, which ensure that those who require unescorted access to secure areas of security-controlled airports, security-regulated seaports and offshore oil and gas facilities have passed mandatory background checks and do not present a significant risk to transport infrastructure and operations. The schemes also ensure the integrity of other key workers with the ability to affect security-controlled spaces, notably through air cargo shipments and the Issuing Bodies (IBs) themselves.

The department also directly facilitates processes related to the scheme, including all background checks, captured by Targets 9 and 10, and as one of multiple IBs that issues ASICs and MSICs subsequent to this, represented by Target 11. The checks support assurances that people who are granted access to Australian airports, seaports, offshore facilities and regulated critical infrastructure, major national events, or handle Security Sensitive Biological Agents do not pose an unacceptable national security or serious criminality risk.

The end-to-end background checking process captured by reporting for Targets 9 and 10 commences when a complete application is lodged and is concluded when external checking partners have returned their background check results.²² Following the background check, the applicant and IB or registered entity is notified of the final outcome.

The background check includes:

- a criminal history check by the Australian Criminal Intelligence Commission (ACIC)
- a criminal intelligence assessment by the ACIC (for ASIC and MSIC applicants only)
- a national security assessment by the Australian Security Intelligence Organisation (ASIO)
- a 'right to work in Australia' check for applicants who are not Australian citizens. AusCheck conducts this through the Department of Home Affairs' Visa Entitlement Verification Online (VEVO) system.

Reporting against Target 11 is specific to the ASICs/MSICs issued by the AIB and does not capture performance of industry-based IBs. The target measures the end-to-end processing time from when a completed application is received by the AIB until when the printed card has been dispatched to the applicant. Timely issuing of ASIC and MSIC cards supports airport operators' management of their personnel security risk.

The AIB is the sole IB for all government employees requiring an ASIC or MSIC. In addition, AIB is the sole IB for Canberra and Adelaide airports, including both direct employees of the airports and for any individuals employed to work at these airports (such as by resourcing, security or logistic companies who have business on-site). For all other locations where an ASIC or MSIC is required, AIB is one of multiple IBs.

22. Prior to 2024–25, reporting on equivalent Targets to 9 and 10 used the timestamp at which the department issued a case to the relevant external entity for a criminal history check to represent the end of the background check. For the 2024–25 reporting period the timestamp was adjusted to represent the receipt of the criminal history check response from the external entity. The difference in the performance result was within a negligible 0.21% variance range.

Priority: Cyber Security	
Key activity: Cyber security strategy, regulation and policy	
Measure: Progress in delivering the <i>Cyber Security Strategy 2023–2030</i> contributes to Australia's cyber security resilience.	MET 100%

TARGET 12
Amended from 2024–25 PBS target²³
75% of department-led activities under the *Cyber Security Strategy 2023–2030* Horizon 1 Action Plan are on track for completion within the Horizon 1 timeframe.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, of the 44 department-led activities for Horizon 1 of the <i>2023–2030 Australian Cyber Security Strategy</i> which are scheduled for 2024–25, all 44 activities had reporting milestones due for completion by 30 June 2025 (end of financial year). Of these,</p> <ul style="list-style-type: none"> 38 activities (86.36%) met their required 2024–25 milestones for the financial year and are therefore on track for completion within the Horizon 1 timeframe. 6 activities (13.64%) have not met their required 2024–25 milestones and are therefore overdue. <p>The 6 outstanding activities are still expected to be completed within the Horizon 1 timeframe ending 31 December 2025 by delivering the outstanding milestones in the first quarter of 2025–26.</p>	<p>The target was met, as 86.36% of department-led activities under the <i>2023–2030 Australian Cyber Security Strategy</i> Horizon 1 Action Plan have met their delivery milestones. All activities under Horizon 1 are on track for completion within the Horizon 1 timeframe.</p> <p>This exceeded the target of 75% by 11.36 percentage points.</p>

Supporting performance information

The department has continued to deliver and progress activities under the *2023–2030 Australian Cyber Security Strategy Action Plan*, with a focus on the building blocks required to enable enduring policy and private-public partnerships and the establishment of frameworks to achieve the Australian Government's vision of positioning Australia as a world leader in cyber security by 2030.

The department leads or co-leads 44 activities under the Action Plan and all activities are expected to be completed in the Horizon 1 timeframe.

As at 30 June 2025, 6 activities in the Action Plan reported milestones that will not be achieved in 2024–25 and are forecast to be delivered in the first half of 2025–26. The delivery of the milestones for these activities was impacted by the Federal Election and associated limits on taking action during the caretaker period, as well as the delayed scheduling of the National Cyber Intel Partnership meeting. These activities are:

- delivery of an evaluation report following an industry pilot for activities 9a (work with industry to design a voluntary data classification framework) and 12a (work with industry to pilot next-generation threat blocking capabilities across Australian networks)
- assessing final options to take action for activities 12b (encourage and incentivise threat blocking across the economy) and 17b (provide guidance to employers to target and retain diverse cyber talent)
- finalising grant announcements for activities 17c (build a framework for professionalisation of the cyber security workforce) and 18a (provide cyber start-ups and small-to-medium enterprises with funding to develop innovative solutions to cyber security challenges).

23. The planned performance result in the 2024–25 PBS was 'effective implementation of the *2023–2030 Australian Cyber Security Strategy*'.

Horizon 1 of the 2023–2030 Australian Cyber Security Strategy²⁴ runs from 2023 to 2025. It focuses on strengthening our foundations by addressing the critical gaps in our cyber shields, deepening partnerships across industry and government, and increasing the cyber resilience of businesses and citizens. Key deliverables in 2024–25 included:

- Passage of the Cyber Security Legislative Package—encompassing the *Cyber Security Act 2024* (Cyber Security Act) and amendments to the *Intelligence Services Act 2001* and *Security of Critical Infrastructure Act 2018*—which received the Royal Assent on 29 November 2024. These reforms delivered on activities 4a (work with industry to co-design options for a mandatory no fault, no liability ransomware reporting obligation), 5b (establish a Cyber Incident Review Board), 6a (consult industry on options to establish a legislated limited use obligation), 8a (adopt international standards for consumer grade smart devices), 13a (align telecommunications providers to the same standards as other critical infrastructure entities), and 13d (protect the critical data held, used and processed by critical infrastructure).
- Providing approx. \$7.1 million in grant funding to over 200 recipients representing remote and regional communities, culturally and linguistically diverse groups, First Nations communities, young people, seniors, people with disability and neurodiverse people across Australia to deliver specific advice and services to these groups to improve their cyber awareness and skills under activity 2b (empower diverse communities to grow their cyber awareness).
- Delivery of multiple phases of the *Act Now. Stay Secure.* public communications campaign under activity 2a (expand the national cyber security awareness campaign) to continue to build a baseline cyber security capability for all Australians. Phase 4 of the campaign launched on 11 May 2025 and remains in market. The campaign is driving behavioural change by empowering Australians to take control of their cyber security by adopting simple cyber safe actions to protect themselves online.

Key activity: Cyber security engagement and coordination

Measure: Administration of the Protective Security Policy Framework supports Government cyber security resilience.	NOT MET 83.34%
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TARGET 13
Complete 100% of scheduled activities required in 2024–25 to transform the Protective Security Policy Framework to a modern administrative compliance framework.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were 5 scheduled activities, consisting of 13 milestones for 2024–25 to transform the Protective Security Policy Framework (PSPF) to a modern administrative compliance framework. Of these, all 5 scheduled activities met 100% of their required milestones	The target was met, as 100% of scheduled activities required in 2024–25 to transform the Protective Security Policy Framework to a modern administrative compliance framework were completed.

Supporting performance information

The completed activities under this target have supported the government’s cyber resilience by ensuring the PSPF continues to set robust compliance obligations for government entities to protect their people, information and resources.

The adaptation of the PSPF to the rapidly evolving threat environment has been a central theme of the department’s efforts. Notably, the department has updated the PSPF to respond to the rapid acceleration of AI technology and its increasing deployment in corporate environments.

24. www.homeaffairs.gov.au/cyber-security-subsite/files/2023-cyber-security-strategy.pdf

The annual performance results confirm the department is delivering results against the performance target and has delivered 100% of activities, including the following:

- Publish 2023–24 PSPF Assessment Report—29 November 2024²⁵
- Development of PSPF Release 2025—June 2025
- Leading meetings of the Government Security Committee and sub-committees to progress 2023–24 PSPF Assessment Report and PSPF Release 2025.

In addition to the activities reported on as part of this target, the department also progressed a range of other activities, including:

- Issuing of the PSPF Direction 001-2025 on DeepSeek Products, Applications and Web Services—4 February 2025²⁶
- Issuing PSPF Direction 002-2025 on Kaspersky Lab, Inc. Products and Web Services—21 February 2025.²⁷

The activities listed supported delivery of PSPF outcomes and government cyber security resilience through a focus on new and emerging technologies, personnel and information security, and the authorisation of 2 new Commonwealth Government security standards.

TARGET 14
Complete 100% of scheduled activities required to ensure the Protective Security Policy Framework assurance capability is in place ahead of the 2024–25 assessment reporting period.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, there were 3 scheduled activities for 2024–25 to ensure the PSPF assurance capability is in place ahead of the 2024–25 assessment reporting period. Of these: <ul style="list-style-type: none">• 2 scheduled activities were fully completed• 1 scheduled activity was not fully completed.	The target was not met as, while the capability was implemented, only 66.67% of scheduled activities required in 2024–25 to ensure the Protective Security Policy Framework assurance capability was in place ahead of the 2024–25 assessment reporting period were fully completed.

Supporting performance information

The establishment of a PSPF assurance capability aims to promote a culture of accurate management and reporting standards and reduce optimism bias commonly associated with self-assessment.

The recruitment of a key position, along with creation of a Technical Authority Risk Management Engagement Plan and Standard Operating Procedure, establishes the first phase of the PSPF assurance capability where entity self-assessments will be subject to continuous improvement in protective security practices and risk-based approaches to address non-compliance or vulnerabilities. For the purposes of reporting against this target, the scheduled activity related to the Standard Operating Procedure was not considered fully completed as it had not yet been considered by the Government Security Committee as at 30 June 2025. It is scheduled for endorsement by the Government Security Committee in 2025–26.

Previously, assurance by the department was focused on compliance by entities through self assessment. The implementation of the new assurance capability, for which reporting will close in October 2025, will provide the government with both deeper analysis and enhanced assurance, covering both the implementation of enhanced security measures and the entities understanding and accommodation of unique security risk environments.

The PSPF annual reporting for 2024–25 commences on 1 August 2025 and closes on 30 September 2025. To ensure that the assurance and reporting model is as effective as possible the department will continue to refine its assurance capability through continued engagement and collaboration with key stakeholders in 2025–26.

This capability will contribute to the administration of the PSPF and supporting government cyber security resilience by promoting continuous improvement in protective security practices and risk-based approaches to address non-compliance or vulnerabilities.

25. www.protectivesecurity.gov.au/system/files/2024-11/pspf-assessment-report-2023-24.pdf

26. www.protectivesecurity.gov.au/system/files/2025-02/PSPF-Direction-001-2025_1.pdf

27. www.protectivesecurity.gov.au/system/files/2025-02/PSPF-Direction-002-2025.pdf

Measure: National engagement and the delivery of exercises supports cyber security incident preparedness and response.

SUBSTANTIALLY MET
93.71 %

TARGET 15

Achieve post reach and engagement rate benchmarks for National Cyber Security Coordinator social media channels

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the National Cyber Security Coordinator's social media channels posted a total of 165 pieces of content with an average engagement rate of 1.85% and an average monthly post reach of 7,819 (98.36%).	<p>The target was met, as:</p> <ul style="list-style-type: none"> the average engagement rate was 1.85%, and exceeded the benchmark of 0.60% by 1.25 percentage points the average monthly post reach of 7,819 was an 8.21% increase compared to 7,226 in 2023–24. This missed the benchmark of 10.00% by 1.79 percentage points. Overall, this target is met as the combined outcomes missed the combined benchmarks by 0.90% falling within the 2.50 percentage point variance.²⁸

Supporting performance information

Measuring the post reach and engagement rate benchmarks of the National Cyber Security Coordinator is indicative of the department's contribution to increased community awareness of critical cyber incidents and provision of useful information to support them in taking action. The department's social media content also contributes to ensuring the community is educated about the behaviours and/or practices that underpin a cyber-aware nation.

Throughout the last quarter of 2024–25 the average monthly post reach improved considerably to deliver just short of the 10% uplift target. This improvement was driven by optimisations made to content format and delivery. For example, post copy improvements and format optimisations such as LinkedIn carousels.

Improvements to average monthly post reach was also driven by the amplification of cyber incident messaging; cyber alert or incident messaging typically delivers higher average reach because of the timely and engaging nature of the content. This was evident in April 2025, where the average monthly post reach was 18,726, significantly higher than the median month post reach, due to the reporting of cyber incidents impacting Australian superannuation funds.

Throughout 2024–25, the department continued to invest in activities to increase engagement rates through the development of more engaging formats including, for example, the trail of LinkedIn polling which promotes audience engagement in the content.

28. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

TARGET 16

80% of planned cyber security exercises to prepare for cyber incidents are completed within the financial year and any department-led actions identified through these exercises are completed within agreed timeframes.

Performance rating	Performance against target	Justification for result
Unable to be Determined	Performance information for this target is not available.	The target was unable to be determined as a formalised planning process to benchmark the delivery of cyber security exercises was not established within the reporting period.

Supporting performance information

The National Cyber Security Coordinator enables and supports trusted and efficient partnerships to improve national cyber preparedness and to coordinate major cyber incident response. The department-led Exercise Program contributes to building cyber awareness across government and industry to strengthen national cyber defences.

Cyber security consequence management exercises test whole-of-government coordination and consequence management activities in the event of a cyber security incident. Exercises pose fictional yet plausible scenarios to gain insights into the differing priorities of organisations when responding to a cyber incident; for example, asking participants to propose management strategies and facilitate collaboration between government and industry to uplift cyber security resilience. The Exercise Program is also a key deliverable under the *2023–2030 Australian Cyber Security Strategy*.

A number of key preparedness activities were delivered in 2024–25, in priority sectors across industry and government, including activities such as strategic decision-making and effective communications planning throughout a simulated incident. The department facilitates these simulated exercises and supports Commonwealth departments²⁹ and industry bodies in navigating an evolving hypothetical cyber security incident. This involves supporting stakeholders in understanding the numerous organisational priorities that intersect as different plans and processes are enacted.

During 2024–25, the department did not establish a formalised forward workplan for the 2024–25 Cyber Security Exercise Program and as a result, performance for 2024–25 could not be substantiated as an assessment against ‘planned’ cyber security exercises could not be undertaken. However, while not formally planned, during 2024–25, the department conducted 15 cyber security exercises. Of these:

- 7 exercises were conducted between 1 July and 31 December 2024. From these exercises, 10 department-led actions were identified within the post-exercise reports. Timeframes for completion were not agreed on by the department and as such, completion of these actions was not tracked.
- 8 exercises were conducted between 1 January to 30 June 2025. From these exercises,³⁰ one department-led action was identified within the finalised post-exercise reports and was completed within the reporting period.³¹

During 2024–25, one of the 11 department-led actions was completed. This action related to the creation of a Commonwealth contact list for industry participants for use in the event of a cyber security incident. This was implemented via the post exercise report, where the contact list was included and subsequently circulated to industry participants. The department continues to finalise activities for the remaining 10 actions, which relate to exploring opportunities for future engagements and exercises and consideration for improvements to whole-of-government coordination.

A formalised process has been put in place for 2025–26, whereby the department will assess performance against a forward work plan that is endorsed at the start of each quarter during the financial year.

29. Some exercises may include departmental staff as participants in an exercise, when the department is responsible for cyber incident consequence decisions. In these situations, the departmental staff are not involved in the planning nor have any level of awareness of the cyber incident scenario for that exercise.

30. For 3 of the cyber security exercises, run in May and June 2025, the post exercise report was not finalised within the reporting period and therefore actions were not confirmed for inclusion in the performance result or supporting performance information.

31. 3 department-led actions identified in finalised post-exercise reports have not been reflected in the supporting performance information as they represented existing standard processes or activities which were already being implemented as part of the department’s normal operations.

TARGET 17

90% of surveyed participants in a cyber security consequence management exercise indicated the exercise supported preparedness to respond to a cyber security incident.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 196 participants³² in department-led cyber security consequence management exercises,³³ with 143³⁴ of these responding to the survey (72.95%).³⁵</p> <p>112 of the respondents provided an overall positive response of strongly agree and/or agree (averaged across 3 survey questions).</p> <p>The remaining 31 respondents provided an overall negative response of neutral, disagree and/or strongly disagree (averaged across the 3 survey questions).</p>	<p>The target was not met, as 78.32% of responses indicated the exercises supported preparedness to respond to a cyber security incident.</p> <p>This missed the target of 90% by 11.68 percentage points.</p>

Supporting performance information

Aligned to the exercises referenced in Target 16, cyber security consequence management exercises test whole-of-government coordination and consequence management activities in the event of a cyber security incident. In particular, these exercises support national cyber incident preparedness and response, which is important to strengthening Australia's cyber resilience and ensuring the delivery of key initiatives under the *2023–2030 Australian Cyber Security Strategy*.

The survey was issued to all participants in the department-led cyber security consequence management exercises to gauge if participants perceived the exercise they had participated in supported their preparedness to respond to a cyber incident in their industry. All participant survey responses were counted towards the performance result, this varies from the initially set methodology which only intended to count one survey response per organisation. The performance result is based on responses to the following 3 questions:

- This exercise has improved our organisation's confidence in how we would respond to a cyber incident
- This exercise has improved our organisation's understanding of how government agencies such as the NOCS will respond to a cyber incident in my industry
- We would recommend a NOCS-led exercise like this to other organisations in our industry.

Survey responses of agree and strongly agree to the above questions were counted as a positive survey response, responses were averaged across the 3 survey questions to calculate an overall response per survey respondent.

Overall, while the target was not met, the performance result indicates that a significant number of participants agreed that the exercises supported preparedness to respond to a cyber security incident.

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32. The number of participants is based on lists of planned participants established prior to the commencement of each exercise. This figure may not be indicative of the number of participants who actually attended the cyber security consequence management exercises.
 33. Due to delays in establishing the planning and reporting processes captured by this target, the performance result only reflects cyber security consequence management exercises conducted between 1 January 2025 and 30 June 2025. For exercises conducted between 1 July and 31 December 2024, the survey methodology varied between the exercises and are therefore not captured within the overall performance result. One exercise conducted between 1 January and 30 June 2025 was excluded from the result as the survey methodology varied and therefore could not be consistently aggregated into the overall performance result for this target.
 34. Of the 196 participants, 10 participated virtually. Virtual participants did not complete the survey as paper copies were distributed and physical responses were returned upon conclusion of each exercise. Additionally, the survey responses may include responses provided by the 23 departmental staff who participated in the exercises, noting the department was responsible for some of the cyber incident consequence decisions relevant to the cyber security consequence management exercise delivered. Due to the anonymous nature of the survey, their responses cannot be identified and excluded.
 35. The response rate was calculated by comparing the quantity of survey responses to the total planned participants, noting the department was unable to confirm the actual number of participants.

The department must maintain strategic threat awareness to ensure currency and relevance of the preparedness activities undertaken, given the continually evolving nature of the cyber threat landscape and the complexity of affected industry and government sectors. In addition, certain industries are under-resourced in their cyber capability and more vulnerable to cyber threats. The department received feedback that industry may not be familiar with the work of the department through the National Office of Cyber Security or the broader whole-of-government crisis management framework. Through the exercises, the department continues to build awareness of the frameworks and seeks to uplift capability, specifically as it relates to an organisation's resilience and ability to recover post incident.

Priority: Counter-terrorism and counter violent extremism

Key activity: Counter-terrorism

Measure: Counter terrorism capability programs and national coordination contributes to the management of terrorist threats.	MET 100%
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TARGET 18

Amended from 2024–25 PBS target³⁶

85% of surveyed participants in scheduled Australia-New Zealand Counter-Terrorism Committee (ANZCTC) training indicated the training delivered was aligned to, and supported, the expected capability uplift.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were 547 participants ³⁷ who attended ANZCTC training ³⁸ with 520 completing the participant survey (95.06%). 513 of the respondents provided a positive response to the survey question. ³⁹ The remaining 7 respondents provided a negative response to the survey question.	The target was met, as 98.65% of responses indicated that the training delivered was aligned to, and supported, the expected capability uplift. This exceeded the target of 85% by 13.65 percentage points.

Supporting performance information

ANZCTC training programs coordinated by the department are intended to build the standard and consistency of counter-terrorism capabilities across Australian jurisdictions. They also aim to develop interoperability and improve Australia's ability to prevent and respond to threats of terrorism and violent extremism.

The capability training program delivers a nationally consistent suite of training, providing staff with the skills, knowledge and tools required to operate effectively in their roles. It contributes to a standardised approach across jurisdictions while supporting professional development and workforce preparedness.

All course participants are asked to provide feedback via a survey at the conclusion of each training program. While the exact wording of the survey question varied across training courses, it consistently focused on skill and/or capability uplift.

Responses to the survey are provided voluntarily and are aimed at capturing participants assessment of their own capability uplift across a range of counter-terrorism skills as an overall indicator of the success of the ANZCTC program. The survey results may be used to mature capabilities and build capacity among all jurisdictions, where it indicates that is required.

36. The planned performance result in the 2024–25 PBS was 'At least 85 per cent of stakeholders who participated in scheduled Australia-New Zealand Counter Terrorism Committee (ANZCTC) training indicated the training delivered was aligned to, and supported the capability uplift outlined within the agreed lesson plan'.

37. The number of participants is based on a training register that does not capture attendance for all courses within the target scope. This figure may not be indicative of the number of participants who actually attended ANZCTC trainings during 2024–25.

38. Surveys are only conducted for capability uplift training activities, other activities are not surveyed, including cadre maintenance activities.

39. The calculation of the performance results only reports on responses to the question related to satisfaction with the training. The survey question used to determine the performance result varied over the course of the year, impacting the reliability of the reporting.

Additional information on Australia’s counter-terrorism strategies can be found in *A Safer Together—Australia’s Counter-Terrorism and Violent Extremism Strategy*.⁴⁰

TARGET 19
100% of known persons of counter-terrorism interest offshore or foreign fighters⁴¹ seeking to return/travel to Australia are assessed and appropriate mechanisms are developed to manage the risk associated with their return.⁴²

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, all known persons of counter-terrorism interest offshore or foreign fighters that were identified as seeking to return/travel to Australia in 2024–25 were assessed by the department.	The target was met, as 100% of known persons of counter-terrorism interest offshore or foreign fighters were appropriately assessed and where required appropriate mechanisms were developed to manage the risk associated with their return. ⁴³

Supporting performance information

The department plays a key role chairing the Joint Operations Group, ensuring information sharing between agencies and providing assurance to government that appropriate risks are managed regarding the return to Australia of any known persons of counter-terrorism interest or foreign fighters.⁴⁴

The performance result indicates an effective approach to case management and implementation of appropriate risk management mechanisms. Departmental actions include application of frameworks and coordination of whole-of-government fora to respond to potential returns. Potential actions and risk management mechanisms can comprise of treatment options which are lawful and proportionate to the assessed threat and could include the application of temporary exclusion orders.⁴⁵

The department’s delivery of this target was supported by monitoring the geopolitical environment and liaison with Australian government partners on strategic issues, trends and challenges, which enhanced the department’s ability to anticipate and therefore mitigate relevant risks.

In addition, the department has refined its operating procedures and associated documents throughout 2024–25 to further strengthen risk management activities.

40. www.nationalsecurity.gov.au/what-australia-is-doing/a-national-approach/australias-counter-terrorism-strategies

41. Australians who have participated in foreign conflicts or undertaken training with extremist groups overseas.

42. This target tracks individuals known to the department and the Joint Operations Group.

43. This performance information has been expressed as a percentage only due to the sensitive nature of the content.

44. The Joint Operations Group is responsible for the risk management of persons of counter-terrorism interest or foreign fighters as well as the determination of any appropriate mechanisms that may be required to manage their return to Australia.

45. A temporary exclusion order is an order under the *Counter-Terrorism (Temporary Exclusion Orders) Act 2019* that prevents a person from entering Australia for a specified period, which may be up to 2 years.

Key activity: Counter violent extremism

Measure: Counter violent extremism through the delivery of training, capability and awareness programs.

SUBSTANTIALLY MET
96.39%

TARGET 20

85% of surveyed participants are satisfied that the department's Counter Violent Extremism (CVE) training improved their CVE intervention capability and awareness.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 121 participants in the department's CVE training. Of the total participants, 115 were surveyed,⁴⁶ with 94 valid responses received (81.74%).</p> <p>93 of the respondents provided a positive response, either 'satisfied' or 'very satisfied', to the survey questions.</p> <p>The remaining respondent, indicated they were either 'neutral', 'unsatisfied' or 'very unsatisfied' for the survey question.</p>	<p>The target was met, as 98.94% of participants who provided feedback indicated that training improved their CVE intervention capability and awareness.</p> <p>This exceeded the target of 85% by 13.94 percentage points.</p>

Supporting performance information

The department provides counter violent extremism training for Commonwealth, state and territory participants including stakeholders from law enforcement, corrections, and mental health areas. It may also include practitioners from the private sector, such as psychologists, and Commonwealth officials working in CVE policy and CVE programs. These stakeholders are most likely to receive a referral and identify a need to undertake a risk, threat or needs assessment of an individual who has or may engage in violent extremism.

The department delivers CVE training to align with existing state-level efforts while maintaining respect for regional differences. This target captures the department's 2024–25 CVE training offerings, including for the VERA-2R (Violent Extremism Risk Assessment 2 Revised), Pro-Integration Model (PIM), Youth Pro-Integration Model (YPIM) and Violent Extremism Situation Awareness tools. PIM and YPIM have been newly introduced as a departmental training offering as of 2024–25. While PIM serves as a needs-assessment tool to identify and support individuals at risk of radicalisation, YPIM is specifically designed for use in educational settings to enable early intervention. The inclusion of these training requirements for 2024–25 reflects input from states and territories, which informs the department of local needs to ensure a coordinated and well-prepared response capability across jurisdictions.

Course participants are asked to provide feedback via a survey at the conclusion of each training program. The performance result is based on responses to question 3 of the survey: 'Has the training improved your CVE intervention capability and awareness?'

Reporting against the equivalent 2023–24 target in the department's *2023–24 Annual Report* a higher number of participants (444), with the decrease being primarily due to Framework to aid Risk Assessment with Offenders on the Autism Spectrum (FARAS) training being out of scope for 2024–25 reporting. FARAS was a pilot program in 2023–24, funded by the Countering Violent Extremism Sub-Committee to be a short-term trial run of the program to test its feasibility, effectiveness, and potential impact before committing to a full-scale rollout. A complete online version of the program is now hosted by the University of Victoria, though the department does not facilitate or fund this training. Notably, while the total participants captured by reporting has decreased, the number of responses did not decrease equivalently, therefore the department was able to greatly improve the survey response rate in 2024–25 from 27.61% in 2023–24.

46. Of the total participants, 6 were departmental employees who attended VERA-2R training sessions. These departmental employees have been discounted from the survey process.

The training provided by the department provides opportunities for stakeholders to use relevant tools to assist in undertaking risk, threat and needs assessments and management plans.

Risk assessment for violent extremism plays a critical role in understanding the threat posed by radicalised offenders and determining how these individuals are managed, both in correctional settings and in the community. Risk assessment tools support practitioners and intervention providers in making structured and evidence-based decisions around risk mitigations, supervision and treatment decisions for at-risk individuals, in the interests of both the safety of the individual and the community. In the context of countering violent extremism, this was done through the use of structured professional judgement (SPJ) tools. Each training activity requests feedback from participants through a survey on the quality of training and its effectiveness in improving CVE intervention capability and awareness.

TARGET 21

85% of surveyed States and Territories' CVE coordinators are satisfied with the department's coordination of the Living Safe Together Intervention Program and High-Risk Reintegration and Rehabilitation Program.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025, there were 15 state and territory Countering Violent Extremism (CVE) coordinators.</p> <p>Of the total, 10 coordinators were surveyed, with 9 of these responding to the survey.</p> <p>7 (77.78%) of the respondents provided a positive response, either 'satisfied' or 'very satisfied', to the survey question.</p> <p>The remaining 2 (22.22%) respondents, indicated that they were either 'neutral', 'unsatisfied' or 'very unsatisfied' for the survey question.</p>	<p>The target was substantially met, as 77.78% of respondents indicated that they were satisfied with the department's coordination of the Living Safe Together Intervention Program (LSTIP) and High-Risk Reintegration and Rehabilitation Program (HRRRP) which was 7.22 percentage points below the target of 85%.</p>

Supporting performance information

The department manages 2 national programs (LSTIP and HRRRP) to support the states and territories in the delivery of their own CVE intervention programs, which range from individualised, early intervention strategies to help people disengage from violence before they harm themselves or others through to high-risk rehabilitation and reintegration services for high-risk violent extremists in custody and in the community.

Activities included in the coordination of the programs relate to:

- delivery of national workshops
- establishing national policy and governance functions for the programs
- stakeholder engagement
- financial management.

This target indicates the department's commitment to improving our service delivery to state and territories. The survey question asks state and territory CVE coordinators whether they are satisfied with the department's coordination of the programs. The performance result is based on responses to question 2 of the survey: "Overall, how satisfied are you with the department's coordination of the LSTIP and HRRRP?"

The performance results related to this target is an indicator that the department has substantially met stakeholder expectations in coordinating the LSTIP and HRRRP.

Throughout 2024–25, the department has proactively engaged with states and territories in the design of projects, sought further understanding of the states and territories' operating environment and sought and addressed feedback, including the sharing of action item outcomes.

The department's efforts to address longstanding issues have been recognised in the survey comments from responders which acknowledge specific corrective actions which have contributed to the effectiveness of CVE program coordination, including:

- the securing of ongoing funding for CVE Programs
- streamlining reporting from jurisdictions.

TARGET 22

Cost per alternative-narrative communications activities (including Rapt! and Fearlessly Australian) video view is the same or lower than the previous financial year.

Performance rating	Performance against target	Justification for result
Unable to be Determined	Performance information for this target is not available.	The target was unable to be determined as alternative-narrative communication activities led by the department (including Rapt! and Fearlessly Australian) were ceased on Thursday 10 October 2024.

Supporting performance information

In July 2024, an evaluation of Commonwealth programs aimed at Countering Violent Extremism (CVE) in Australia recommended the cessation of programs Rapt! and Fearlessly Australian. The evaluation included interviews with more than 56 CVE experts across Australia and with partners in New Zealand and Canada. It was determined within the evaluation that counter narrative/alternative-narrative messaging was no longer fit for the current threat environment. The Rapt! and Fearlessly Australian websites and social media accounts were removed on 10 October 2024, resulting in complete termination of the alternative-narrative communication activities.

Performance against other counter-terrorism and counter violent extremism activities is reported on in Targets 18 to 21.

Priority: Counter foreign interference**Key activity: Counter foreign interference**

Measure: Counter foreign interference threats through capability and awareness activities and targeted initiatives.

NOT MET
83.33%

TARGET 23

80% of surveyed university sector participants in counter foreign interference table top exercises and campus culture workshops are satisfied that the activity improved their understanding of foreign interference risks and would be useful to inform future mitigations.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 57 participants in counter foreign interference tabletop exercise (TTX) and 119 in the Campus Culture Workshop (Workshop).</p> <p>Of the total, 47 TTX (82.46%) and 39 Workshop participants (32.77%) responded to the survey.⁴⁷</p> <p>92.20% of responses to the 5 survey questions for the TTX were positive, either 'strongly agree' or 'agree' response.</p>	<p>The target was met, as a cumulative total of 90.32% of responses indicated that the activity improved their understanding of foreign interference risks and would be useful to inform future mitigations.</p> <p>This exceeded the target of 80% by 10.32 percentage points.</p>

47. The calculation of the performance results only reports on responses to the questions related to satisfaction and relevancy of the exercise. The survey questions used to determine the performance result varied between tabletop exercises, impacting the reliability of the reporting.

	<p>The remaining 7.80% of responses to the 5 survey questions, indicated a 'neither agree nor disagree', 'disagree' or 'strongly disagree' response.</p> <p>88.40% of the responses to the 2 survey questions for the Workshop were positive, either 'strongly agree' or 'agree'.⁴⁸</p> <p>The remaining 11.60% of responses for the 2 survey questions indicated a 'neither agree nor disagree'.</p>	
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Supporting performance information

The performance result is based on responses to the following 7 questions:

- Tabletop Exercise
 - Question 1: I am satisfied the exercise has improved my understanding of foreign interference risks
 - Question 2: The exercise improved my understanding of my roles and responsibilities in relation to a foreign interference incident
 - Question 3: I would be able to adequately respond to a foreign interference incident, as part of my role, if required
 - Question 4: The exercise was relevant to what I might be expected to do to respond to a foreign interference incident
 - Question 5: The exercise is useful to inform future mitigations.
- Campus Culture Workshop
 - Question 2: The workshop improved my understanding of foreign interference risks facing the university sector and the impacts of this on university campus culture and security
 - Question 6: My learnings from the workshop would be useful in informing future efforts to mitigate foreign interference risks on campus.

For each survey question, respondents were asked to provide a rating of either 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree' or 'strongly disagree', with the performance result only counting 'strongly agree' and 'agree' responses as positive.

The department aims to support enhancing campus safety and resilience against foreign interference threats. This involves proactive measures to test and improve university responses and controls, as well as raising awareness about potential risks.

The department conducts tabletop exercises to simulate hypothetical foreign interference events and organised campus culture workshops to promote best practices in managing these threats. These activities aim to identify weaknesses, foster collaboration, and provide practical guidance to university staff and students. Participants of the exercises share experiences and learn from each other, fostering a collaborative environment. The workshops also provide practical guidance on reporting concerning behaviour and managing student complaints effectively.

The table-top exercise and campus culture workshops aim to contribute to improving campus safety and resilience. The proactive approach of the table-top exercise supports universities be better prepared to handle real-life threats. The workshops encourage a safer and more inclusive campus environment by raising awareness and promoting best practices. These initiatives align with the department's broader goals of enhancing security, fostering collaboration, and ensuring educational institutions are well-equipped to handle potential risks and challenges.

The department has encouraged the development of communities of practice across the universities to enable continuous learning and the sharing of anonymised foreign interference case studies across the sector, to ensure that universities receive information and products (including from their peers) that support them to raise the awareness of their university communities. As the guidelines are non-mandatory, universities and industry stakeholders are not required to provide evidence they are using the support offered by the government and other universities.

48. Of the 119 participants in the campus culture workshops, 10 were departmental staff. Due to the anonymous nature of the survey, the department is unable to verify if departmental staff provided survey responses.

TARGET 24

Deliver all announced department-led initiatives to counter foreign interference scheduled for completion in 2024–25.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 2 announced department-led initiatives to counter foreign interference scheduled for delivery in 2024–25. Overall, one initiative has met their required 2024–25 milestone:</p> <ul style="list-style-type: none"> Technology Foreign Interference Taskforce (TechFIT) initiative has met its 3 required 2024–25 milestones of establishment which occurred in October 2024. The Community Support Hub initiative was not delivered by the required 2024–25 milestone, due to increase in the number of language translations and the addition of more resources to the website which has meant that development of products is still ongoing. 	<p>The target was not met, as 50% of announced department-led initiatives to counter foreign interference scheduled for completion in 2024–25, were completed.</p> <p>This missed the target of 100% by 50 percentage points.</p>

Supporting performance information

Australia's diaspora communities and technology industry can be vulnerable to foreign interference, often due to varying levels of understanding of the threat. Targeted community and industry engagement through department-led initiatives is essential for enhancing Australia's resilience to, and awareness of, foreign interference risks. Milestones for the 2024–25 financial year captured key steps to establish TechFIT and set up the necessary governance and networks to enable ongoing work with industry participants.

TechFIT is a collaborative initiative that brings together key stakeholders from both the Australian Government and industry, focusing on critical emerging technology sectors including artificial intelligence (AI), biotechnology, and quantum technologies.

Government participation in TechFIT, including the TechFIT Industry Advisory Group (TIAG) includes representatives from the following departments and agencies:

- Department of Home Affairs
- Department of Industry, Science and Resources
- Department of the Prime Minister and Cabinet
- National Intelligence Community.

Key capability and awareness outcomes from the delivery of 2024–25 milestones included:

- **Milestone 1:** the TechFIT was launched in October 2024 to establish an ongoing dialogue between government and Australia's technology industry on foreign interference risks.
- **Milestone 2:** the TechFIT Ministerial Roundtable was held in February 2025 to establish meaningful dialogue between government and industry, and to drive forward TechFIT's forward work plan.
- **Milestone 3:** the first meeting of the TIAG held in May 2025 as a strategic and governance forum to oversee and drive tangible actions through the TechFIT program.

Community Support Hub

The creation of the Hub will assist communities to identify what activities constitute foreign interference, improve the public's confidence in the Australian Government, improve quality of reporting of allegations to the National Security Hotline, and improve social cohesion and inclusion outcomes.

Milestones for 2024–25 captured key steps to establish the Community Support Hub and set up the necessary governance and networks to enable ongoing work with community members. While the website was not launched in 2024–25, key capability and awareness outcomes from the 2024–25 milestones that have been achieved include:

- consultation across government
- English language content for the Support Hub
- community testing of the Support Hub's resources
- in-language translations of resources for the Support Hub
- development of web form.

The Community Support Hub will include tailored in-language resources to provide knowledge, tools and advice for members of the community impacted or concerned by foreign interference.

TARGET 25

80% of surveyed industry participants identified that TechFIT improved organisational awareness of foreign interference risks.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, 16 industry representatives engaged through TechFIT were surveyed of which there were 8 valid responses to the survey (50.00%).</p> <p>7 of the respondents provided a positive response of either significantly improved awareness, moderately improved awareness or slightly improved awareness to the survey question.</p> <p>The remaining respondent, indicated no change in awareness for the survey question.</p>	<p>The target was met, as 87.5% of surveyed industry participants identified that TechFIT improved their organisational awareness of foreign interference risks.</p> <p>This exceeded the target of 80% by 7.5 percentage points.</p>

Supporting performance information

Strengthened engagement with Australia's technology industry to build awareness and resilience against foreign interference risks is crucial to Australia's economic and national security. TechFIT undertakes engagement through a range of methods from targeted bilateral engagement to large briefings with industry representatives. The department oversees TechFIT, facilitating strategic engagement between government and industry to build awareness of and resilience against foreign interference risks in Australia's technology industry. The department manages engagement logistics, monitors outcomes, and leads the development of targeted guidance to strengthen industry resilience against foreign interference risks.

Key engagements have included:

- The TechFIT Ministerial Roundtable, noted in Target 24.
- The TechFIT Industry Advisory Group meeting, noted in Target 24.
- The TechFIT Quantum workshop co-held with the Department of Industry, Science and Resources at the Quantum Australia conference, where the department's contribution included facilitating open dialogue between government and industry and identifying priorities for the quantum sector. Outcomes included establishing planning to share due diligence tools, deliver targeted threat briefings, and reconvene stakeholders every 6 months to address emerging risks.
- The TechFIT joint session with the University Foreign Interference Taskforce (UFIT), which enabled the department to advance structured collaboration across sectors. A key achievement was the department led proposal on shared themes and priority projects which has laid the groundwork for ongoing targeted engagement.

Performance against this target indicates the engagements are fit-for-purpose. For the survey question, respondents were asked to provide a rating of either 'significantly improved awareness', 'moderately improved awareness', 'slightly improved awareness', 'not sure / too early to tell' or 'no change in awareness', with the performance result only counting either 'significantly improved awareness', 'moderately improved awareness' and 'slightly improved' as positive responses. While 13 responses were received, for the purposes of reporting, the 5 responses of 'not sure/too early to tell' were considered invalid as they did not provide a data point which allowed assessment against the target measure.

Engagements between the department and the Australian technology industry have been established to foster conversation and collaboration to manage shared growing and emerging foreign interference risks in the priority sub-sectors of artificial intelligence, biotechnology, and quantum technology. By encouraging open dialogue and information exchange with relevant experts and stakeholders, TechFIT has established a crucial baseline for target measurement, setting the stage for ongoing progress and improvement. Future efforts will focus on strengthening existing stakeholder relationships, building new connections, and exploring additional engagement opportunities—all aimed at enhancing organisational awareness of foreign interference risks and maintaining a performance target rate above 80%.

As part of the department-led survey, conducted between 30 June and 24 July 2025, data was collected to measure the department's effectiveness in improving organisational awareness of foreign interference risks. The survey was distributed to 16 organisations that had engaged meaningfully with TechFIT⁴⁹ on the threat of foreign interference in Australia's technology industry. Delivered via Microsoft Forms, the survey link was emailed directly to participants.

49. 'Engaged meaningfully with TechFIT' is defined as each surveyed organisation having attended and actively participated in at least 1 of the 3 significant meetings held by TechFIT in 2025. This was a subjective assessment by the department.

OUTCOME 2

Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.

Table 7: Performance measures for Outcome 2

Activity	Performance measures
Migration strategy and reform	Implementation of migration reforms under the Migration Strategy: Getting migration working for the nation contributes to productivity, addressing skills shortages and supports more sustainable planning— Met
Migration and citizenship delivery	Delivery of the Migration and Citizenship Programs contributes to economic prosperity and aligns to national interests— Not met
Humanitarian Program	Delivery of Australia’s Humanitarian Program reflects government priorities and Australia’s international protection obligations— Met
Settlement services	The management and delivery of settlement and translating and interpreting services support refugees and vulnerable migrants in contributing to and participating in the Australian community— Substantially met
Multicultural affairs engagement and grant delivery	Community engagement and multicultural grants programs support government in responding to community needs— Substantially met
Social cohesion and democratic resilience coordination	Coordination, research and engagement contributes to a cohesive Australia and supports democratic resilience— Met
Visa and migration system integrity	Regulation of Registered Migration Agents and implementation of migrant worker exploitation reforms supports the integrity of the visa and migration system— Not met
Visa cancellation and refusals	Character cancellation finalisations and Bridging Visa E application processing contributes to community safety and support those to stay lawfully in Australia— Not met
Immigration compliance operations	Immigration compliance advice, referrals and coordination contributes to community safety— Not met
Third-country resettlement	Ongoing engagement with third countries supports the settlement of transitory persons outside of Australia— Met
Onshore detention	Effectively maintain a safe, secure and sustainable immigration detention network— Not met

OUTCOME 2

Support a united and prosperous Australia through effective coordination and delivery of immigration and citizenship policy and programs underpinned by robust integrity and assurance.

Priority: Migration and citizenship reform and delivery

Key activity: Migration strategy and reform

Measure: Implementation of migration reforms under the *Migration Strategy: Getting migration working for the nation* contributes to productivity, addressing skills shortages and supports more sustainable planning.

MET
97.78%

TARGET 26

80% of department-led initiatives funded and prioritised by government under the *Migration Strategy: Getting migration working for the nation* scheduled for completion by 30 June 2025 were implemented in full.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 18 department-led initiatives funded and prioritised by government under the <i>Migration Strategy: Getting migration working for the nation</i>, scheduled for completion by 30 June 2025.</p> <p>Overall, 14 initiatives have been completed and 4 initiatives were not completed by 30 June 2025.</p>	<p>The target was met, as 77.78% of department-led initiatives were funded and prioritised by government under the <i>Migration Strategy: Getting migration working for the nation</i>.</p> <p>The target was met, as 77.78% was within the target variance of 2.50 percentage points.⁵⁰</p>

Supporting performance information

This target is an output measure of the department's progress in undertaking initiatives to reform Australia's migration system to serve the national interest and the community.

A successful migration system is geared primarily to securing Australia's long-term prosperity. The *Migration Strategy* is focused on developing a flexible, measurable and responsive whole-of-government migration system. This will help deliver better economic and social outcomes for Australia.

The *Migration Strategy* comprises a policy roadmap containing 8 key actions and over 25 new policy commitments and areas for future reform. The department has delivered on several initiatives and continues to focus on incomplete initiatives around essential skills temporary and permanent skilled migration and simplifying the migration system.

Some key initiatives which were implemented include:

- providing a pathway to permanent residency for Skills in Demand visa holders
- launching the New Talent and Innovation visa
- introducing accredited sponsorships for STEM start-ups
- strengthening and simplifying Temporary Graduate visas
- restricting onshore visa hopping.

The department also bolstered the Student Visa Integrity Unit to address the misuse of the system, progressed visa simplification for visitor and business visas and made it easier for Southeast Asian businesses to access Australia.

50. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.5 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

The table below summarises the annual performance results for the department-led initiatives that were delivered in 2024–25:

Table 8: Delivery of Migration Strategy initiatives

Key action area	Completed initiatives (as at 30 June 2025)	Incomplete initiatives (as at 30 June 2025)
Temporary skilled migration	7	1
Permanent skilled migration	2	N/A
International education	3	N/A
Regional visas and working holiday-makers	N/A	1
Deepening ties to the Indo-Pacific	1	N/A
Simplifying the Migration System	1	2
TOTAL	14	4

Key activity: Migration and citizenship delivery

Measure: Delivery of the Migration and Citizenship Programs contributes to economic prosperity and aligns to national interests	NOT MET 86.37%
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TARGET 27

Amended from 2024–25 PBS target⁵¹

The Migration Program is delivered consistent with planning levels set by government.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, 2024–25, the permanent Migration Program planning level was 185,000. Against this, the department delivered 185,001 places, including:</p> <ul style="list-style-type: none">52,500 places in the Family stream against a planning level of 52,500132,148 places in the Skill stream against a planning level of 132,200353 places in the Special Eligibility Program stream were against a planning level of 300.	<p>The target was met as 100% of places were delivered against the planning levels set by the government.</p>

Supporting performance information

This target measures the effectiveness of the department’s performance in delivering the 185,000 places set for the 2024–25 Migration Program planning level in line with government priorities.

Permanent migration is the foundation of Australia’s migration system and supports the government’s Multicultural Affairs agenda. The focus on skilled migration provides an economic dividend by selecting young, highly skilled migrants to help offset some of the impacts of our ageing population. The program supports employers to address skill shortages and reunites families.

51. The planned performance result in the 2024–25 PBS was ‘The Migration Program is delivered consistent with planning levels set and adjusted by Government’.

To ensure the department met the planning levels, it undertook monthly reporting across the 3 streams (Skilled, Family and Special Eligibility) to track delivery against pro rata targets, and in June, arranged for regular co-ordination amongst areas responsible for managing the delivery of the program. The program is structured around 3 main streams:

- Skill Stream—focused on addressing workforce shortages and supporting regional development by selecting highly skilled migrants.
- Family Stream—enables Australian citizens and permanent residents to reunite with immediate family members, with majority of places allocated to partners, followed by parents and children.
- Special Eligibility Stream—provides limited places for specific cases, including former residents returning to Australia or visas granted through ministerial intervention.

Table 9: Migration program places delivered by stream

Component	Outcome	Planning level
Employer sponsored	44,000	44,000
Skilled independent	16,900	16,900
State/Territory nominated	33,000	33,000
Regional	32,948	33,000
Business innovation and investment	1,000	1,000
Global talent	4,000	4,000
Distinguished talent	300	300
Partner	40,500	40,500
Parent	8,500	8,500
Other family	500	500
Child	3,000	3,000
Special eligibility	353	300
Total	185,001	185,000

TARGET 28

Amended from 2024–25 PBS target⁵²

Median visa processing times across four of the six key demand driven programs improve or are maintained.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, the median visa processing times for demand driven visa categories were:</p> <ul style="list-style-type: none">• 206 days for Second Stage Skilled (Permanent), which decreased from 304 days in 2023–24• 271 days for Partner (Permanent), which decreased from 279 days in 2023–24• 66 days for Skilled (Temporary), which increased from 26 days in 2023–24• 34 days for Student, which increased from 22 days in 2023–24• less than one day for Visitor, maintained from 2023–24• less than one day for Working Holiday Maker, maintained from 2023–24.	<p>The target was met, as the median visa processing times were improved or maintained for 4 of the 6 key demand driven programs when compared to the median visa processing times for these programs in 2023–24.</p>

Supporting performance information

Maintaining or improving visa processing times for migration and temporary entry supports tourism, international education, family reunion and helps employers address temporary and permanent skill shortages.

The scope of the target is on demand driven programs as processing times for programs that are not demand driven are influenced by factors beyond the department's control, such as application rates, migration planning levels and government decisions on caps and ceilings.

The department continues to support visa applicants and sponsors to submit complete decision-ready applications online through targeted outreach and communications. Outreach Officers provide information through engagement, including webinars, and visa applicants can find information on how to submit a decision-ready application on the 'Check twice, submit once' page on the department's website.

The length of time taken to assess on-hand applications is influenced by factors such as completeness of applications, increased lodgement volumes and—in some programs—ministerial direction.

The Student Visa program saw a range of legislative changes introduced this program year. These changes included requirements aimed at improving the overall quality of the international education market for Australia. These requirements saw increasing rigour and process applied to the consideration of certain student applications during the year resulting in an overall increase in the median process times.

There was an increase in Temporary (Skilled) visa processing times in 2024–25 following the closure of the Temporary Skills Shortage (TSS) (subclass 482) visa to new applicants on 7 December 2024 and the introduction of the Skills in Demand (SID) (subclass 482) visa. Processing times for the subclass 482 visa are impacted by the finalisation of the aged legacy TSS applications. They are also impacted by the strong demand for the SID program, which is experiencing a significant number of incomplete applications requiring further information.

52. The planned performance result in the 2024–25 PBS was 'Median visa processing times for demand driven programs improve, and the average finalisations per FTE increases'.

Table 10: Demand driven visa categories—median processing times

Component	2023–24 Median (days)	2024–25 Median (days)
Crew and Transit	Less than 1	Less than 1
Resident Return/ADV	Less than 1	Less than 1
Second stage skilled (permanent)	304	206
Partner (permanent)	279	271
Skilled (temporary)	26	66
Special Category	Less than 1	Less than 1
Student	22	34
Temporary Resident (Other Employment)	13	16
Visitor	Less than 1	Less than 1
Working Holiday Maker	Less than 1	Less than 1

TARGET 29

Amended from 2024–25 PBS target⁵³

Median visa processing times across four of the six key demand driven programs improve or are maintained.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, the monthly average number of visa application finalisations was 176.07 applications per FTE per month, a decrease from 177.93 applications per FTE in 2023–24.</p> <p>This included:</p> <ul style="list-style-type: none">• 42.19 applications per FTE for Permanent visa caseloads, decreased from 45.61 applications per FTE in 2023–24• 261.31 applications per FTE for Temporary visa caseloads, decreased from 267.15 applications per FTE in 2023–24.	<p>The target was met, as the monthly average of visas (across both permanent and temporary visa caseloads) finalised per FTE per month directly involved in processing was 176.07.</p> <p>This was 1.86 applications below the monthly average of 177.93 applications finalised per FTE per month in 2023–24.</p> <p>This target was met, as it was 1.05 percentage points off the previous year benchmark and within the target variance of 2.50 percentage points.⁵⁴</p>

Supporting performance information

Improving the efficiency of migration and temporary entry programs supports tourism, international education, family reunion and helps employers address temporary and permanent skill shortages.

A permanent visa will allow a person to remain in Australia indefinitely, and includes some skilled work and family visas. Temporary visas are designed for specific purposes such as studying, working holidays or other specialist activities.

Overall, the department has finalised 9.45 million visa applications, which represents a 2.89% increase over the previous program year—Table 11 refers.

Noting that resources are moved between programs, this target measures the result across both programs (ie. combined). For the purposes of ongoing improvement, the department also tracks progress across each program individually.

The calculation per FTE is based on applications that are manually finalised by a processing officer. For the period of 2024–25 computer assisted decisions have increased to 60.7% of the visa finalisations, a 1.91% increase on the same period in 2023–24. This increase calculation includes all applications finalised (granted, refused and withdrawn). Only low risk visa grants can be finalised through computer assisted processing, leaving more complex and labour-intensive cases to be diverted to a delegated officer for manual processing.

In the Temporary visas program, there was an average of 261.31 visa applications finalised per FTE per month in 2024–25, a reduction of 5.85 (2.19%) from the 267.15 in 2023–24. Within the Temporary visa program, average finalisations per FTE reduced in Student, Skilled (Temporary) and Working Holiday visa programs, but increased in Visitor and Transit visa programs. The government introduced legislative and policy changes and a Ministerial Direction (111) to the Student visa program in 2024–25, designed to improve integrity and sustainability within Australia's international student sector. These have increased the complexity of student visa assessments, and resulted in increased onshore visa refusals and in increased work effort. Risk management was highly utilised in order to flow resources between lower and higher risk elements of the caseload to deliver outcomes with modest impact on overall efficiency.

In the Permanent visa program, there was an average of 42.19 applications finalised per FTE per month in 2024–25—a reduction of 3.42 (7.50%) from 45.61 in 2023–24. Within the Permanent visa program, average finalisations per FTE reduced in the Partner (Permanent), Skilled (Migration) visa programs, but increased in the Partner (Provisional/Temporary), Child and Resident Return visa programs.

Efficiency in the Partner (Permanent) visa programs reduced from 2023–24 due to a higher proportion of the cases being processed not having all required information provided in the first instance. This meant that the 2024–25 caseload required more frequent detailed assessment and higher work effort, as most cases required us to seek further detail from the visa applicant.

53. The planned performance result in the 2024–25 PBS was 'Median visa processing times for demand driven programs improve, and the average finalisations per FTE increases'.

54. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

Table 11: Total visa finalisations by category⁵⁵

Visa Program	Visa Category	Financial Year	
		2024–25	2023–24
Migration Program	Family	106,336	141,009
	Other Permanent	1,119	95
	Skilled	159,507	172,027
	Special Eligibility	385	208
Migration Program Total		267,347	313,339
Resident Return and ADV	Resident Return/ADV	187,988	212,913
Resident Return and ADV Total		187,988	212,913
Temporary Visa Program	Crew and Transit	460,210	429,213
	Other Temporary	17,763	8,734
	Special Category	1,873,536	1,786,486
	Student	473,634	485,124
	Temporary Resident (Other Employment)	278,864	346,112
	Temporary Resident (Skilled Employment)	139,660	106,059
	Visitor	5,422,394	5,256,438
	Working Holiday Maker	25,510	237,153
Temporary Visa Program Total		8,991,571	8,655,319
Grand Total		9,446,906	9,181,571

55. This table provides the total number of visas finalised by the department in 2023–24 and 2024–25 and includes those finalised by visa processing officers and computer assisted grants.

TARGET 30

Error rates for visa and citizenship decisions subject to quality management activities, do not exceed the pre-determined error rate benchmarks.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, error rates for visa and citizenship decisions across 13 programs (consisting of 3 citizenship and 10 visa programs) subject to quality management activities, ⁵⁶ did not exceed the pre-determined error rate benchmarks.	The target was met, as 100% of programs did not exceed the pre-determined error rate benchmarks. This met the target of 'all' programs.

Supporting performance information

Efficient delivery of visa and citizenship programs is balanced with ensuring decisions are made in line with legislative and policy requirements. The department has systems and processes to identify, assess, control and mitigate risks in visa and citizenship program delivery, which provides an evidence base for developing and implementing corrective actions. This provides confidence that visas are granted to people who will contribute to Australia's prosperity.

Assurance activities are undertaken by managers or experienced staff within program delivery teams. The focus is on internal process controls and management controls, aligned with strategic priorities and risks specific to each caseload.

Quality management assurance reporting is undertaken on a quarterly basis across visa and citizenship programs and facilitates senior executive strategic oversight of performance against pre-determined error rate benchmarks, cross-program insight into errors and remedial actions to improve quality. Analysis of quarterly data supports identification of common issues and recurring trends in errors at the program caseload level and may also indicate related or new challenges for other programs.

During 2024–25, in response to errors relating to the management and remediation of duplicate client records in departmental databases, visa and citizenship programs implemented training programs and guidance focussed on the correct process for merging duplicate client records. Error rates relating to this issue have reduced over 2024–25 in some key programs and will continue to be monitored.

Other quality management activities focussed on supporting decision makers to record clear and comprehensive case notes. Programs have implemented targeted training on case note quality, updated guidance, and provided direct feedback to staff. Regular forums and Communities of Practice are used to share lessons learned and reinforce best practices.

56. Quality management activities include quality control (QC) and/or quality assurance (QA). QC is the pre-decision examination of specific deliverables to ensure they are compliant with the relevant standards and specifications, with corrective action initiated where necessary. QA is the post-decision examination and analysis (measurement, monitoring and comparison) of standards, policies, processes and outcomes to provide confidence that quality goals are likely to be (or have been) met. Reporting on quality management activities for citizenship decisions will be based on QA only.

Table 12: Error rates for citizenship and visa decisions

Citizenship program	Decisions subject to quality management activities ⁵⁷	Percentage of errors identified (error rate)	Pre-determined error rate benchmark	Error rate versus benchmark (percentage points)
Conferral	1,956	2.11%	≤5%	-2.89
Descent	308	1.22%	≤5%	-3.78
Evidence of Australian citizenship	587	1.17%	≤5%	-3.83
Visa program	Decisions subject to quality management activities	Percentage of errors identified (error rate)	Pre-determined error rate benchmark	Error rate versus benchmark (percentage points)
Temporary Visas	57,950	0.44%	≤5%	-4.56
Family Visas	6,368	0.56%	≤5%	-4.44
Skilled Visas—Employer Sponsored	10,707	0.44%	≤1%	-0.56
Skilled Visas—General skilled migration	1,281	1.70%	≤2%	-0.30
Skilled Visas—Pacific, Working Holiday Maker and Short Stay Work	5,843	0.26%	≤5%	-4.74
Offshore humanitarian visas	622	0.64%	≤5%	-4.36
Onshore (Protection Obligations Assessments)	2,110	4.44%	≤5%	-0.56
Onshore (Pre-decision and Decision Assurance)	2,691	0.41%	≤5%	-4.59
Bridging Visa E	1,244	1.57%	≤5%	-3.43
General visa cancellations	322	1.34%	≤2%	-0.66

57. Figures are based on a sample of cases selected from each program. For the purposes of reporting against this target, citizenship program results only reflect QA activities. The department's quality management framework includes both QA and QC activities to reach a sample rate of 2%.

TARGET 31

Amended from 2024–25 PBS target⁵⁸

90% of citizenship by conferral applications are finalised within agreed target timeframes⁵⁹ from lodgement to decision.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, 179,816 citizenship by conferral applications had been finalised. Of these, 41,137 were finalised within 6 months from lodgement to decision.	The target was not met, as 22.88% of citizenship by conferral applications were finalised within the agreed target timeframe of 6 months from lodgement to decision. This missed the target of 90% by 67.12 percentage points.

Supporting performance information

Efficient delivery of the Citizenship Program is balanced with ensuring decisions are made in line with legislative and policy requirements. The department has systems and processes to identify assess, control and mitigate risks in the citizenship program delivery which inform and support corrective actions and quality control through an evidence-based approach. This provides confidence that citizenship is conferred to people who have a genuine connection to Australia and who will contribute to Australia's prosperity.

The 90% target is consistent with government expectations and contributes to a broader objective to support applicants to complete their citizenship journey within 12 months (6 months from application to decision and 6 months from approval to ceremony).

The annual result reflects the combination of strong application volumes and the need to maintain full time equivalent staffing across the citizenship delivery teams to process the volume of applications within target timeframes.

As at 30 June 2025, for 2024–25 there had been 214,404 conferral applications lodged, 7.19% lower than for the same time in 2023–24 (231,012 applications). The conferral on-hand caseload has increased by 35,070 from the same date last year (117,789 as at 30 June 2024) to 152,859 as at 30 June 2025. At the time of publication, the Citizenship Program is processing 90% of applications from lodgement to decision within 11 months.

The program in 2024–25 has focused on resolution of aged caseloads. For the 12 months to 30 June 2025 there has been in a reduction of 1,383 conferral applications on-hand for 2 or more years.

Local government councils conduct the majority of citizenship ceremonies on behalf of the department to welcome new citizens to their community. In 2024–25, 86% of those who acquired Australian citizenship by conferral at a ceremony did so through ceremonies hosted by local government councils. The timeframe between approval and ceremony is not included in Target 31, though the department engages regularly with councils on the number of approved applicants waiting for ceremony, including where a council's forward ceremony schedule is not anticipated to keep pace with demand, to ensure that approved applicants have an opportunity to attend a citizenship ceremony within a reasonable timeframe.

Processing priorities were refined during the final quarter of the reporting period to enhance arrangements for processing and reporting older cases, work continued on national consistency in processing.⁶⁰

58. The planned performance result in the 2024–25 PBS was 'At least 90 per cent of citizenship by conferral applications are finalised within agreed target timeframes from lodgement to decision'.

59. immi.homeaffairs.gov.au/citizenship/citizenship-processing-times/citizenship-processing-times

60. Processing timeframes for conferral, descent and evidence caseloads are available on the department's website and updated monthly.

Priority: Refugee, humanitarian and settlement services	
Key activity: Humanitarian Program	
Measure: Delivery of Australia's Humanitarian Program reflects government priorities and Australia's international protection obligations.	MET 100%

TARGET 32
Amended from 2024–25 PBS target⁶¹
The Humanitarian Program is delivered within the planning ceiling and the onshore/offshore composition set by the Government.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 20,000 Humanitarian Program places (grants) have been delivered.</p> <p>Off the 20,000 place planning ceiling:</p> <ul style="list-style-type: none"> 15,999 offshore places, representing 0.001% below the planning ceiling 4,001 onshore places, representing 0.001% above the planning ceiling. 	The target was met, as 100% of Humanitarian Program places (grants) were delivered against the planning ceiling.

Supporting performance information

The department is committed to generous and flexible Humanitarian and Settlement Programs that meet Australia's international protection obligations, and position Australia as a global leader in international resettlement efforts.

The Humanitarian Program offers:

- resettlement for refugees and others overseas who are in humanitarian need
- protection for people who arrive lawfully in Australia and engage Australia's protection obligations.

This target is a measure to demonstrate the effectiveness of the department's delivery of the Humanitarian Program, consistent with the planning ceiling and the onshore/offshore composition set by government.⁶²

The target result directly aligns to the number of humanitarian places set by government. A client data issue contributed to the exact split not being achieved.

It was identified the Humanitarian Program Outcome reporting products do not use a consistent definition of a 'place' and have parameters that do not take into account 'exclusions' and 'net outs'. Consistent with the approach taken under the Migration Program, there are some circumstances where a person granted a permanent Offshore Humanitarian visa (subclasses 200, 201, 202, 203 or 204) or a permanent Onshore Protection visa (subclass 866) will not count towards the final Humanitarian Program Outcome.

These are known as 'exclusions' and 'net outs'. A 'place' under the Humanitarian Program Outcome refers to a person who is granted a Humanitarian Program visa during that program year—which enables them to access the benefits of the Humanitarian Program. This only impacts reporting related to the onshore component of the Program, as the offshore reporting already takes account of net outs.⁶³

61. The planned performance result in the 2024–25 PBS was 'the humanitarian program is delivered within the planning target and is consistent with priorities set by the Government'.

62. The Humanitarian Program is delivered within an error margin of +/- 0.1% of the planning ceiling and composition.

63. As a result, for the onshore component of the Program, new reporting products that align with the reporting parameters need to be built and have not been developed in time for 30 June 2025 reporting. Accordingly, interim reporting parameters have been applied for the 2024–25 Humanitarian Program Outcome, whereby the onshore component reporting excludes the subsequent (duplicate) grant of Protection visas to persons who were previously granted a Protection visa in 2024–25. That is, only the first protection visa grant will be counted as a 'place' toward the Program.

TARGET 33

Deliver at least 30,000 Protection (subclass 866) visa finalisations during the 2024–25 program year.

Performance rating	Performance against target	Justification for result
Met	<p>30 June 2025, there were 30,465 Protection (subclass 866) visa finalisations. Of these:</p> <ul style="list-style-type: none"> 4,010 (13.16%) visas were granted 25,018 (82.12%) visas were refused⁶⁴ 1,437 (4.72%) visas were withdrawn. 	<p>The target was met, as a total of 30,465 Protection (subclass 866) visas were finalised during the 2024–25 program year.</p> <p>This exceeded the target benchmark by 465 visas.</p>

TARGET 34

At least 50% of refused Protection visa applications finalised under the real time processing model during the 2024–25 program year are finalised in 90 days or less from the date of application.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 24,985 Protection (subclass 866) visa applications refused. Of these refused applications:</p> <ul style="list-style-type: none"> 13,208 were finalised under the real time processing model⁶⁵. Of these: <ul style="list-style-type: none"> 7,012 were finalised in 90 days or less from the date of application. 	<p>The target was met, as 53.09% of refused Protection visa applications finalised under the real time processing model were finalised in 90 days or less from the date of application.</p> <p>This exceeded the target of 50% by 3.09 percentage points.</p>

Supporting performance information

These targets reflect the Australian Government's commitment to ensuring the Protection visa system serves its intended purpose—to provide protection to those who are in genuine need and are found to meet Australia's protection obligations. These targets represent a significant increase in finalisations compared to 2023–24, while also delivering improvements in finalisation timeframes.

These targets measure the department's effectiveness in processing Protection visa applications, including under the real-time processing model. Real time processing is where the department allocates and assesses specific applications as they are lodged, thereby reducing the time people can be in Australia on a Bridging visa with work rights and dis-incentivising misuse of the Protection visa system.

In 2024–25, key activities undertaken to ensure visas were finalised on time included:

- prioritising applications from real time processing caseloads
- using assessment and decision supports, including an enhanced triage process
- decision-makers using targeted country-of-origin information products and decision record support material
- applying global case management principles to progress applications as far as possible and finalise at the earliest opportunity.

The list of nationalities and cohorts that form the real time processing cohort is dynamic and updated to reflect changes in government priorities and real-world events. Applicants who meet either a real time processing nationality or cohort are prioritised for finalisation.

64. Of the 25,018 visas that were refused a small number (21) were section 501 (s501) refusals (contributing to the total s501 refusals also reported on in Target 52.

65. The finalisation number for this target does not include remittals from review bodies and therefore will differ from the finalisation number in Target 33.

Finalisation numbers are for all applicants included on an application and includes grants, refusals and withdrawals. This equates to an average of 7,500 finalisations per quarter. The Protection (subclass 866) visa applications on-hand caseload decreased in 2024–25 in comparison to 2023–24:

- 30,465 Protection (subclass 866) visas were finalised in 2024–25, representing an increase from 20,667 in 2023–24
- 28,635 Protection (subclass 866) visas were on-hand as at 30 June 2025, representing a decrease from 33,523 as at 30 June 2024.

Of the 30,465 Protection (subclass 866) visa finalisations:

- 13% were granted (4,010 visas)
- 82% were refused (25,018 visas)
- 5% were withdrawn (1,437 visas).

Under section 49 of the *Migration Act 1958* (Migration Act), an applicant for a visa may, by written notice given to the Minister, withdraw the application at any time during the processing of their application. When an application is withdrawn, the department updates records and writes to the applicant to confirm withdrawal. In 2024–25, the department investigated the way finalisations were counted and as a result for a client who is granted twice, this is counted as 2 grants. In some instances, a person may have multiple Protection visa finalisations (either grants, refusals or withdrawals). This occurs in a negligible number of cases and mainly occurs in the case of babies who are born after a parent has lodged a visa application. Where both parents are applicants for a Protection visa, these babies have multiple visa applications as dependants (per Regulation 2.08 of the *Migration Regulations 1994* (Migration Regulations)) and each application must be finalised. This treatment is consistent with the legislation.

Key activity: Settlement services

Measure: The management and delivery of settlement and translating and interpreting services support refugees and vulnerable migrants in contributing to and participating in the Australian community.

Substantially Met
96.98%

TARGET 35

85% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia.

Performance rating	Performance against target	Justification for result
Not met	As at 30 June 2025, 7,302 of 9,838 humanitarian entrants who had exited the Humanitarian Settlement Program (HSP) were assessed by their provider ⁶⁶ as having the skills and knowledge to use services in Australia. ⁶⁷	The target was not met, as 74.22% of humanitarian entrants exiting the Humanitarian Settlement Program (HSP) have the skills and knowledge to use services in Australia. This missed the target of 85% by 10.78 percentage points.

Supporting performance information

The Humanitarian Settlement Program (HSP) provides newly arrived humanitarian entrants and refugees practical assistance to settle in Australia and develop skills and knowledge across 10 orientation outcomes. This target provides a measure of the HSP's success in supporting clients to become self-reliant and active members of the Australian community.

66. The performance results are based on self-reporting by third party providers. The department does not internally verify the legitimacy and accuracy of reported results.

67. The performance result includes clients who have achieved the required outcome independently or with some level of assistance.

Each HSP client is supported through individualised case management tailored to their needs, strengths and goals. When clients are ready to exit the HSP, typically 12-18 months after their arrival in Australia, the client's HSP case manager conducts an exit interview to assess the client's competency across the 10 orientation outcomes and confirm they have the skills and knowledge to use services either with assistance or independently when exiting the HSP. The 10 orientation outcomes are: 'settlement services', 'housing', 'health', 'managing money', 'feeling at home in Australia', 'transport', 'family functioning', 'Australian law', 'education' and 'employment'.

The exit interview involves a range of questions, but reporting for this target is only based on 10 questions which ask case managers to assess 'what orientation outcome level has the Client achieved' for the particular orientation topic.

Prior to 2024–25, the methodology used to calculate client outcomes against the equivalent target was calculated based on the aggregated achievement rates against each orientation outcome, rather per participant performance. This aggregated approach took into account the complexities presented by the participant cohort and indicated, 2024–25, that the average achievement rate across all outcomes was 91%.

The aggregate approach reflected the fact that:

- not all clients will necessarily require or receive all HSP services
- support under the HSP is provided using an individualised case management approach that is tailored to the needs, strengths and goals of each client. While there are 10 orientation topics, not all are relevant to all clients. (e.g. an elderly client might not want to seek employment)
- not all clients necessarily achieve 'application' against all orientation topics due to their differing circumstances (e.g. trauma/vulnerabilities) and aspirations (clients decide what orientation topics they would like to do). Additionally, some clients will decide to exit the program.

For 2024–25 the performance result was clarified to report on a per client basis and represents clients who have achieved the required outcomes at exit, including clients who are able to apply skills and knowledge, or have achieved the required outcome but may require some level of assistance to access services.

This reporting excludes clients who for any orientation outcomes are assessed as 'knowledge achieved', 'knowledge in process', or 'N/A—will not achieve competency due to exceptional circumstances (e.g. age, significant caring responsibility, mental/disability/physical health, etc)'.

The categories of clients that are included as part of the reporting are considered in recognition of the fact that some particularly vulnerable cohorts may require additional assistance at various stages to maintain their ability to access services in Australia upon exiting the program. Vulnerable cohorts could include clients who have experienced high levels of poverty, severe trauma, and suffer the health impacts arising from persecution, discrimination, displacement, nutritional deprivation and inadequate medical care. Homesickness, culture shock, a sense of social dislocation and language and literacy barriers can also affect the ease with which clients settle in Australia. Many clients will have spent long periods of time in refugee camps or other precarious living conditions before coming to Australia. Clients may have no experience of renting a home or other aspects of life in Australia which are considered fundamental to successful settlement. The additional assistance they might require may include assistance to complete rental applications, connect household utilities and find employment.

The performance results are based on self-reporting by third party providers. While the department does not internally verify the legitimacy and accuracy of reported results, the department works closely with HSP service providers to monitor service delivery quality and address performance issues. In addition, during 2024–25, the department implemented a declaration process for all HSP case managers, requiring them to attest that data is accurate when reporting on outcomes in Qualtrics.

TARGET 36

80% of Settlement Engagement and Transition Support (SETS) clients assessed rated three or above (five-point rating scale) as a measure of the achievement of a client's individual goals required to support their independence, participation and wellbeing.

Performance rating	Performance against target	Justification for result
Met	<p>In 2024–25⁶⁸ there were 52,865 SETS clients, of which 30,878 (58.41%) clients were assessed by SETS providers.⁶⁹</p> <p>Of the assessed clients, 28,476 out of 30,878 clients rated 3 or above (on a 5-point rating scale) in relation to the client's individual goals across 6 domains: changed knowledge and access to information, changed skills, changed behaviours, empowerment, choice and control to make own decisions, engagement with relevant support services, and changed impact of immediate crisis.</p>	<p>The target is met, as 92.22% of the SETS clients assessed by SETS providers rated 3 or above (5-point rating scale) in relation to their achievement of individual goals required to support their independence, participation and wellbeing.</p> <p>This exceeded the target of 80% by 12.22 percentage points.</p>

Supporting performance information

The department manages the delivery of the SETS as part of a suite of settlement services to support refugees and vulnerable migrants in contributing to and participating in the Australian community. This target aims to measure the effectiveness of the delivery of the SETS program in equipping and empowering humanitarian entrants, other vulnerable migrants, and their communities, with the knowledge and tools to address their settlement needs in order to improve social and economic participation, and community connectedness.

The SETS program is a flexible, low to medium intensity program, with services tailored to the needs of clients. To ensure that SETS reaches those most in need, providers are expected to target and prioritise support for humanitarian entrants and other eligible vulnerable migrants, but have the flexibility to support clients outside of the priority groups based on client need, budget limitations and relevant program outcomes.

SETS clients are assessed using Standard Client Outcomes Reporting (SCORE) data from the Data Exchange (DEX) system. SCORE is designed to measure the result of a client's interaction with a funded service, in a way that is consistent and comparable.

SCORE is generally recorded towards the beginning and end of an activity to best assess change pre and post service delivery. If the service provided is longer term, then interim assessments may also be recorded. Clients must receive at least 2 SCORE assessments to be counted towards this target. Some clients may only interact with the service once, or SCORE assessments may not be practicable due to client circumstances. Target reporting counts clients with Goal SCORE ratings of 3 and above. A Goal SCORE of 3 demonstrates 'some progress' towards a client's individual goals while a 5 indicates a goal is fully achieved.

Organisations are encouraged to collect SCORE in the way that best suits their own service delivery context. This may be through a practitioner assessment, a client self-assessment, support person assessment, or a joint assessment. The assessments are self-reported through DEX data, managed by the Department of Social Services (DSS), and accessed by the department through the QLIK reporting interface. While the department does not directly access DEX source data to internally verify the accuracy of the assessments made, during 2024–25 the department sought to manage the risk of biased self-reporting by providers through the introduction of a DEX attestation process. Independent to the department, DSS undertake quality assurance of DEX data bi-annually to confirm that data is complete and consistent with other records, but does not confirm the accuracy of Goal SCORE assessments. DEX assessments are also shared with the department to inform stakeholder engagement.

68. The performance results are based on self-reporting by third-party providers through DEX data, managed by the Department of Social Services. The department accesses SETS data through the QLIK reporting interface and does not directly access DEX source data to internally verify the accuracy of the self-reporting.

69. SETS providers are required to report outcomes for 50 to 60% of their clients. For 2024–25, ratings were provided for 58.41% of SETS clients.

TARGET 37

In all instances where Assisted Passage contract Key Performance Indicators (KPIs) were reported as not achieved by the service provider (through quarterly reporting), the department completes an assessment and applies an abatement or requests a remediation action plan to the service provider within 10 business days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 3 occasions where a KPI was reported as not achieved (not met) by the service provider during quarterly reporting.⁷⁰</p> <p>For all 3 occasions, the department applied an abatement or requested a remediation action plan to the service provider within 10 business days.</p>	<p>The target was met, as 100% of instances where Assisted Passage contract KPIs were reported as not achieved (not met) by the service provider during quarterly reporting and were subject to the department completing an assessment and applying an abatement or requesting a remediation action plan to the service provider within the required timeframe.</p> <p>This met the 100% target.</p>

Supporting performance information

Management of contracts with service providers for the Assisted Passage program supports the delivery of Australia's Offshore Humanitarian Program and provides health screening, travel and medical related services to refugee visa applicants and visa holders.

The department seeks to ensure service provider compliance with the contract and that the intended outcomes of services are being achieved by monitoring service provider performance against agreed KPIs based on the quarterly Contract Status Report (CSR) provided by service provider to the department. Within 10 business days of receiving the CSR, the department is required to review the report and apply an abatement or request a remediation action plan where KPI's were not met.

During 2024–25, the Assisted Passage program continued the gradual transition of service delivery from the outgoing service provider to a new service provider, as was initially commenced during the 2023–24 reporting period. Reporting against this target captures KPI performance and departmental management of these for the new service provider only.

The transition was complex based on locational and logistic requirements of the processes involved, therefore requiring a phased, locality-based approach to the rollout of services by the new service provider. As a result, the new service provider did not deliver the full suite of contracted services to all required regions for the entire reporting period.⁷¹ In the meantime, to ensure business continuity and manage operational risks related to the extended transition period, the department extended the outgoing service provider's contract until 30 September 2025.

Related to the extended transition period, there were also delays with the department's provision of the Acceptance Certificate to the new provider, with this occurring on 24 October 2024, during quarter 2. An Acceptance Certificate is a requirement under the Assisted Passage Contract. The significance of an Acceptance Certificate in contract management is that it acknowledges the Contractor has successfully transitioned-in to a country and is delivering the Assisted Passage services. As a result, quarters 1 and 2 are not reflected in the performance results, noting the department was unable to apply abatements during this time.

In addition to KPI performance monitoring, the department also observed a range of improvement activities implemented by the provider based on the 2024–25 CSRs, including:

- efforts to strengthen relationships with key host governments across multiple regions in order to reduce processing times for travel documentation
- building stronger relationships with Humanitarian Settlement Program (HSP) providers to improve client transit experiences domestically
- operational adjustments to expand resourcing and airside access and major airports to increase service capacity.

70. Performance information does not represent the full reporting period as during quarters 1 and 2, the department was unable to apply an abatement or request a remediation action plan to the service provider due to delays in the processes to transition in the new service provider.

71. KPI 3 (Engagement of Medical and Non-Medical Escorts) was not reported on in quarters 1 and 2 and has been excluded from the performance result.

TARGET 38

85% of enrolled students who responded to the annual AMEP client survey identified that they had improved across a minimum of three English language skills categories.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 41,771 enrolled students in the Adult Migrant English Program (AMEP), with 13,495 responding to the survey (32.31%).⁷²</p> <p>Of these, 13,076 answered the survey questions related to this target. Of the responses:</p> <ul style="list-style-type: none">• 11,584 (88.59%) indicated they had improved their speaking• 11,773 (90.04%) indicated they had improved their listening• 11,777 (90.07%) indicated they had improved their reading• 11,145 (85.23%) indicated they had improved their writing.	<p>This target was met, as 89.57% of annual AMEP client survey responses indicated that they had improved across 3 or more English language skills categories.</p> <p>This exceeded the target of 85% by 4.57 percentage points.</p>

Supporting performance information

The delivery of the AMEP assists in supporting refugees and vulnerable migrants in contributing to and participating in the Australian community by helping improve their English language skills and settle in Australia.

The AMEP was established in 1948, as legislated under the *Immigration (Education) Act 1971*, to provide free English language classes to migrants and humanitarian entrants with less than vocational English levels. Following the legislative changes to the Act, more migrants are able to access English tuition for longer and until they reach a higher level of proficiency. The AMEP is currently delivered in around 300 locations across Australia and is available to migrants and humanitarian entrants aged 18 years and over. However, those aged 15 to 17 years old can participate in AMEP in circumstances where they have completed schooling or school language services are insufficient.

The student satisfaction survey was undertaken by the AMEP Quality Assurance Provider on behalf of the department. This was conducted from 6 to 30 May 2025 and captured actively enrolled students during the survey dates. The survey responses demonstrated that the program met the student clients' specific needs for English improvement and assisted them to settle in Australia. The results are based on the student clients' self-assessments of their improvement across the 4 language skills categories: speaking, reading, listening and writing. To support the student clients in accurately completing their self-assessment, the department provided guidance to the AMEP service providers on pre-survey teaching and familiarisation, tailored to the different levels of proficiency.

This AMEP curriculum was delivered through a range of flexible learning options to support student clients including:

- full time, part time, evening and weekend classes
- one-on-one language assistance by a trained volunteer as part of the volunteer tutor scheme
- distance learning and virtual classes.

The department aims to optimise client outcomes through improving the Performance Management Framework, underpinned by the introduction of AMEP Quality Guidelines and Standards, to ensure AMEP services are of high quality.

72. Considering the characteristics and vulnerable backgrounds of the cohort, the department relies on the service providers to distribute the survey to all enrolled students. Service providers are able to use their pre-existing relationship with enrolled students to increase the likelihood of enrolled students completing the survey and, where appropriate, provide additional support to the client to enable them to complete the survey, including assistance with question comprehension. The department relies on service providers to manage survey distribution and assist enrolled students with survey completion without influencing the responses and assessments of enrolled students.

TARGET 39

85% of enrolled students who responded to the annual AMEP client survey identified that they learn English for their needs including work, study and community participation.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 41,771 current enrolled students⁷³ in the AMEP, with 13,495 responding to the survey (32.31%).⁷⁴</p> <p>Of the responses to each question:</p> <ul style="list-style-type: none">• 11,503 (90.82%) indicated the AMEP helps them learn English to feel part of the Australian community• 8,213 (86.61%) indicated the AMEP helps them learn English needed for work• 9,992 (87.56%) indicated the AMEP helps them learn English needed for further study.	<p>The target was met, as the average of the 3 valid survey responses, 88.53% of current enrolled students who responded to the relevant survey questions indicated they agree that the AMEP allowed them to learn English to meet their needs of community participation, work and study.</p> <p>This exceeded the target of 85% by 3.33 percentage points.</p>

Supporting performance information

Like Target 38, Target 39 focuses on the delivery of the AMEP to support refugees and vulnerable migrants in contributing to and participating in the Australian community by helping improve their English language skills and settle in Australia.

Responses to the student satisfaction survey demonstrated that the program met the student clients' specific needs for English improvement and assisted them to settle in Australia. The results are based on the student clients identifying that they learn English for their needs including work, study and community participation.

To support the student clients in accurately completing their self-assessment, the department provided guidance to the AMEP service providers on pre-survey teaching and familiarisation, tailored to the different levels of proficiency.

For the survey questions relating to this target, the individual response rates were as follows:

- 12,666 answered the question related to community participation, which is a response rate of 93.86%
- 9,483 answered the question related to work, which is a response rate of 70.27%
- 11,411 answered the question related to study, which is a response rate of 84.56%.

The response rate, supported by the underlying raw survey demographic data, demonstrates that it is representative of the AMEP cohort.

The AMEP's curriculum prioritises settlement and covers topics such as education, banking, the medical system and health and safety. The AMEP also includes Pathway Guidance for clients including settlement, vocational and educational advice and referral, employment focused English language tuition, and related work-based opportunities to assist student client needs.

73. The student satisfaction survey occurred from 6 May 2025 to 30 May 2025 and captured actively enrolled students during the survey dates.

74. Considering the characteristics and vulnerable backgrounds of the cohort, the department relies on the service providers to distribute the survey to all enrolled students. Service providers are able to use their pre-existing relationship with enrolled students to increase the likelihood of enrolled students completing the survey and, where appropriate, provide additional support to the client to enable them to complete the survey, including assistance with question comprehension. The department relies on service providers to manage survey distribution and assist enrolled students with survey completion without influencing the responses and assessments of enrolled students.

TARGET 40

TIS National (Translating and Interpreting Services) are provided in a timely and reliable manner.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025:</p> <ul style="list-style-type: none"> A total of 1,420,046 Interpreting Service requests were assigned, of these, 1,303,164 (91.77%) were assigned a National Accreditation Authority for Translators and Interpreters (NAATI) accredited practitioner, exceeding the 90% target by 1.77%. A total of 1,552,642 Interpreting Services requests were received, of which 1,394,189 (89.79%) were provided, exceeding the 80% target by 9.79%. A total of 1,298,068 immediate were answered.⁷⁵ Of these, 788,278 (60.73%) were answered within 60 seconds, not meeting the 90% target by 29.27%. A total of 268,392 booking requests were assigned, of which 262,448 (97.79%) were assigned within one day, exceeding the 90% target by 7.79%. 	<p>The target was substantially met, as 3 of the 4 components measuring the timeliness and reliability of TIS National (Translating and Interpreting Services) achieved their required benchmark.</p> <p>The target was substantially met as it was 7.32 percentage points below the benchmark.</p>

Supporting performance information

The TIS National supports the participation of refugees and vulnerable migrants in the Australian community by facilitating their equitable access to the information and services of government agencies, businesses and non-government organisations.

TIS National is a language service provided by the department for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients. As part of this, the department is responsible for delivery of the contact centre service, which facilitates interpreter service bookings, and the maintenance of the panel of accredited language interpreters available to deliver these services, including by phone, video and on-site.

In 2024–25, TIS National delivered the highest number of services in a financial year since 2015. Key strategies implemented by the department to maintain service levels included:

- enhancing and improving technical capabilities and identifying opportunities for efficiencies within business processes
- engaging with industry stakeholders to anticipate language demand and address interpreter shortages
- engaging major clients to improve communication and to mitigate external factors influencing wait times in the contact centre.

Notably, the broad increase in service demand featured a 10.4% increase in demand for immediate telephone services offered, in addition to seasonal fluctuations, such as dramatic increases in demand from financial and tax related government entities at the end of the financial year.

Furthermore, external language sector sustainability challenges had an impact on the ability of the services to meet interpreting request requirements and overall demand levels. During 2024–25, TIS National continued efforts to increase the number of language practitioners on the panel through the course of the year to address this, resulting in the appointment of 143 interpreters to the TIS panel. This had a positive impact on the target performance overall as more interpreters were available to provide services.

75. 'Immediate' refers to calls that were not pre-booked and made via TIS National's 24 hours phone interpreting service.

Priority: Multicultural affairs	
Key activity: Multicultural affairs engagement and grant delivery	
Measure: Community engagement and multicultural grants programs support government in responding to community needs.	SUBSTANTIALLY MET 93.69%

TARGET 41
100% of grant programs are delivered within budget and in a timely manner.

Performance rating	Performance against target	Justification for result
Unable to be Determined	Performance information for this target is not available.	The target was unable to be determined as existing reporting mechanisms to monitor and manage grants did not capture the data points required to assess performance against the target.

Supporting performance information

The department develops and delivers a range of grant programs that support the multicultural communities of Australia. The multicultural grants program addresses social cohesion; community languages; community events and programs; renovations and infrastructure, all of which support government responsiveness to community needs. These programs recognise and support multicultural communities, including how they contribute to Australia. The target measures the department's management of these grants in accordance with Commonwealth Grant Rules to deliver the expected services or products. The administered funding and number of grants which the department is required to deliver has increased significantly over the past few years, from \$13.5 million across 4 grants in 2022–23 to \$36.7 million across 17 grant programs in 2024–25 and is expected to continue to increase in future financial years. Of the \$36.7 million, the department delivered \$36.1 million (98.00%) funds.

In line with Department of Finance requirements, the department has a partnership arrangement with the Department of Social Services (DSS) Grants Hub (the Hub) to administer multicultural grants on the behalf of the department. This target captures grants delegated by the Multicultural Affairs Branch within the department, for which the department has administered funding for appropriation in the financial year. This can be by way of an ongoing (multi-year) appropriation, an announcement of funds as part of the budget process, or funds transferred from another appropriation.

Reporting against this target required the department to produce aggregated records which uniformly captured information on the delivery of key elements of the grant process (from design to execution) within a timely manner.⁷⁶ Further work by the department and with the Hub is required in 2025–26 to establish the data sets required to succinctly evidence the delivery of grants in a timely manner.

While the department was unable to establish additional reporting mechanisms to capture this information and generate the performance data specifically required for reporting against this target within 2024–25, the department continued to actively manage and monitor the delivery of grants throughout the reporting period.

The department continues to work closely with external stakeholders including DSS Grants Hub and service providers to minimise the likelihood of funds that will require movement from the appropriated financial year.

76. For the purposes of reporting against this target, grants are considered to have been delivered in a timely manner where responsible actions and processes are managed within regulatory (e.g. end of financial year), and all other agreed timeframes, for example, those documented in a Grant Round Management Plan (GRMP) signed by the department and Community Grants Hub, and/or in project change requests.

TARGET 42

80% of surveyed community stakeholders indicated that engagement with the Community Liaison Officer (CLO) Network has helped them feel supported and included in the Australian community.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025, of the sample group of 309 community stakeholders, 57 responded to the survey (18.45%).</p> <p>40 of the 57 respondents⁷⁷ (70.18%) indicated that their engagement with the Network helped them feel supported and 44 (77.19%) indicated that it helped them feel included in the Australian community.</p>	<p>The target was substantially met, as an average of 73.69% respondents indicated that engagement with the CLO Network helped them feel supported and included in the Australian community.</p> <p>The target was substantially met as it was 6.31 percentage points below the target of 80%.</p>

Supporting performance information

The CLO Network consists of 50 departmental CLOs in 5 regional Community Engagement Teams, located in New South Wales/Australian Capital Territory, Victoria/Tasmania, Queensland/Northern Territory, Western Australia and South Australia. CLOs build and maintain relationships with a wide range of cultural, ethnic and faith-based communities in Australia through regular engagement.

Between 1 July 2024 and 31 May 2025, the network engaged with 1,265 community stakeholders.

Community engagements are undertaken by CLOs in person, and by video conference, phone and email. Engagements may be one-on-one, with a small group from a single organisation or with multiple stakeholders or organisations at the same time. For the purposes of this survey, government stakeholders, duplicates, events and email engagements are not included.

The CLO Network contributed to positive outcomes that support multicultural communities by:

- proactively seeking to know and understand community stakeholders
- identifying barriers to participation and opportunities to strengthen social inclusion
- connecting community stakeholders with important information, services and each other
- enabling community voices to inform government policies, programs and actions
- supporting social cohesion outcomes
- responding to community feedback and concerns.

The department measured the CLO Network's performance against this target by conducting a survey over a 3-week period in June 2025, using a randomised sample of community stakeholders, distributed across all 5 regions.

The performance result is based on responses to the following 2 questions:

- How much have Community Liaison Officers helped you/your community to feel supported in the Australian community?
- How much have Community Liaison Officers helped you/your community to feel included in the Australian community?

Responses to the questions are in the form of a rating from one (lowest) to ten (highest). All survey responses with a score of 6 or above for these 2 questions were then counted as 'met'.

Throughout 2024–25, the conflict in the Middle East was a primary focus for the network, which frequently engaged with and provided support to affected communities. CLOs also provided support to communities impacted by the Bondi attack, Wakeley Church incident, the unrest in India and Pakistan, and a number of anti-semitic and Islamophobic incidents. CLOs proactively engaged with particular communities to elicit sentiment regarding the government response and their sense of belonging in Australia. Community sentiment has been used to inform decisions of government including during incident response.

77. The survey results were based on 57 responses, from 309 community stakeholders who received the survey, out of a total of 1,265 community stakeholders engaged during the period. Considering the number of survey responses received, the survey results may not be considered as representative of broader stakeholder views.

While this engagement was essential to addressing immediate community concerns, it has impacted the CLO Network's capacity to maintain consistent engagement across the full range of communities. The department is working to ensure the CLO Network has the support and capability required to deliver government objectives and respond to community needs going forward.

In addition, anecdotal feedback from community stakeholders through the program year described CLOs as 'approachable, supportive and responsive' and CLO engagement as a 'game changer', praising their impact on community cohesion. Stakeholders also indicated that when representatives of the Australian Government attended their community events, they 'feel looked after' and said recognition of their community strongly enhances their sense of belonging in Australia.

Priority: Social cohesion

Key activity: Social cohesion and democratic resilience coordination

Measure: Coordination, research and engagement contributes to a cohesive Australia and supports democratic resilience.	MET 100%
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TARGET 43

Deliver an overview and analysis of national social cohesion initiatives, in consultation with states and territories.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, an overview and analysis of national social cohesion initiatives, in consultation with states and territories, was delivered.	The target was met, as an overview and analysis of national social cohesion initiatives was delivered to the Minister for Home Affairs by 30 June 2025.

Supporting performance information

This target measures how the department promotes social cohesion through an innovative and resilience-based approach. This target was measured according to delivery of the overview and analysis of the stocktake to the Minister for Home Affairs by 30 June 2025.

It was important that a stocktake was conducted, as it identified the wide range of existing social cohesion initiatives underway across the Commonwealth, states and territories, and highlighted that while there was a large array of existing initiatives that support Australia's social cohesion, national coordination and leadership is required to bring coherence to the issue. The stocktake highlighted opportunities for greater investment and also acted as a connection point between the department and key stakeholders across government, with stakeholder relationships built and existing relationships improved following connection over the stocktake.

Between September 2024 and January 2025, the department conducted analysis and overview of national social cohesion initiatives in order to identify existing social cohesion activities across the Commonwealth and jurisdictions designed to maintain, strengthen or build social cohesion, while identifying gaps and opportunities. The method of analysis was to sort data provided by the Australian Government, state and territory governments on initiatives that fit within the provided Scanlon Foundation definition of social cohesion,⁷⁸ including an initiatives purpose, funding, and duration. The department then conducted further analysis to attach initiatives to up to 3 social cohesion drivers (in line with the Scanlon Foundation's definition of social cohesion).

Analysis and overview of national social cohesion initiatives identified more than 400 discrete initiatives exceeding \$4 billion over a 5-year period. The breadth and range of initiatives targeted a range of activities and community groups, including children, youth, women, families, First Nations peoples, multicultural communities, recent migrant, LGBTIQ+ and people with disability. Early analysis indicated that initiatives designed to address a sense of belonging ranked most highly, while those addressing economic inequality and economic inclusion were fewer. The analysis on the stocktake highlighted the need for a more consistent approach to defining what constitutes a social cohesion initiative, what social cohesion drivers these initiatives respond to, and where the gaps and opportunities for future investments exist. The stocktake while providing a rich data source was not uniform, which made the identifying gaps and opportunities problematic. The stocktake has achieved a better understanding of the diversity of needs nationally which will support future conversations with states and territories.

78. scanloninstitute.org.au/research/mapping-social-cohesion/what-is-social-cohesion

TARGET 44

70% of surveyed participants that attended public engagement on the Strengthening Australian democracy: a practical agenda of democratic resilience report indicated that they had an improved understanding of Australian democratic values and the factors that can influence democratic resilience.

Performance rating	Performance against target	Justification for result
Unable to be determined	<p>As at 30 June 2025, 36 members of the public invited to attend the public engagement on the <i>Strengthening Australian democracy: a practical agenda of democratic resilience</i> report were surveyed, with 3 valid responses⁷⁹ received (8.33%).</p> <p>2 of the 3 valid responses provided a positive response, either strongly agreeing or somewhat agreeing to the survey question.</p> <p>The remaining valid survey responses indicated that they somewhat disagreed with the survey question.</p>	<p>The target was unable to be determined.</p> <p>While 66.67% of the respondents indicated that they had an improved understanding of Australian democratic values and the factors that can influence democratic resilience, the survey results for this target are not considered statistically reliable.⁸⁰</p>

Supporting performance information

This target aims to contribute to the forward work plan of the department by measuring the impact of the Strengthening Democracy Taskforce Report on those who attended the events to inform the importance of this work within the department's new Office of Community Cohesion's remit.

Public engagement for the *Strengthening Australian Democracy: A Practical Agenda of Democratic Resilience* report (the Report) was conducted between 15 July 2024 and 3 July 2025 with participation from academia, government, and the cultural sector. These stakeholders and members of the public were invited to the public event to launch the Report along with invited members of the public.

Following the public event, a survey was distributed to those members of the public who attended the event. The performance result is based on responses to question 3: As a result of attending this event, I have an improved understanding of Australian democratic values and the factors that can influence democratic resilience.

The survey was sent via email. It aimed to assess the public's understanding of Australian democratic values and the factors that influence democratic resilience. However, delays in distributing the survey caused by restricted engagement during the pre-election period, affected the response rate and the timeliness of reporting.

Some justification for the results might be the result of the maturation of the program that is still in its infancy when compared to other priority areas of the department and government.

This result did however correlate with the research findings in the Report that suggested the present era of Australia's democracy as, one of stagnation, even decline. The Report also found that democracies globally are facing an alarming set of challenges including growing polarisation, citizen discontent and declining participation, challenges that can be addressed by the Australian Government's investment in democratic resilience. These sentiments were echoed by the Joint Standing Committee on Electoral Matters reiterated the importance of this work in its recommendations to the Australian Government to work to find opportunities to engage a wider community of diverse young people in leadership programs that build understanding of democracy and active citizenship. These findings reinforce the need for the Australian Government to continue to invest in efforts and initiatives that build democratic resilience.

In recognising the need to continue the foundational work of the strengthening Democracy Taskforce and the ongoing need for this function, the Department of Home Affairs established the Office of Community Cohesion to strengthen social cohesion and democratic resilience in Australia.

79. Seven responses were received however 4 of these did not respond to the question used to calculate the performance result and have therefore been classified as invalid for the purposes of reporting against Target 44.

80. Only 8.33% of the surveyed population responded to the relevant survey question to form the assessment of performance. This fell below the planned response rate of 70%, and performance results may not be reflective of the broader target population and are not considered statistically reliable. As a result the department has reported performance against this target as 'unable to be determined'.

TARGET 45

Establish an office within the department responsible for cross-cutting policy on community cohesion.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the department completed all planned milestones associated with the establishment of the Office of Community Cohesion (the Office). ⁸¹	The target was met, as 100% of planned activities to establish an office within the department responsible for cross-cutting policy on community cohesion were completed.

Supporting performance information

The Office is key to building a socially cohesive and democratically resilient Australia. This target measures how the department promotes social cohesion through policy leadership and establishment of a dedicated organisational function.

The Office as a structure within the department was established in 2024–25. The Office now has the authority to operate with a clear remit and will now focus on expanding its resourcing.

The Office provides leadership, advice and guidance for government and the broader Australian community on social cohesion arrangements and does this leading and coordinating initiatives and activities which respond to national social cohesion challenges.

The Office works with commonwealth agencies, states and territories, industry, civil society and communities to identify practical approaches to improve social cohesion, strengthen the cohesiveness of Australia's diverse, democratic society and promote better collaboration.

Priority: Immigration compliance and integrity

Key activity: Visa and migration system integrity

Measure: Regulation of Registered Migration Agents and implementation of migrant worker exploitation reforms supports the integrity of the visa and migration system.	NOT MET 83.02%
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TARGET 46

50% of all investigations (commenced after 1 July 2024) will be finalised within 180 days.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, 39 investigations were commenced since 1 July 2024.</p> <p>17 (43.59%) investigations remain on-hand and have not yet had their applicable 180-day processing timeframe lapse.</p> <p>Of the remaining 22 investigations (56.41%) in scope for this target:</p> <ul style="list-style-type: none">8 investigations were finalised within 180 days2 investigations were finalised, where finalisation exceeded the 180-day timeframe12 investigations were not finalised, within the 180-day timeframe.	<p>The target is not met, as 36.36% of investigations were completed within the 180-day timeframe.</p> <p>This missed the target of 50% by 13.64 percentage points.</p>

81. The Office for Community Cohesion was renamed as the Office for Social Cohesion on 17 July 2025.

TARGET 47

Reduce the legacy caseload of investigations into Registered Migration Agents by 50%.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, the legacy caseload for investigations into Registered Migration Agents was reduced to 112 investigations.</p> <p>This represents a reduction of 81 investigations from the initial 193 that were on hand as at 1 July 2024.</p>	<p>The target is not met, as the legacy caseload of investigations has been reduced by 41.97%.</p> <p>This missed the target of a 50% reduction by 8.03 percentage points.</p>

TARGET 48

75% of all early resolution matters will be finalised in 90 days.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, 60 early resolution matters had commenced since 1 July 2024. At the time of reporting, 13 matters remain on hand and have not yet had their applicable 90 days processing timeframe lapse.</p> <p>Of the remaining 47:</p> <ul style="list-style-type: none"> • 36 (76.60%) were finalised within 90 days • 6 (12.77%) were finalised, however their finalisation exceeded the 90 day timeframe • 5 (10.64%) were not finalised, within the 90 day timeframe. 	<p>The target was met, as 76.60% of early resolution matters were finalised within 90 days.</p> <p>This exceeded the target of 75% by 1.60 percentage points.</p>

TARGET 49

95% of all initial and repeat applications to become a Registered Migration Agent are assessed within eight weeks of lodgement.

Performance rating	Performance against target	Justification for result
Not met	<p>In 2024–25 there were a total of 5,439 initial and repeat applications to become a Registered Migration Agent</p> <p>As at 30 June 2025, 751 (13.81%) of these applications remain on-hand and are within the applicable processing timeframe.</p> <p>Of the remaining 4,688 (86.19%) applications:</p> <ul style="list-style-type: none"> • 2,636 were assessed within 8 weeks of lodgment • 1,854 have been assessed outside of the 8 weeks timeframe • 198 have exceeded the 8 weeks processing timeframe and are yet to be assessed. 	<p>The target is not met, as 56.23% of all initial and repeat applications to become a Registered Migration Agent were assessed within 8 weeks of lodgement.</p> <p>This missed the target of 95% by 38.77 percentage points.</p>

Supporting performance information

The Office of the Migration Agents Registration Authority (OMARA) regulates the registered migration agent (RMA) profession in Australia. OMARA protects consumers of immigration assistance provided by RMAs by only registering those people who meet specific qualification and character requirements, investigating complaints about RMAs, and taking disciplinary action where necessary.

Targets 46, 47 and 48 are effectiveness measures of the department's role as a regulator, demonstrating performance against one of its key functions under section 316 of the Migration Act, to investigate complaints in relation to the provision of immigration assistance by an RMA.

Target 46 was introduced in 2024–25 to measure the management of new complaints received during the reporting period and updates a previous measure which did not differentiate between the finalisation of new complaints and legacy complaints.

Complaints are submitted to OMARA via an online complaints portal. Subsequent to this, all allegations against the conduct of RMAs are assessed against a risk matrix,⁸² resulting in some matters proceeding to formal investigation. For the purposes of reporting, an investigation is considered to have been commenced upon allocation of the investigation to an OMARA Investigations Officer. Investigations may result in a disciplinary decision if the alleged conduct is proven to be in breach of the Code of Conduct for RMAs and/or if the agent is found to not be a person of integrity, or otherwise not a fit and proper person to give immigration assistance. An investigation may involve more than one allegation, referral or complaint.

Of the 10 investigations finalised under Target 46:

- 1 led to a barring decision
- 3 had a finding of 'No Breach' following investigation
- 2 were found to have insufficient evidence following all investigative actions being exhausted
- 4 had an outcome of Close and Hold—these four cases form part of a larger investigation into 10 RMAs.

A number of factors contributed the performance outcome of Targets 46 and 47, including:

- a further 171 complaints identified as in scope for Target 47, resulting in the total caseload increasing by 162.86% from 105 complaints to 276 complaints
- resources, including on-boarding new staff and loss of experienced staff impacted the ability of officers to meet KPIs for serious complaints.

The department issued 20 sanction decisions in 2024–25 which will protect future consumers from non-compliant RMAs and 19 of the 20 sanction decisions were from the Target 47 legacy caseload. This number represents a 100% increase in sanction decisions for 2024–25 from 2023–24.

Of the 112 investigations remaining within the Target 47 caseload, 18 investigations are active and 94 are awaiting allocation.

Table 13: Investigations outcomes 2024–25

	2024–25	2023–24
Sanction decisions	20	10
RMA's cancelled	8	3
RMA's suspended	6	3
RMA's cautioned	3	1
Former RMA's barred	3	3

Early resolution matters referred to in target 48 relate to allegations of misconduct that is unlikely to result in disciplinary action, but the allegations still require assessment and investigative activities. These matters usually involve conduct that may be the result of an honest mistake, isolated, opportunistic or reckless behaviour as opposed to pre-mediated, intentional, and/or systemic behaviour and where there is limited adverse impact on the client and/or visa programs.

82. Complaints that are finalised at triage as having no merit/no jurisdiction are not assessed against a risk matrix.

Of the 42 early resolution matters finalised as at 30 June 2025:

- 18 were finalised as addressed with agent
- 7 were finalised as insufficient evidence, following investigative actions
- 4 were finalised with a finding of no breach, following investigation
- 5 were finalised as no further action⁸³
- 6 were finalised with a Suspected Breach Notice
- 2 finalised no merit, following investigative actions.

To register as a migration agent a person must meet specific registration requirements including knowledge and character requirements. OMARA assesses applications for registration as a migration agent on an annual basis. OMARA will approve registration applications if applicants meet the specified requirements, as set out in the Migration Act, the *Migration Agent Regulations 1998* and other associated legislative instruments. The applications may be refused if the applicants do not meet the specific registration requirements. Applicants may withdraw their applications prior to a decision.

Of the 2,636 (56.23%) applications that were received and assessed during 2024–2025 within 8 weeks of lodgement:

- 2,631 applications were approved
- zero applications were refused
- 5 applications were withdrawn.

Of those assessed outside the target processing timeframe of within 8 weeks of lodgement:

- 1,841 were approved
- zero were refused
- 13 were withdrawn.

Factors contributing to the performance result included the set timeframe of 8 weeks did not account for procedural fairness processes or publication of initial applications as required under the Migration Act.

Procedural fairness in relation to a registration application occurs before a decision is made. This includes providing the applicant with an opportunity to provide further information under section 288B, or section 308 of the Migration Act. If the Authority is considering refusing a registration application under section 309 of the Migration Act, it must inform the applicant of that fact and the reasons for it and invite the applicant to make a further submission in support of his or her application. Requests for information under section 288B have a prescribed period of 28 days under Regulation 4A for response and submissions under section 309 are generally afforded 28 days in which to provide a response in accordance with administrative law principles.

Publication of an initial registration application also occurs before a decision is made as per section 288A of the Migration Act and Regulation 4 of the Migration Agents Regulations, which requires that all new registration applications are to be published for a continuous period of at least 30 days. The Authority cannot consider the application unless this requirement is met.

OMARA conducted a targeted exercise throughout the year that helped to reduce the number of on hand applications by 465 applications, which assisted in the increase in output of 22% over 2024–25. In addition, minor changes to processing requirements were implemented in 2024–25 to enhance efficiencies. These changes included updates to the online application form to more clearly identify mandatory documents, targeted communications to all RMAs to remind them to provide decision ready applications, and staff training to ensure consistency in decision making.

Applicants may withdraw their applications prior to a decision. More information regarding OMARA is available at Appendix G.

83. No further action cases include circumstances where the agent is deceased, where complaints are resolved with complainants and no findings are made about breaches of the Code, where RNAs cease to be registered and the allegations do not meet the threshold for potential barring investigation.

TARGET 50

80% of the endorsed package of reforms to address migrant workers exploitation are implemented in full by 30 June 2025.

Performance rating	Performance against target	Justification for result
Not Met	As at 30 June 2025, 5 of the 9 department-led initiatives in the endorsed package of reforms to address migrant worker exploitation were implemented.	<p>The target was not met, as 55.56% of department-led initiatives in the endorsed package of reforms to address migrant worker exploitation were implemented in full by 30 June 2025.</p> <p>This missed the target of 80% by 24.44 percentage points.</p>

Supporting performance information

The *Rapid Review into the Exploitation of Australia's Visa System* (the Nixon Review)⁸⁴ was established to complement work that is already being progressed by the Australian Government through the Migration Strategy implementation, to address migrant worker exploitation and identify proposals for both systemic reform and discrete measures to prevent, deter and sanction individuals who seek to abuse Australia's visa system to exploit vulnerable migrants.

The Nixon Review and the Migration Strategy identified key contributors for countering migrant worker exploitation including: Department of Home Affairs, Department of Education, Attorney-General's Department, Department of Employment and Workplace Relations, Australian Skills Quality Authority, and Tertiary Education Quality and Standards Agency.

In 2024–25 the department has completed the following initiatives:

- *Strengthening Employer Compliance Act 2024*—legislated reforms to strengthen employer compliance, including new criminal offences, increased penalties and new cancellation powers
- measures to improve workplace justice outcomes, including enhanced mobility provisions for certain sponsored workers and a pilot for legislated reporting protections
- stand down list for Australian Citizens or Permanent Resident employers found to have breached the Migration Act to be made public on the department's website
- pilot between the Department of Home Affairs and the Australian Tax Office to monitor payments through the Australian Tax system
- communications campaign to deter unmeritorious Protection Visa applications.

84. www.homeaffairs.gov.au/reports-and-publications/reviews-and-inquiries/departamental-reviews/rapid-review-exploitation-visa-system

In addition, throughout 2024–25, the department introduced the following measures to strengthen the legislative framework available under the Migration Act and Home Affairs' enforcement capabilities to address non-compliance with employer obligations, and address migration related barriers:

- 3 new criminal offences and associated civil penalty provisions to deter employers and others in the employment chain from misusing a person's migration status to exploit them in the workplace
- a power to prohibit employers engaged in serious, deliberate or repeated non-compliance from being able to employ additional temporary migrant workers for a period of time
- increased penalties for employer breaches under the Migration Act
- new compliance tools to empower the ABF to take a proportionate response to issues of non-compliance
- enhanced mobility provisions for temporary migrants under certain 'employer sponsored' programs
- the Strengthening Reporting Protections pilot, which enhances protection from visa cancellation in prescribed circumstances. The pilot addresses the fear that reporting exploitation or leaving an exploitative employer will result in visa cancellation.

These measures aim to prevent migrant worker exploitation, remove barriers that stop migrant workers from reporting and addressing workplace exploitation, and support employer compliance, while at the same time preserving the integrity of the Australian migration system and promoting a robust, fair and safe working environment for migrants.

The department was unable to deliver the following initiatives in full in 2024–25. Information and education activities to improve awareness, understanding and trust in the reforms included:

- public register of approved sponsors to enable monitoring and oversight
- establish proactive compliance capability within the OMARA
- advice to government on changes to RMA Code of Conduct.

It is anticipated that of these initiatives those not requiring legislative or regulatory change will be delivered in 2025–26.

Key activity: Visa cancellation and refusals

Measure: Character cancellation finalisations and Bridging Visa E application processing contributes to community safety and support those to stay lawfully in Australia.

NOT MET
75.00%

TARGET 51

Amended from 2024–25 Corporate Plan⁸⁵

The median Bridging Visa E (BVE) application processing time is five business days or less for online applications and nine business days or less for paper applications.

Performance rating	Performance against target	Justification for result
Not Met	As at 30 June 2025: ⁸⁶ <ul style="list-style-type: none">the median processing time for Bridging Visa E online applications was 8 business daysthe median processing time for Bridging Visa E paper applications was 8 business days.	The target is not met as, <ul style="list-style-type: none">the target for Bridging Visa E online applications was not met, with the median processing time exceeding the benchmark by 3 business daysthe target for Bridging Visa E paper applications was met, with the median processing time being less than the benchmark by one day.

Supporting performance information

The Status Resolution Program administers a range of programs to promote voluntary compliance with visa conditions, progress status resolution outcomes and protect the Australian community. Key focuses include achieving status resolution outcomes for non-citizens who do not hold a valid visa, ensuring that detention of non-citizens remains lawful and delivering these outcomes in the least amount of time possible. Granting Bridging E visas (subclass 050 and 051) (BVE) is one of the mechanisms used to achieve these outcomes⁸⁷.

A BVE lets non-citizens stay lawfully in Australia while making arrangements to leave, finalise their immigration matter or wait for an immigration decision.

BVE processing times cover the time from valid lodgement of the application until a decision is made (granted, withdrawn and refused). This includes time to request applicants to provide additional information to support the decision and the time it takes applicants to provide this information. In some BVE applications, the applicant will be interviewed.

Processing times reflect BVE applicants generally having protracted and complex immigration histories, which need to be considered holistically to ensure the integrity of the migration program is maintained. This requires careful engagement with applicants to understand their intentions, assessment of complex validity and eligibility criteria, consideration of the most appropriate grounds for grant based on the applicant's circumstances and consideration of which conditions must or should be imposed to best promote compliance with the BVE. Of 42,954 of Bridging Visa E online applications:

- 14,115 (32.86%) were processed within the target of 5 business days or less
- 1,941 of 3,397 (57.14%) of Bridging Visa E paper applications were processed within the target of 9 business days or less.

85. The target was originally published in the 2024–25 Corporate Plan as 'The median Bridging Visa E (BVE) application processing time is five business days or less for all online applications and nine business days or less for paper applications.' The department initially intended to exclude BVE applications that required third-party assessment as they were out of the program area's control and resolution could be protracted. However, the data required to identify and exclude these cases was not recorded in a reportable format. As the small the number of these cases is unlikely to have a material impact on the overall calculation of median processing times, all cases were included in the calculation for 2024–25.

86. This includes cases processed under regulation 2.25 of the Migration Regulations 1994 which do not require an application to be submitted. These cases account for approximately 110 (0.24%) of the total number of applications. These cannot be excluded due to system and process limitations however would not have a significant impact on the result.

87. During the 2024–25 reporting period, there were no BVE subclass 051 applications finalised.

The new National Allocation Model (NAM) contributed to reduced variance across states for BVE processing practices through the department’s Work Management system providing a seamless transfer of overflow cases from larger states to Status Resolution Officers (SROs) in other states without the need for manual selection. The introduction of the NAM coincided with other operational impacts that saw large numbers of experienced SROs moved to other teams in response to the NZYQ High Court decision. The reduction in experienced SROs and the subsequent onboarding and training of new staff diverted many remaining experienced SROs from BVE decision making. Additionally, the introduction of the model coincided with an increased focus on face-to-face interviews with person’s on a departure pathway.

The Status Resolution Program increased the number of face-to-face engagements through 2024–25, as part of a strategy to encourage non-citizens to depart where they have exhausted all avenues to remain in Australia. Engagement with BVE applicants, by phone or in-person, requires appointments to be scheduled with a reasonable notice period which is generally 7 days notice. This increased face-to-face engagement impacted processing timeframes in the reporting period.

The department has introduced efficiency improvements and systemisation to reduce the time it takes to finalise BVE applications, including decision-support tools and dedicated national team to process BVE applications. In addition, the Status Resolution program will continue to refine protocols for when face-to-face interviews should be held.

<div>TARGET 52</div> <div>The department delivers at least 28,400 character and cancellation considerations.</div>		
Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were 32,245 character and cancellation considerations delivered. ⁸⁸	<p>The target was met, as the department finalised 3,845 more considerations than required by the target (28,400).</p> <p>This is exceeded the target by 13.54 percentage points.</p>
Supporting performance information		

The character and visa cancellation programs directly contribute to the protection of the Australian community and maintains the integrity of, and public confidence in, the broader migration program through the effective application of visa cancellation and refusal treatments.

Character considerations

Character considerations under section 501 of the Migration Act⁸⁹ include visa cancellations, refusals and revocation⁹⁰ decisions (both adverse and non-adverse decisions).

A person’s visa must be mandatorily cancelled if they are serving a full-time term of imprisonment for an offence committed in Australia and they have, at any time, been sentenced to a period of imprisonment totalling 12 months or more, or have had a charge proven for, or have been found guilty of, a sexually based crime involving a child.

Other character cancellations and refusals are discretionary and can be made on a number of grounds. These include but are not limited to non-citizens who have a substantial criminal record, or who have been assessed as a security risk, or where there is a risk while they are in Australia that they would harass, molest, intimidate or stalk another person or vilify a segment of the Australian community or incite discord in the Australian community.

88. The total does not include voluntary general cancellations, as these are administrative in nature and therefore do not reflect performance against the character and cancellation program objectives.

89. [legend.border.gov.au/migration/2021-2024/2025-09-09-2025/policy/Pages/document00001/level%20100004/level%20100235.aspx?searchstring=%22s501%22#search-highlight-anchor](https://www.border.gov.au/migration/2021-2024/2025-09-09-2025/policy/Pages/document00001/level%20100004/level%20100235.aspx?searchstring=%22s501%22#search-highlight-anchor)

90. Consideration whether or not to revoke a mandatory visa cancellation.

General cancellations

The majority of considerations related to this target were general cancellations. Among other reasons, a visa may be cancelled using one of the general cancellations powers if a non-citizen provides incorrect information in order to enter Australia, or fails to abide by their visa conditions, or presents a significant risk to the community or has engaged in in criminal conduct.

The 32,245 character and cancellation considerations include:

- 29,382 adverse general cancellation considerations (predominantly sections 109, 116 and 128 of the Migration Act)
- 2,863 adverse and non-adverse section 501 of the Migration Act character considerations.

The higher than expected number of considerations is the result of a number of initiatives within the department including:

- an ongoing focus on student visa holders resulting in a higher number of cancellations of students who have provided fraudulent, false or misleading information in their application, or who did not genuinely come to Australia for the purpose of their visa, or who have not complied with the conditions of their visa; this has contributed to strengthening integrity in the international education sector
- continued efforts to prioritise cases set-aside by the Administrative Appeals Tribunal or Administrative Review for referral to the Minister for their consideration in the national interest
- ongoing efforts to identify and refuse visa applicants who do not meet the character test before they travel to Australia.

Key activity: Immigration compliance operations	
Measure: Immigration compliance advice, referrals and coordination contributes to community safety.	NOT MET 87.58%

TARGET 53
Amended from 2024–25 Corporate Plan⁹¹
100% of cases referred to the Community Protection Board (the Board) are reviewed by the Board within 90 days.

Performance rating	Performance against target	Justification for result
Not Met	As at 30 June 2025, there were 171 cases referred to the Community Protection Board for consideration. ⁹² At the time of reporting, ⁹³ 18 cases remain on hand and have not yet had their applicable 90 business day timeframe lapse.	The target was not met. Overall, 62.75% of cases were reviewed within 90 business days. This missed the 100% benchmark by 37.25 percentage points.

91. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as ‘100% of cases referred to the Community Protection Board (the Board) are scheduled for the Board’s consideration within 90 days’. The target has been updated to reflect that reporting against this target captures cases which have been considered and reviewed by the board, not just scheduled. This change was made during the reporting period to ensure performance against this target more directly represents the effectiveness of the department’s enablement of the Community Protection Board in their management of non-citizens who may pose a risk to the community.

92. During the reporting period a cohort of individuals were assessed as being no longer considered part of the NZYQ cohort for a number of reasons and therefore are not included in the reported results.

93. Data for 2024–25 was extracted on 15 July 2025 at 16:01. Reporting extracted on a subsequent date will produce variances due to the dynamic nature of referrals.

	<p>Of the remaining 153 cases:</p> <ul style="list-style-type: none"> • 96 cases had been reviewed by the Board within 90-business days of referral • 52 cases were reviewed by the Board, though the 90-business day timeframe had exceeded • 5 of the cases have not yet been reviewed by the Board and the allowed 90 business day timeframe has lapsed. 	
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TARGET 54

100% of individual recommendations are provided to a Bridging (Removal Pending) Visa delegate within 14 days of the Community Protection Board's deliberation, where a change in conditions has been suggested.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, all 242 individual recommendations were provided to a Bridging (Removal Pending) Visa delegate, within 14 calendar days of the Community Protection Board's deliberation, where a change in conditions was suggested.	The target was met, as 100% of individual recommendations were provided to the delegate within 14 calendar days.

Supporting performance information

The department contributes to the government's broader community safety frameworks by effectively managing those who do not comply with Australia's immigration laws.

In November 2023, the High Court judgement known as NZYQ found that unlawful non-citizens cannot continue to be kept in immigration detention for the purpose of their removal from Australia once there is no real prospect of their removal becoming practicable in the reasonably foreseeable future.

Individuals who are 'NZYQ-affected' are released from immigration detention on a Bridging Visa (Pending Removal) (BVR). Following NZYQ, the department established the Community Protection Board (the Board) to provide informed, impartial and evidence-based recommendations about the management of these individuals required to be released from detention, including individuals who are NZYQ affected, and any associated threats to community safety.

The Board is chaired by an ABF Assistant Commissioner and is comprises of eminent Australians from the fields of law enforcement, corrections, academia, mental health, clinical psychology and the community and multicultural sector — as well as senior representatives of the department. Recommendations from the Board assist the Minister or delegate to decide whether it is reasonably necessary to impose each or any of the discretionary visa conditions for the protection of any part of the Australian community.

Critical to their role, the Board balances individual considerations of a potential BVR recipient with potential risks they pose to the community. In making recommendations, the Board must have regard to all information about an individual the department makes lawfully available. The Board's consideration of cases is most effective once the BVR holder has been living in the community for several months, as this enables the Board to assess how the individual is settling into the community. The setting of the 90 business day for Target 53 processing time takes into account the time frames related to information collection by the department and observation of the individual in the community.

In 2024–25, all referred cases were considered and reviewed by the Board in accordance with the Board's Terms of Reference, however, achievement of the 90 business day timeframe was impacted by significant disruptions caused by unanticipated events outside of the department's control and for which there was no available mitigation including the deferral of the scheduled board meetings for July, October and November 2024 and the unanticipated increase in the referral caseload for consideration by the Board following the November 2024 decision of the High Court in *YBFZ v Minister for Immigration, Citizenship and Multicultural Affairs*.

Scheduled board meetings for July, October and November 2024 were deferred in anticipation of the Migration Amendment (Removal and Other Measures) Bill 2024 (ROM Bill) being passed, which would put beyond doubt the Board’s lawful acquisition and use of criminal information about an individual. The purpose of this bill was to provide legal certainty around various state and territory laws concerning the use and disclosure of criminal history information and therefore allow the Minister or an officer of the department to collect from a Commonwealth, state, or territory agency, information about a person’s criminal record, including information about spent convictions, however described. The ROM Bill further permits the use or disclosure of that information for the purposes of informing, directly or indirectly, the making of a decision under the Migration Act or the Migration Regulations.

Due to the unanticipated increase in the BVR caseload for consideration by the board following the November 2024 decision of the High Court in *YBFZ v Minister for Immigration, Citizenship and Multicultural Affairs*, it was necessary to re-grant all persons in the YBFZ cohort new BVRs in accordance with the new legislation and for these to be considered and reviewed by the Board to ensure conditions imposed under the new test were necessary, and adapted where appropriate. The Board convened in December 2024 to receive necessary briefings on the changes to legislation and how it impacted on BVR decision making. The Board re-convened at the next scheduled meeting in February 2025—and then ongoing—to assess cases using the new test. YBFZ cases are not classified as an ‘initial BVR’ and therefore not captured by the target, however the urgent requirement to process these significantly delayed the consideration and review of initial BVR cases. The review of all the YBFZ cases has now been finalised and only initial BVR cases are being reviewed by the Community Protection Board.

Efficiently providing the Board’s recommendations to a Bridging Visa R (BVR) decision-making delegate also contributes to community safety, as risks to the Australian community identified by the Board are actioned in a timely manner.

Separate to the mandatory BVR conditions, there are 4 additional conditions that can be placed on an individual’s visa based on their assessed risk to the Australian community. These conditions relate to:

- electronic monitoring
- reporting financial transaction/s totalling \$10,000 or more
- reporting debt/s of \$10,000 or more or bankruptcy
- specified curfew.

To inform their recommendations and possible changes in conditions, the Board considers information including but not limited to criminal offending, the circumstances of each offence, sentencing remarks, behaviour in prison and/or detention, immigration history, medical history including mental health, security information and any information provided by the individual.

TARGET 55
95% of Reports of Crime referred by the department through Operation AEGIS are accepted for further investigation or action by a partner agency.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, 273 of 283 Reports of Crime referred by the department through Operation AEGIS ⁹⁴ were accepted.	The target was met, as 96.47% of Reports of Crime referred by the department through Operation AEGIS were accepted for action by the partner agency (Australian Federal Police—AFP). This exceeded the target of 95% by 1.47 percentage points.

94. Data was extracted on 30 June 2025 at 19:23. The reported result captures reports of crime (ROCs) which had a confirmed AFP acceptance outcome (either accepted or rejected) at the time of reporting. Reporting extracted on a subsequent date will produce variances due to the dynamic nature of ROC submissions and acceptance by AFP.

Supporting performance information

Operation AEGIS is a joint operation between the department and the AFP, established after the High Court's NZYQ decision in November 2023, which led to the release of individuals from immigration detention into the community. Each released individual was placed on a Bridging (Removal Pending) (subclass 070) visa (BVR) with mandatory conditions applied, with 4 additional conditions that can be applied based on their assessed risk to the community. The operation focuses on enforcing these visa conditions and monitoring compliance for those released following the court ruling, thus forming a key part of the government's efforts to ensure community safety.

Where an individual has failed to comply with the conditions of their Bridging (Removal Pending) Visa (BVR), Operation AEGIS submits Reports of Crime (ROCs) to the AFP for further investigation into possible breaches of the Migration Act. ROCs are submitted by the department, to a centralised team in the AFP, who distribute ROCs to relevant regional AFP officers for investigation. While ROCs must be accepted by the AFP in order to open the case for further investigation, subsequent to this, based on information gathered during the investigation, the AFP may choose to update their handling of the ROC to 'rejected'. Rejection primarily occurs in cases where the AFP determines that there was a reasonable excuse available, therefore it is not in the public interest to progress the case further as a prosecution outcome is unlikely to be achieved.

This target reports on the percentage of ROCs that the AFP have confirmed as currently 'accepted' for further/ongoing investigation.

During the reporting period, the department and AFP agreed to introduce a formal process to allow supplementary information and documentation on an ROC to be systematically requested. The reported totals for ROCs referred by the department and ROCs accepted includes any 'supplementary ROCs' generated by the department where subsequent breaches allegedly occur on relation to an existing, ongoing matter.

To-date, ROCs have led to a range of enforcement activities, including 109 arrests, 13 cautions and 9 court attendance notices by the AFP. Ultimately, maintaining a ROC acceptance rate of at least 95% represents the effectiveness of Operation AEGIS to efficiently inform the AFP's investigative and enforcement activities and ensure individuals who breach their BVR conditions are made accountable through the justice system.

Key activity: Third-country resettlement

Measure: Ongoing engagement with third countries supports the settlement of transitory persons outside of Australia.

MET
98.72%

TARGET 56

Amended from 2024–25 PBS target⁹⁵

Reduce the transitory person caseload by 17%.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, from the starting population on 1 July 2024 of 983 transitory persons ⁹⁶ , 153 (15.72%) transitory persons achieved a permanent migration outcome and voluntarily departed Australia ⁹⁷ .	The target was met, as the transitory person population reduced through departures by 15.72%, and was within the target variance of 2.50 percentage points. ⁹⁸

95. The planned performance result in the 2024–25 PBS was 'Reduce the transitory person caseload by at least 17 per cent'.

96. During 2024–25, 10 transitory persons acquired citizenship through the application of law within the Migration Act. These individuals have not been considered in the calculation of the performance result, but are included in the starting population at 1 July 2024.

97. This target is reporting on the percentage reduction of the transitory person caseload against the starting population as at 1 July 2024. This target does not reflect any fluctuations in the caseload that occur during the reporting period. This varies from the public method for calculation which was originally published in the Department of Home Affairs 2024–25 Corporate Plan.

98. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

Supporting performance information

This target is an effectiveness measure of the department's implementation of the government's border protection policy that transitory persons do not have a settlement pathway in Australia and their migration status should be resolved through third country migration outcomes.

The transitory person caseload are eligible for third country resettlement and comprise unauthorised maritime arrivals (UMAs) on or after 19 July 2013 and before September 2023 who were taken to a regional processing country and subsequently brought to Australia for a temporary purpose and remain subject to regional processing arrangements, including any children born to those transitory persons whether born in a regional processing country or Australia.

Engagement in third country migration options remained steady over the 2024–25 financial year, with 150 individuals departing for resettlement and three individuals voluntarily departing for a third country. In addition, there are approximately 60 individuals having received a positive New Zealand resettlement outcome, but were yet to depart as at 30 June 2025.

Resolution of the caseload continues to be challenged by a desire by transitory persons to remain in Australia and views that policy will change allowing them to stay permanently.

Third country resettlement processes vary, depending on the third country. The department's control over the delivery of resettlement outcomes is limited. Resettlement approval sits exclusively with resettlement countries under their extant humanitarian program priorities and parameters. This means the department does not have any direct levers to achieve a resettlement outcome, and resettlement is voluntary meaning individuals approved for resettlement must choose to depart.

The department's efforts remain focused on encouraging transitory persons to engage in third country migration options. The Status Resolution Network and Status Resolution Support Services providers promote options, with supplementary support available to connect individuals and help them become 'settlement ready'. Additionally, supplementary settlement and mental health support focusing on upward mobility, including employment, education, health and mobility assistance, is available in New Zealand.

Key activity: Onshore detention

Measure: Effectively maintain a safe, secure and sustainable immigration detention network.

NOT MET
35.47%

TARGET 57

Amended from 2024–25 PBS target⁹⁹

The number of critical incidents per 1000 detainees in the immigration detention network remains comparable or decreases.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025 there was a rate of 59 critical incidents per 1,000 detainees.</p> <p>This represents an increase from 27.84 critical incidents per 1,000 detainees when compared to the same reporting period in 2023–24.</p>	<p>This target was not met, as critical incidents per 1,000 increased in 2024–25 by 31.16% incidents per 1,000 detainees, increasing by 111.93% in comparison to the same reporting period in 2023–24.</p>

99. The planned performance result in the 2024–25 PBS was 'The number of critical incidents per 1000 detainees in the immigration detention network is comparable or decreases'.

Supporting performance information

Over the reporting period a total of 4,475 individuals were detained within the Immigration Detention Network (IDN). The daily average¹⁰⁰ for the number of detainees held in detention was 983 detainees per day, with the number of detained with a criminal history being 88.55% as at 30 June 2025, thus adding a high degree of volatility and posing complex security and safety risks to the IDN. A correlation exists between incidents and the security profile of the detainee cohort and many factors play a role in the frequency of critical incidents, including effective administration and the performance of service providers.

The department has entered into 2, 5-year contracts for the Facility and Detainee Services Provider (FDSP) with Secure Journeys, and the Detention Health Service Provider (DHSP) with Healthcare Australia. Both new service providers have now transitioned-in across the IDN. Service providers are required under their contracts to align their practices with all relevant departmental policies. The department's Detention Incident Reporting Guideline defines all detention related incident categories and is required to be followed by service providers. The department and Secure Journeys continue to engage with and support detainees with behavioural issues, including through behaviour management plans, stakeholder meetings and closer supervision and engagement where necessary.

Sexual assault

Sexual assault critical incidents increased from 19 incidents in 2023–24 to 30 incidents during 2024–25, including 9 allegations of a sexual assault-nature, 8 instances of deliberate unwanted touching and kissing, one instance of indecent exposure and 12 instances of unwanted sexual remarks. This critical incident category also has an *undetermined* subset, whereby a detainee has made allegations that cannot be confirmed on face value but are treated with the upmost sensitivity by the department. With respect to police referrals, not all referrals made to police meet the criteria for investigation and not all alleged victims' consent to police referral. The department continues to engage with the current FDSP on safety and security matters (including in relation to sexual assaults).

Industrial action—no labour

Industrial action critical incidents increased from zero incidents in 2023–24 to 15 incidents in 2024–25, all of which were attributed to the transition of the FDSP contract and were related to industrial action undertaken by employees of the former FDSP during the contract transition period. To manage disruptions caused by industrial action, the department engaged immediately with the former FDSP to seek resolution to this matter and continues to engage with the current FDSP on staff matters, with no further industrial action incident recorded following the contract transition.

Escape

Escape critical incidents rose from 3 incidents in 2023–24 to 7 incidents in 2024–25. The 7 incidents were spread across Victoria, Queensland and New South Wales Immigration Detention Facilities. Of the 7 detainees who escaped, 2 were re-detained within a short period of time, while one was re-detained within days. As at 30 June 2025, 4 detainees have not yet been re-detained,¹⁰¹ the department takes active steps alongside its law enforcement partners to locate detainees that have escaped from immigration detention. Across both the department and law enforcement partners alert systems are in place should the detainee come to the attention of the department and/or law enforcement they can be apprehended and re-detained.

Abatements (financial penalties under the contract) were applied in relation to the incidents involving the former FDSP and the department continues to engage actively with the new FDSP to manage detainee escape risks moving forward.

Public health risk

Public health risks identified in the IDN increased from 4 in 2023–24 to 5 incidents in 2024–25. Incidents involved suspected infectious disease and required medical isolation of detainees. Once detainees were medically cleared, they were returned to general accommodation where their health continued to be monitored by the DHSP.

Riot

Riot critical incidents increased from zero in 2023–24 to one in 2024–25, with the incident occurring on 3 April 2025 within a Melbourne Immigration Detention Compound. During the incident, detainees obscured CCTV cameras, accessed the officers' station, and damaged Commonwealth property. In collaboration with Fire Victoria and the FDSP, all detainees were safely evacuated, the incident was resolved with no injuries sustained by detainees or staff, and good order to the facility restored to resume operations within a short period. The incident was reported immediately and referred by the department to Comcare and WorkSafe Victoria to ensure all federal and state/territory reporting obligations were complied with. On 24 June 2025, Comcare found the department appropriately met its regulatory obligations under work, health and safety legislation.

100. For the 2024–25 financial year, daily averages are based on data collected by centralised data teams on 247 days. This excluded all weekends and all ACT public holiday dates, except for 1 January 2025, and rare occasions where there were technical issues preventing data availability.

101. As at 23 September 2025, 2 of the 4 detainees had been re-detained.

TARGET 58

Maintain capacity to accommodate 1000 detainees in appropriate placements within immigration detention network facilities.¹⁰²

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the department was able to accommodate 1,000 detainees for 2024-25. ¹⁰³ This included 40 days (16.19%) where the detainee population exceeded 1,000, and all detainees were appropriately accommodated.	The target was met as the department maintained capacity to accommodate 1,000 detainees in appropriate placements within immigration detention network facilities. ¹⁰⁴

Supporting performance information

The department operates a network of immigration detention facilities funded to accommodate 1,000 detainees. The department is responsible for ensuring all are appropriately accommodated within the detention network to effectively maintain a safe, secure and sustainable Immigration Detention Network (IDN). Appropriate placements are determined by using the National Detention Placement Model (NDPM), which uses a risk-based approach to placements.

Over the reporting period there was an average of 983 detainees within the IDN.

The FDSP is responsible for the allocation of accommodation for detainees within each facility. They consult with the DHSP to sustain orderly operations in the facility. The FDSP's placement of detainees is undertaken in accordance with departmental policy and must take into consideration individual health, welfare, cultural, family and security related needs, the circumstances of each detainee and the broader immigration detention network.

Specific placement of a detainee within a facility is considered on an ongoing basis by the FDSP and DHSP prior to, during and post a detainee's arrival—with the detainee induction process being the most effective tool to identify any specific health and/or security concerns not previously identified. Facility-based stakeholders meet regularly to discuss detainee placement and individual management. Should stakeholders identify specific risks associated with proposed or current placements, the matter may be escalated to the relevant ABF facility Superintendent for consideration. Should the Superintendent determine placement in another region may more appropriately meet identified health and/or security needs, they may refer the matter to ABF National Placements for consideration. Superintendents may also propose detainee transfers where infrastructure or resourcing limitations impact IDF capacity and/or capability.

Detainee transfer referrals are carefully considered (in collaboration with relevant stakeholders) with all aspects of the detainee's placement taken into account, including their family and community supports. Depending on the identified health and/or security concerns, a range of options may be considered.

102. The target was originally published in the 2024–25 Corporate Plan as 'Maintain capacity to accommodate 1000 detainees in appropriate placements within immigration detention network facilities at all times.' While detention operations are continuous by nature, the data required to evidence the 'at all times' element of the target was not available.

103. For the 2024–25 financial year, reporting is based on data collected by centralised data teams on 247 days. This excluded all weekends and all ACT public holiday dates, except for 1 January 2025, and rare occasions where there were technical issues preventing data availability.

104. The pre-determined methodology for calculating the result only takes into consideration the ability to accommodate detainees and does not reflect the consideration of appropriate placement. The appropriate placements are explained further in the supporting performance information.

During 2024–25, to support the appropriate placement of detainees and to ensure the department maintained capacity across the IDN, 186 detainees transferred between immigration detention centres. The transfers occurred for the following reasons:

- <5 transgender detainees were transferred to a more suitable location in the IDN to accommodate their needs
- <5 detainees were transferred to be nearer to family
- 5 detainees were transferred to attend to in-person court matters
- 13 detainees were transferred as they were deemed vulnerable and unable to be accommodated at the nearest IDC
- 10 detainees were transferred to IDCs appropriate for their initial placement in the IDN
- 11 detainees were transferred for the safety and good order of the IDN
- 18 female detainees were transferred to suitable IDCs for ongoing placement
- 21 detainees were transferred as they were being accommodated in an alternative place of detention (APOD) that is not to be used for the long term placement of detainees
- 25 detainees were transferred as part of pre-positioning movements prior to their removal back to their countries of origin
- 76 detainees were transferred as part of rebalancing within the IDN.

The population held in detention is determined by circumstances that are largely outside of the department's control, with the majority of detainees consisting of visa cancellations under s501 of the Migration Act. The remainder of the detainee cohort across the reporting period includes visa overstayers and unauthorised arrivals into Australia (air arrivals, unauthorised maritime arrivals and illegal foreign fishers (IFFs))

During this reporting period, the IDN maintained sufficient capacity to accommodate 1,000 detainees. The following elements, however, continue to pose challenges in relation to detainee placement:

- Security profile of detainee cohort: As at 30 June 2025, 88.55% of the detainee cohort has a criminal history. An increased security profile places pressure on detention capacity—particularly when detainees cannot be colocated or security incidents reduce capacity at short notice—as well as detention capability—with upward pressure on resourcing requirements.
- Consistent influx of IFFs: While the department continues to effect removals as soon as practicable, this reporting period has seen a rise in IFF inflows.

TARGET 59
90% of high risk detention-related recommendations identified through internal and external scrutiny that were agreed by the department and due for completion prior to 30 June 2025 are completed.¹⁰⁵

Performance rating	Performance against target	Justification for result
Not met	During this reporting period, ¹⁰⁶ the department closed one (8.33%) of 12 recommendations which were due for closure on or before 30 June 2025. ¹⁰⁷ Of the remaining 11 (91.67%) high risk open recommendations, 9 (75%) have been actioned but closure was not finalised prior to 30 June 2025 and 2 (16.67%) were unable to be progressed due to the transition of the facilities and detainee services provider contract.	The target was not met, as one of the 12 high-risk detention related recommendations was closed. This missed the target of 90% by 81.67 percentage points.

105. The target was originally published in the *Department of Home Affairs 2024–25 Corporate Plan* as ‘90% of high risk detention-related recommendations identified through internal and external scrutiny, that were due for completion prior to 30 June 2025 are completed.’

106. Target reporting does not capture high risk detention-related recommendations identified through internal and external scrutiny due after 30 June 2025. These will be reported on from 2025–26.

107. In some instances, recommendations in relation to s29(2) of the Australian Human Rights Commission Act 1986 may be relevant to the broader operation of the immigration detention network. These have been omitted from 2024-25 performance reporting, however on assessment these reports did not contain any recommendations that would have been considered ‘high risk’.

Supporting performance information

Immigration detention is subject to regular internal and external review with internal assurance and external oversight processes in place to ensure the health, safety and wellbeing of detainees and staff is maintained. Assurance activities, including specific recommendations arising from those activities, enable the department to effectively manage risk and ensure continuous improvement within the operational environment. Risk treatments recommended might include changes to processes, updates to policies and procedures, clarification of expectations with service providers, contract changes, or improvements to governance arrangements and detention infrastructure.

This target reflects departmental progress against detention-related recommendations from all external scrutiny bodies that were agreed to by the department and assessed as high risk.

Recommendations agreed to by the department, but not assessed as high risk are not monitored through this performance target—but are subject to implementation, and remain monitored through business as usual activities. Similarly, recommendations relating to individual detainee cases are not reported on through this target, unless the recommendation relates to a systemic issue that requires consideration. In addition, there may be circumstances where the operating environment including legislative frameworks have changed by the time a recommendation is finalised by an external scrutiny body and provided to the department. In these situations, including where a recommendation has already been addressed ahead of the provision of the recommendation, the department does not report on implementation as part of this performance target.

The 2 high-risk open recommendations that have not progressed for closure are currently on hold awaiting outcomes relating to contract transition and the detention first line enhanced assurance model. At present the 2 new service providers Secure Journeys and Health Care Australia are in transition with a “base period” in place, during which the new service providers will develop and embed operating models and procedural instructions with approval through the department. During the base periods, the performance management frameworks do not apply, meaning there are no regimes of abatement or incentive applying to the service providers’ performance.

The base period for the 2 services providers is as follows:

- Secure Journeys - period of 3 calendar months starting at the completion of transition of the last immigration detention facility (Melbourne IDC) on 5 May 2025 and ending on 31 August 2025
- Health Care Australia—base period is for 6 months which commenced on 11 December 2024 and ended 30 June 2025.

OUTCOME 3

Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.

Table 14: Performance measures for Outcome 3

Activity	Performance measures
Border services	Delivery of facilitation and regulatory activities supports the movement of legitimate trade— Not met
	Delivery of facilitation and technology enhancements supports improved movement of people across Australia’s physical border — Met
Customs compliance and enforcement	Examinations, enforcement and compliance activities prevents prohibited goods crossing Australia’s border and contributes to revenue protection — Met
	Effective traveller intervention and enforcement activities supports the interdiction of travellers who pose a risk to the Australian community— Met
Border modernisation and regulatory advice	Delivery of program and reform activities supports trade and travel modernisation — Met
	Delivery of trade services, including advice to industry contributes to the trade and traveller experience— Not met
Civil maritime security capability	Maintain and sustain surveillance and response capability to counter civil maritime threats — Met
Support for Joint Agency Taskforce Operation Sovereign Borders	Deterrence messaging, engagement and operational activity contributes to the OSB mission— Met
Regional processing	International capability and engagement activities and contract management supports offshore regional processing — Not met

OUTCOME 3

Advance a prosperous and secure Australia through trade and travel facilitation and modernisation, and effective customs, immigration, maritime and enforcement activities across the border continuum.

Priority: Border management

Key activity: Border services

Measure: Delivery of facilitation and regulatory activities supports the movement of legitimate trade.

NOT MET
92.02%

TARGET 60

Average clearance rates for air cargo and sea cargo are maintained, compared to a rolling average of clearance rates over the five past financial years.

Performance rating	Performance against target	Justification for result																		
Met	<p>As at 30 June 2025:¹⁰⁸</p> <ul style="list-style-type: none">There was a total of 148,007,436 air cargo consignments. Of these: <p>Table 15: Air cargo consignments</p> <table><tr><th>Cleared within:</th><th>2024–25</th><th>Past 5-year average</th></tr><tr><td>24 hours</td><td>97.41%</td><td>95.53%</td></tr><tr><td>48 hours</td><td>98.95%</td><td>97.81%</td></tr></table> <ul style="list-style-type: none">There was a total of 7,026,005 sea cargo consignments. Of these: <p>Table 16: Sea cargo consignments</p> <table><tr><th>Cleared within:</th><th>2024–25</th><th>Past 5-year average</th></tr><tr><td>3 days</td><td>90.52%</td><td>89.85%</td></tr><tr><td>5 days</td><td>93.59%</td><td>92.94%</td></tr></table>	Cleared within:	2024–25	Past 5-year average	24 hours	97.41%	95.53%	48 hours	98.95%	97.81%	Cleared within:	2024–25	Past 5-year average	3 days	90.52%	89.85%	5 days	93.59%	92.94%	<p>The target was met as:</p> <ul style="list-style-type: none">the percentage of air cargo consignments cleared within 24 and 48 hours increased by 1.88 percentage points and 1.14 percentage points respectivelythe percentage of sea cargo consignments cleared within 3 and 5 days increased by 0.67 percentage points and 0.65 percentage points respectively. <p>This met the target as all clearance rate benchmarks (100%) were improved.</p>
Cleared within:	2024–25	Past 5-year average																		
24 hours	97.41%	95.53%																		
48 hours	98.95%	97.81%																		
Cleared within:	2024–25	Past 5-year average																		
3 days	90.52%	89.85%																		
5 days	93.59%	92.94%																		

Supporting performance information

Maintaining effective customs clearance processes enables the secure, legal, and efficient movement of legitimate goods by ensuring compliance, reducing delays and identifying illegal trade. This target represents the department's effectiveness in processing and clearing legitimate imports efficiently.

All cargo destined to enter Australia is subject to a risk assessment prior to clearance for entry in order to determine their legitimacy. Risk assessments can only be undertaken when full, correct and final information relating to the cargo is provided by the importer and cargo can only be cleared following the payment of any applicable taxes and duties. Provision of complete and accurate information and payment of taxes and duties by the importer ensures that cargo is risk assessed and cleared pre-arrival, unless an intervention by the ABF or other agencies is required to confirm the legitimacy of goods. Where clearance occurs post arrival, the ABF aims to ensure that legitimate goods are cleared quickly and with minimal delay.

108. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

External factors such as global economic conditions, geopolitical events and seasonal demands can cause short and long-term fluctuations in cargo volumes. A benchmark from the past 5 year rolling average levels out these year-to-year variations. Analysing performance (improvement or decline) against the benchmark provides evidence for the department to assess that measures and resources in place are suitable and sustainable or need improvement. In addition, the nature of consignments continues to shift. For 2024–25, the majority of imported goods coming into Australia via air cargo are valued at less than \$1000 and are reported as part of self-assessed clearance (SACs), which also supports faster clearance times.

The total volume of air cargo and sea cargo continues to grow, a summary of the short and long-term growth versus previous reporting periods is in Table 17:

Table 17: Air and sea cargo consignment volumes

Cargo	Consignment volumes				
	2024–25	2023–24	Growth since 2023–24	2019–20	Growth since 2019–20
Air	148,007,436	119,274,995	24.09%	56,003,613	164.28%
Sea	7,026,005	5,700,604	23.25%	4,444,973	58.07%

The total volumes of cargo discharged at Australian air and sea ports in 2024–25 continues to increase compared to 2023–24, with the majority of air cargo (>88%) and the majority of sea cargo (>92%) arriving into New South Wales, Queensland and Victoria. This places increased pressure on Cargo and Container Terminal Operators within those regions and the department to screen and examine cargo.

The increase in cargo volumes, while not expected to impact cargo clearance rates, is placing increasing pressure on the systems that facilitate automated clearance and risk assessments. To support the continued sustainment of the Integrated Cargo System (ICS), the ICS Resilience Capital Investment Program (CIP) provides a funding mechanism to focus on delivering prioritised business driven enhancements to ICS on a case-by-case basis.

TARGET 61		
Amended from 2024–25 PBS target ¹⁰⁹		
100% of Australian Trusted Traders (ATTs) who fail a compliance activity have remediation action initiated within 30 days.		
Performance rating	Performance against target	Justification for result
Substantially met	<p>A total of 870 ATTs were subject to a compliance activity during 2024–25, of which 183 (21.03%) failed the compliance activity.</p> <p>Of the ATTs who failed the compliance activity:</p> <ul style="list-style-type: none">171 (93.44%) had a remediation action initiated within 30 days12 (6.56%) had a remediation action initiated outside the 30-day benchmark.	<p>The target was substantially met, as 93.44% of Australian Trusted Traders who failed a compliance activity had remediation action initiated within 30 days.</p> <p>The target was substantially met as it was 6.56 percentage points below the target of 100%.</p>

109. The planned performance result in the 2024–25 PBS was ‘100 per cent of Australian Trusted Traders (ATTs) subject to assurance processes either pass, or are subject to a compliance activity’, this applies to Target 61 and 62.

TARGET 62

Amended from 2024–25 PBS target

100% of ATTs who do not successfully complete a remediation action either successfully implement a formal Improvement Plan or termination of the ATT Legal Agreement is commenced.

Performance rating	Performance against target	Justification for result
Not met	<p>As of 30 June 2025, 47 of 183 ATTs did not successfully complete remediation action (refer to Target 61). Of these:</p> <ul style="list-style-type: none">• 24 ATTs (51.06%) successfully resolved their compliance issues without needing a formal improvement plan. <p>Of the 23 that required an improvement plan:</p> <ul style="list-style-type: none">• 1 (4.35%) ATT voluntarily initiated termination of the ATT Legal Agreement• 9 (39.13%) ATTs successfully implemented formal Improvement Plans• 9 (39.13%) ATTs did not successfully implement formal Improvement Plans and had termination of the ATT Legal Agreement commenced• 1 (4.35%) ATT did not successfully implement formal Improvement Plans however did not have termination of the ATT Legal Agreement commenced• 2 (8.70%) assessments of ATT implementation of their formal Improvement Plan remained ongoing• 1 (4.35%) ATT was not issued a formal Improvement Plan.	<p>The target is not met, as 82.61% of ATTs who did not successfully complete a remediation action either successfully implemented a formal Improvement Plan or termination of the ATT Legal Agreement was commenced.</p> <p>This missed the target of 100% by 17.39 percentage points.</p>

Supporting performance information

The ATT program recognises businesses with secure supply chains and compliant trade practices by streamlining customs processes, facilitating faster cargo movement, and prioritising treatment at the border for legitimate trade, resulting in quicker access to markets. Access to the economic and international market benefits for businesses accredited as part of the ATT program requires these companies to adhere to higher standards of scrutiny. Accreditation into the ATT program demonstrates that an entity has a secure and compliant international supply chain and meets World Customs Organization (WCO) standards for supply chain security.

The ATT program is supported by an ongoing, robust compliance assessment regime. To ensure accredited ATT program members maintain the appropriate standards, the ABF compliance and remediation activities certify that ATTs maintain ongoing adherence with the Customs Act, *Customs (Australian Trusted Trader Program) Rule 2025*, and the ATT Legal Agreement.

The number of ATTs fluctuate throughout the year due to some legal agreements being terminated and new businesses being on boarded into the program. Considering these fluctuations throughout the year, there were 865 accredited ATTs as at 30 June 2025. During 2024–25, there were 870 ATTs subject to compliance activities.

The compliance activities comprised 867 annual declarations¹¹⁰ and 285 corrective actions,¹¹¹ with some ATTs subject to both compliance activity types during the reporting period. Through this process, 117 ATTs were identified as being non-compliant by not completing annual declaration obligations, with additional non-compliances also identified at the border transactional level (e.g. delivery of cargo without authority or export permit breach).

110. An 'annual declaration' is a formal statement submitted by an ATT to the ABF each year, confirming that the business continues to meet the qualification criteria of the *Customs (Australian Trusted Trader Program) Rule 2025*, and any additional conditions specified by the delegate of the ATT Program.

111. A 'corrective action' is an activity undertaken by ABF in response to non-compliance with ABF and ATT requirements under the *Customs (Australian Trusted Trader Program) Rule 2025*.

Non-compliant ATTs are subject to remediation action to ensure they maintain a satisfactory level of international supply security and trade compliance and prevent similar issues from occurring again. Remediation actions seek a response and/or evidence from an ATT of the steps they have taken and controls they have implemented to address a non-compliance event. The department's ability to manage these in a timely manner is reflected in the performance results for Target 61.

Where remediation actions are not successfully completed by the ATT, the non-compliance is assessed to determine its suitability for a formal Improvement Plan.¹¹² In the meantime, if the non-compliance is or has been proactively resolved, a formal Improvement Plan will not be established. The department provides opportunities for ATTs to proactively resolve non-compliances in a range of ways, including phone call follow ups with the ATT, or leveraging scheduled operational activity, such as revalidation visits. The timeframe for returning an ATT to a status of compliance through such proactive measures is difficult to quantify as these are implemented agilely.

Where non-compliances cannot be proactively resolved, the department issues a formal Improvement Plan. Formal Improvement Plans stipulate subjective requirements that an ATT must achieve within a prescribed timeframe in order to return to a status of 'compliant'. It is expected that an ATT sustains the improvements they implement to achieve long term compliance outcomes.

Where an ATT is assessed to have not successfully implemented their formal Improvement Plan, a Notice of Intention to Consider Termination of Trusted Trader Agreement (Notice) is issued. As at 30 June 2025, the department was unable to issue a Notice on one occasion, due to the granting of an extension while awaiting the provision of financial information to support the compliance assessment.

Measure: Delivery of facilitation and technology enhancements supports improved movement of people across Australia's physical border.	MET 100%
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TARGET 63
Amended from 2024–25 PBS target¹¹³
Average clearance time for all air travellers is maintained or improved, compared to a rolling average clearance time over two past financial years.

Performance rating	Performance against target	Justification for result																	
Met	<div>As at 30 June 2025,¹¹⁴</div> <div>Table 18: Average clearance time for air travellers</div> <table><tr><th rowspan="2"></th><th colspan="2">Average clearance time (seconds)</th></tr><tr><th>2024–25</th><th>Past 2-year average</th></tr><tr><td>Air travellers</td><td></td><td></td></tr><tr><td>In-bound</td><td>72.71</td><td>72.85</td></tr><tr><td>Out-bound</td><td>39.10</td><td>41.86</td></tr><tr><td>Overall</td><td>55.90</td><td>57.35</td></tr></table>		Average clearance time (seconds)		2024–25	Past 2-year average	Air travellers			In-bound	72.71	72.85	Out-bound	39.10	41.86	Overall	55.90	57.35	<div>The target was met, as the average clearance time for all air travellers decreased from the rolling average over the past 2 financial years.</div> <div>This met the target as all clearance times (100%) improved.</div>
	Average clearance time (seconds)																		
	2024–25	Past 2-year average																	
Air travellers																			
In-bound	72.71	72.85																	
Out-bound	39.10	41.86																	
Overall	55.90	57.35																	

112. The performance results for Target 62 do not count the actions and time taken by the department to return ATTs back to a state of compliance which do not reach the threshold for establishing a formal improvement plan.

113. The planned performance result in the 2024–25 PBS was 'Average clearance time for travellers, and clearance rate for air cargo and sea cargo is maintained or improved'.

114. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

TARGET 64

Percentage of eligible air travellers processed through the border using SmartGate technology remains consistent with the previous financial year.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025,¹¹⁵ there were 45,390,834 total air travellers, with 36,006,730 eligible for proceeding through the border using SmartGate technology (79.33%).</p> <p>Of those eligible, 27,654,177 (76.80%) were processed through the border using SmartGate technology.</p>	<p>This target was met, as the percentage of eligible air travellers processed through the border using SmartGate technology increased to 76.80% compared to 74.90% in 2023–24.</p> <p>This exceeded the previous year benchmark by 1.90 percentage points.</p>

Supporting performance information

As global travel continues to rebound, maintaining or improving traveller facilitation at Australia's international airports is important for strategic, economic, reputational and operational outcomes. These targets measure the department's effectiveness in processing and clearing legitimate travellers and proactive improvement of the border systems and technology that facilitates this.

Clearance through Australia's border involves many steps for travellers, such as presenting complete set of entry or departure documents, declaration of goods brought into Australia and, if required, participation in biosecurity checks of people and luggage. To facilitate this, the department is responsible for the travellers' clearance through the automated SmartGates or at a primary line by an ABF officer. Target 63 captures the time it takes for a traveller to pass through the SmartGate or be processed through the system at a primary line. It does not include the time spent at the airport or in queues prior to immigration clearance, baggage collection or customs clearance.¹¹⁶

External factors such as global economic conditions, geopolitical shifts, travel restrictions and health concerns, natural disasters and seasonal impacts can cause fluctuations in the inbound and outbound traveller numbers across Australia's border. Following the disruption to tourism and travel during the COVID-19 period, traveller numbers have increased continually since 2022–23 and reached pre-pandemic levels in the first half of 2024. Previously, a 5-year moving average was used to smooth-out extreme variations in data for air traveller clearance times during the COVID-19 period.

Increases in passenger volumes have placed pressure on clearance times, with 2024–25 inbound traveller numbers increasing by 8.34% and outbound by 9.10%, compared to 2023–24. Infrastructure works of various size across international airports have also impacted processing times, though these short term disruptions are aimed at leading to efficiencies in future years. This pressure has been offset by technology enhancement initiatives to support traveller facilitation, including the Increased SmartGate Usage (ISGU) project which has a significant focus on improving incoming travellers' experience.

In 2023–24 new Generation 3 (Gen 3) SmartGates were rolled out at all airports providing a more stable and robust system. Additional system performances to arrivals were introduced in November 2024 and June 2025 and these, along with the recent reduction of age to 7+ for all travellers and the trialling of new ePassports through the ISGU Project, have collectively seen an improved overall SmartGate usage by the eligible traveller population.

During 2024–25, in addition to the processing of the air travellers, there were a total of 994,457 maritime travellers (excluding the crew) processed at designated Australian maritime ports from various vessel types including international cruise ships (direct arrivals and Round Trip Cruises), merchant/commercial vessels, and small crafts.

115. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

116. Any clearance that takes more than 3 minutes (5 minutes for groups at the primary lines), or where an alert or referral is triggered, are excluded from the calculation of the average times.

Table 19: Maritime passenger volumes

	RTC passengers	Direct arrivals and direct departures	Small craft passengers
Arrivals	308,627	172,635	5,049
Departures	326,632	176,629	4,885
Total	635,259	349,264	9,934

Key activity: Customs compliance and enforcement

Measure: Examinations, enforcement and compliance activities prevents prohibited goods crossing Australia’s border and contributes to revenue protection.

MET
99.51%

TARGET 65

Amended from 2024–25 PBS target¹¹⁷

Percentage of air and sea cargo examined by ABF officers that leads to an enforcement result remains consistent with previous financial year.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025,¹¹⁸ a total of 101,921 air and sea cargo consignments were physically examined by ABF officers of which 21,327 (20.93%) led to enforcement results. This included:</p> <ul style="list-style-type: none">85,252 air cargo consignments, of which 18,975 (22.26%) led to enforcement results, representing a decrease compared to the previous financial year result of 23.65%¹¹⁹16,669 sea cargo consignments, of which 2,352 (14.11%) led to enforcement results, representing a decrease compared to the previous financial year result of 15.02%.	<p>This target was met, as 20.93% of examinations of air and sea cargo consignments led to an enforcement result.</p> <p>This target was met as it was 1.47 percentage points off the previous year benchmark and within the target variance of 2.50 percentage points.¹²⁰</p>

117. The planned performance result in the 2024–25 PBS was ‘Average clearance time for travellers, and clearance rate for air cargo and sea cargo is maintained or improved’.

118. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

119. Data was extracted on 2 July 2025 at 15:18. This varies from data previously extracted for inclusion in the 2023–24 *Annual Report* under the equivalent target (Target 37) due to results received and finalised in the system after the reporting period. The potential for variance was noted in that report.

120. Measures and targets have been assessed as ‘met’ where reported performance varied by less than 2.50 percentage points from the benchmark. Please see ‘Performance ratings’ on page 21 of this report.

TARGET 66

Maintain the number of sea cargo inspections and examinations and air cargo examinations nationally.

Performance rating	Performance against target	Justification for result																								
Met	<p>As at 30 June 2025,¹²¹</p> <p>a. Air cargo examinations included:</p> <p>Table 20: Air cargo examined</p> <table><tr><th>Air Cargo</th><th>Examined 2024–25</th><th>Examined 2023–24</th><th>Variance</th></tr><tr><td>Total</td><td>85,252 consignments</td><td>75,765 consignments</td><td>+9,487 consignments</td></tr></table> <p>b. Sea cargo examinations included:</p> <p>Table 21: Sea cargo inspected</p> <table><tr><th>Sea Cargo</th><th>Inspected 2024–25</th><th>Inspected 2023–24</th><th>Variance</th></tr><tr><td>Total</td><td>27,068 consignments (42,678 TEU)</td><td>25,721 consignments (39,988 TEU)</td><td>+1,347 consignments (+2,690 TEU)</td></tr></table> <p>TEU: Twenty-foot Equivalent Unit</p> <p>Table 22: Sea cargo examined</p> <table><tr><th>Sea Cargo</th><th>Examined 2024–25</th><th>Examined 2023–24</th><th>Variance</th></tr><tr><td>Total</td><td>16,669 consignments</td><td>12,891 consignments</td><td>+3,778 consignments</td></tr></table>	Air Cargo	Examined 2024–25	Examined 2023–24	Variance	Total	85,252 consignments	75,765 consignments	+9,487 consignments	Sea Cargo	Inspected 2024–25	Inspected 2023–24	Variance	Total	27,068 consignments (42,678 TEU)	25,721 consignments (39,988 TEU)	+1,347 consignments (+2,690 TEU)	Sea Cargo	Examined 2024–25	Examined 2023–24	Variance	Total	16,669 consignments	12,891 consignments	+3,778 consignments	<p>The target was met, as</p> <ul style="list-style-type: none">the number of air cargo consignments examined increased compared to 2023–24the number of sea cargo consignments examined and inspected increased compared to 2023–24. <p>This met the target as both (100%) improved on the previous year benchmark.</p>
Air Cargo	Examined 2024–25	Examined 2023–24	Variance																							
Total	85,252 consignments	75,765 consignments	+9,487 consignments																							
Sea Cargo	Inspected 2024–25	Inspected 2023–24	Variance																							
Total	27,068 consignments (42,678 TEU)	25,721 consignments (39,988 TEU)	+1,347 consignments (+2,690 TEU)																							
Sea Cargo	Examined 2024–25	Examined 2023–24	Variance																							
Total	16,669 consignments	12,891 consignments	+3,778 consignments																							

Supporting performance information

Inspection and examination of cargo is an important element of the department's multi-layered approach to preventing prohibited goods crossing Australia's border and also contribute to revenue protection. To achieve this the department uses a risk-based approach encompassing intelligence, and technology assisted detection methods to select cargo for inspection/examination. The target measures the effectiveness of the department in maintaining the number of sea cargo inspections and sea and air cargo examinations as well as the effectiveness of the department in identifying and detecting goods that contain border risks. Reducing community harm and promoting safety is a priority for the department and is a joint effort between Commonwealth enforcement agencies and state entities.

With increased cargo volume, the department has increased targeted inspections and examinations and was able to maintain enforcement results, with only a minor decrease, compared to last financial year. As a result of these inspections and examinations, the department continues to target and detect illicit goods at a high rate in both sea and air cargo, with over 1 in 5 examinations resulting in an enforcement result.

121. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

Cargo examination and detection as well as detection rates can be impacted by many factors including:

- disruptions to container terminal operators
- disruptions to Container Examination Facilities (including commercial logistics contractors providing support and enabling services)
- variations in commercial shipping arrangements
- trade flows into Australia
- increased industry reporting compliance, Border Watch and offshore referrals from international partner border agencies
- changes in criminal methodologies, such as the use of advanced technologies in exploitation of legitimate systems.

In 2024–25, the department maintained strong enforcement results across both the air and sea cargo streams. In the maritime cargo sector, inspections rose by 5.24%, while examinations increased significantly by 29.31%. In the air cargo sector, examinations also rose by 12.52%. These increases reflect the department's continued efforts to detect and disrupt the movement of illicit goods into Australia.

A Twenty-Foot Equivalent Unit (TEU) is an international standard unit of volume, based on a 20-foot shipping container. It is used to measure cargo volume in the transport industry. Providing TEU numbers for examinations and inspections allows for like-to-like comparison between reporting periods.

Given the growing volume of goods and recipients, some inspections have been recorded at an aggregate level—meaning multiple findings in a single consignment are recorded as one—to manage the operational workload effectively.

A key element of the department's approach is the use of Non-Intrusive Inspection (NII) technology, which forms part of a multi-layered intervention strategy. NII systems use advanced imaging, including high-energy X-rays and gamma-ray scanners, to examine sea containers and air cargo without physically opening them. This technology allows officers to efficiently detect hidden contraband while ensuring that legitimate trade continues to move smoothly and with minimal disruption. The department remains committed to investing in and modernising its NII capability. In 2024–25, this included upgrades and replacement of critical scanning equipment to ensure the agency remains equipped to respond to evolving threats at the border.

To strengthen border controls, the Australian Government announced a \$188.5 million investment in January 2024 over 4 years to combat illicit tobacco and vaping products. An additional \$7 million was provided in March 2025 to further support screening and detection efforts at the border. Throughout 2024–25, in both air and sea cargo, there has been a significant increase in the weight/volume of these high-priority items being detected.

TARGET 67

Amended from 2024–25 PBS target¹²²

The annual revenue leakage result is less than 5% of total import value.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025 the total Customs duty reported was \$11.968 billion. The population for Customs duty subject to the Compliance Monitoring Program (CMP) was \$2.014 billion (16.83%).</p> <p>The outcome of the CMP indicates the point estimate of revenue leakage is an understatement of \$39.2 million.¹²³</p>	<p>The target was met, as revenue leakage estimate was 1.95%.</p> <p>This was within the benchmark of less than 5%.</p>

Supporting performance information

A key priority for the ABF is enhancing its trade compliance activities to foster economic prosperity, maintain the security of the supply chain, disrupt unlawful trade-related activities and reduce the economic impact of revenue leakage and evasion. Areas of focus within these activities involve engaging and educating industry to encourage voluntary compliance, coupled with increased compliance monitoring and appropriate follow up action where necessary.

The CMP assists in assuring overall industry compliance with customs related law, and provides a statistically valid estimate of revenue leakage during the import declaration process for Customs Value of Goods (CVAL), Customs Duty (Duty) and the Goods and Services Tax (GST). This is achieved through the assessment of a random stratified sample of 6,000 import lines minimum each financial year.

Developed in 2009, the design of the CMP operates by sampling import declaration lines from Full Import Declarations (FIDs) and conducting real-time audits of the selected lines. CMP assessments are determined by profile matches operating within the Integrated Cargo System (ICS). CMP profiles are reviewed annually to ensure they are representative of the import population. The net estimates of revenue leakage are determined by an analysis of misstatements (both over and under) on import declaration lines in the CMP sample. Positive figures and percentages represent an overall overpayment, whereas negative figures and percentages represent an overall underpayment (leakage). It is reasonable to recognise revenue based on the amounts declared on import declarations. In the event of an overpayment, the amount paid still meets the recognition criteria as revenue until such point as an importer lodges a revised declaration and seeks a refund.

The table below presents the net estimates of revenue leakage for CVAL, Duty and GST, and their percentage compared to total CVAL, total Duty and total GST.

Table 23: Revenue leakage for CVAL, Duty and GST

Category	Population (\$ million)	Estimated revenue leakage	
		(\$ million)	Against category population (%)
CVAL	\$457,956	-\$69.3	-0.29
Duty	\$2,014	-\$39.2	-13.76
GST	\$41,224	-\$121.4	-0.82

122. The planned performance result in the 2024–25 PBS was 'The ABF employs effective processes to reduce revenue evasion'.

123. The net estimates of revenue leakage are determined from an analysis of misstatements (both over and under) on import declaration lines. Positive figures and percentages represent an overall overpayment, whereas negative figures and percentages represent an overall underpayment (leakage). The point estimate of revenue leakage is based on a 95% confidence interval range between an understatement (leakage) of \$277.13 million and overpayments of \$198.98 million.

The CMP provides a statistically valid estimate of potential misstatement within a 95% confidence interval. The planned sample size for 2024–25 was for approximately 6,000 import declaration lines, as per the CEBRA sample design. The size of the actual sample for 2024–25 was 6,434 import declaration lines, drawn from the total of 15,198,355 import lines.¹²⁴ Customs duty is the largest single item reported in the department's financial statements and represents 66% of total administered revenue and is the basis for reporting against this target, noting:

- GST is collected by the department on behalf of the Australian Taxation Office, who include GST-related revenue results in their own annual reporting products
- CVAL itself is not considered revenue, but is captured in the CMP considering it is the basis for calculating duties and taxes.

Due to the large volume of transactions, 100% customs duty compliance is neither practicable nor feasible to achieve. As an overt activity, the CMP serves as an effective preventive and detective measure in relation to the department's compliance framework, which discourages industry from non-compliant actions. In addition to providing insight into revenue leakage, data obtained through CMP is used to educate and inform industry regarding identified and emerging compliance matters. This education is primarily shared through the *Goods Compliance Update*¹²⁵ publication.

- It is important to note that the CMP represents a subset of import lines and excludes the following categories:
- imports of Excise Equivalent Goods (EEGs) as there are alternative procedures to evaluate these imports
 - all import lines with a line value CVAL less than or equal to \$1,000 as there are alternative procedures to evaluate these imports
 - imports that are not required to be cleared on a FID
 - Nature 20 warehouse declarations (i.e. goods warehoused and not released into domestic consumption).

The CMP is one of multiple compliance and risk-management measures undertaken by the department to oversee compliance and mitigate revenue risk. These other activities span pre-arrival, at border and post-arrival and may be conducted in collaboration with other government agencies to ensure a comprehensive oversight.

- In 2024–25, this included:
- 56,483 Pre Clearance Interventions (PCI), where risk-based assessments are conducted on targeted consignments at the border, through which 20,420 errors were detected
 - 152 Post Transaction Verifications (PTV), undertaken as retrospective audits of selected import cases which provides assurance on the accuracy of declaration, through which 137 errors were detected
 - 1,849 verifications of refund claims, ensuring that revenue is not lost through non-compliant refunds or incorrect calculations after clearance, through which 635 errors were detected.

Together, these activities operate alongside CMP to provide both preventive and corrective oversight, reinforcing the department's ability to detect non-compliance, mitigate revenue leakage, and uphold the integrity of Australia's trade and border systems.

Measure: Effective traveller intervention and enforcement activities supports the interdiction of travellers who pose a risk to the Australian community.	MET 100%
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TARGET 68
Percentage of air traveller interventions that led to an enforcement result improves or remains consistent with the rolling average over 3 past financial years.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, there were a total of 266,469 air traveller interventions, of which 81,349 had an outcome of enforcement results. ¹²⁶ This equated to a 30.53% strike rate when compared to the rolling average over the past 3 financial years of 14.81%.	The target was met, as the strike rate improved by 15.72% when compared to the average over the past 3 financial years.

124. The performance results are limited to measuring CMP which is only a small component of overall revenue leakage.

125. www.abf.gov.au/importing-exporting-and-manufacturing/trade-and-goods-compliance/goods-compliance-update

126. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

Supporting performance information

The department plays a critical role in supporting the facilitation of legitimate travel, ensuring the safety and security of the Australian community, and upholding the integrity of Australia's borders, achieved through a range of interventions targeting air travellers. When the department intervenes with a traveller and identifies a breach of regulations or laws, this is recorded as an enforcement outcome.

To measure and understand performance trends, enforcement and intervention outcomes are benchmarked against the average performance across the past 3 financial years. This approach helps to identify long-term trends while reducing the distortion caused by year-to-year fluctuations, particularly those influenced by the COVID-19 pandemic's aftermath. Following the COVID-19 pandemic, there has been an ongoing, significant resurgence in international travel. This increase in traveller volumes has corresponded with a rise in the number of traveller interdictions at the Australian border. Despite the growing pressure on resources caused by this heightened traveller activity, the department has surpassed previous years' intervention and enforcement performance. This demonstrates the effectiveness and resilience of the department operational capabilities in a high-demand environment.

The performance result captures both 'customs' and 'immigration at the border' (immigration) enforcement results. Customs enforcement results include where at least one prohibited item or compliance issue is detected/identified and referral activities, such as detection of Border Controlled Drugs (BCDs) referred to the Australian Federal Police or discovery of organic material referred to the Department of Agriculture, Fisheries and Forestry. In 2024–25, interventions which led to an enforcement result increased for both inbound and outbound travellers. This reflects the continued refinement of targeting strategies, which are regularly reviewed and adjusted to respond to emerging border threats and risks.

Table 24: Customs enforcement results

Customs Enforcement results	2024–25 (%)	2021–22 to 2023–24 (%)	Variance (percentage points)
Inbound	12.47	12.28	00.19
Outbound	14.92	11.09	03.83

Immigration enforcement results include detected immigration or visa issues at the border and referral activities, such as detection of false travel documents by frontline ABF officers referred to departmental immigration staff. Similarly, enforcement results related to both inbound and outbound immigration referrals have shown marked improvement compared to the rolling average of the previous 3 financial years. These gains are largely attributable to targeted efforts to enhance border screening and intervention processes.

Table 25: Immigration enforcement results

Immigration Enforcement results	2024–25 (%)	2021–22 to 2023–24 (%)	Variance (percentage points)
Inbound	24.83	08.48	16.35
Outbound	55.46	39.04	18.73

Notably, the completion of the Central Movement Alert List (CMAL) review played a key role in this success. The review led to the removal of low-value alerts, thereby reducing unnecessary interventions and ensuring that resources are focused on high-risk travellers. This refinement has continued to yield benefits throughout 2024–25 by improving the precision and effectiveness of border enforcement activities.

Key activity: Border modernisation and regulatory advice**Measure:** Delivery of program and reform activities supports trade and travel modernisation.**MET**
99.00%**TARGET 69**

100% of key department-led milestones for design phases of the standalone facilities at Western Sydney Airport scheduled are completed.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the 2 key department-led milestones scheduled for completion by 30 June 2025 for design phases of the standalone facilities at Western Sydney International (WSI) airport were completed.	The target was met, as 100% of key department-led milestones were completed as scheduled.

Supporting performance information

Western Sydney International (WSI) airport is scheduled to open in 2026, with the department being one of a number of organisations working to co-design, coordinate and deliver enhanced border and trade services at WSI and to protect our border from current and future threats.

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts is the lead Commonwealth agency for the delivery of WSI, along with Western Sydney Airport Corporation (WSA Co), a Government Business Enterprise that has been established to deliver the new airport. Commonwealth border agencies (including the ABF) have a statutory function to perform at international airports in order to facilitate legitimate travel and trade and protect the Australian border.

The department is working in partnership with WSA Co on the WSI design to ensure specific border and security operational standards and requirements are addressed. In partnership with other border agencies, the department is seeking to improve and modernise its operations at the border, improve and strengthen border security and build on current automation to simplify traveller and cargo processing.

WSA Co and their design and construction partners have set a series of interim project completion milestones as part of the overall design and construction schedule for each of the standalone buildings at the WSI precinct. During 2024–25, the department provided operational requirements for the canine facility and command centre as part of the iterative detailed design process undertaken between border agencies and WSA Co. The department's provision and review of requirements, in line with the design milestone timings set by WSA Co within 2024–25, was critical to support WSA Co's delivery partners to meet the overall design and construction schedule so each building can be delivered in a timely manner.

WSA Co will work with border agencies to finalise the outstanding design requirements ahead of construction and fit-out activities. As at 30 June 2025, the detailed design is being finalised for both facilities in preparation for construction, with the initial site preparation having commenced for the canine facility.

TARGET 70

80% of department-led milestones to deliver reforms under the Simplified Trade System scheduled are completed in full.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, a total of 50 department-led milestones to deliver reforms under the Simplified Trade System (STS) were scheduled for completion. Of these,</p> <ul style="list-style-type: none">• 39 (78%) required department-led milestones were met• 11 (22%) required department-led milestones were not met.	<p>The target was met, as 78% of department-led milestones were delivered as scheduled in 2024–25, this was within the target variance of 2.50 percentage points.¹²⁷</p>

Supporting performance information

The STS agenda represents a long-term effort to modernise Australia's trade systems, with the department leading several initiatives to improve processes, adopt innovative technology, and strengthen partnerships with industry. These efforts aim to deliver transformational trade and government-to-business interaction outcomes that will result in a more efficient, effective and sustainable cross-border trade environment.

This target, through specific milestones, provides a measure of the department's progress towards modernising the border through simpler regulation, digitisation and streamlined operating models to enhance trade facilitation and border protection outcomes. The milestones were split across a number of projects delivering both policy and technical outcomes supporting the STS agenda. The completion of these milestones represents progress in delivering against the STS agenda for the benefit of industry—through the progress in regulatory reform and streamlining, modernising cargo management, and technology changes which support a more modern way of doing business.

Of the milestones originally scheduled for completion by 30 June 2025:

- 2 technical development milestones and first release of the Digital Trade Accelerator Program Cargo Status Application Programming Interface, are expected to be completed in early 2025–26 to allow for the implementation of additional cybersecurity protocols.
- 3 milestones for Streamlining the Cargo Intervention Model (SCIM) initiative were not achieved due to the highly complex nature of the procurement process required to finalise contracts with trial participants. SCIM is an important initiative to deliver scalable and streamlined intervention models at air and sea ports supported by trials in partnership with industry participants, therefore these contracts are projected to be finalised during first 3 months of 2025–26.
- Related to regulatory reform, 2 milestones were dependent on the progress of legislative amendments and experienced delays related to the caretaker period. While these and another 3 regulation reform milestones are projected to be finalised in the first 3 months of 2025–26, the remaining border controls policy instructions are expected to now be completed in 2026–27.

127. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

Measure: Delivery of trade services, including advice to industry contributes to the trade and traveller experience

NOT MET
89.44%

TARGET 71

95% of eligible Tourist Refund Scheme (TRS) claims are finalised in a timely manner.

Performance rating	Performance against target	Justification for result															
Met	<p>As at 30 June 2025, the department received a total of 1,025,817 eligible TRS claims.¹²⁸ Of these:</p> <p>Table 26: TRS claims finalised</p> <table> <tr> <th>Status</th><th>Claims¹²⁹</th><th>Percentage of total</th></tr> <tr> <td>Total eligible claims paid inside 60 days</td><td>1,019,141</td><td>99.35%</td></tr> <tr> <td>Total eligible claims paid outside 60 days</td><td>1,017</td><td>0.10%</td></tr> <tr> <td>Approved, not yet paid (including incorrect payment details provided)</td><td>5,552</td><td>0.54%</td></tr> <tr> <td>Still listed as 'Referred'</td><td>107</td><td>0.01%</td></tr> </table>	Status	Claims ¹²⁹	Percentage of total	Total eligible claims paid inside 60 days	1,019,141	99.35%	Total eligible claims paid outside 60 days	1,017	0.10%	Approved, not yet paid (including incorrect payment details provided)	5,552	0.54%	Still listed as 'Referred'	107	0.01%	<p>The target was met, as 99.35% of eligible TRS claims were finalised in a timely manner.</p> <p>This exceeded the target of 95% by 4.35 percentage points.</p>
Status	Claims ¹²⁹	Percentage of total															
Total eligible claims paid inside 60 days	1,019,141	99.35%															
Total eligible claims paid outside 60 days	1,017	0.10%															
Approved, not yet paid (including incorrect payment details provided)	5,552	0.54%															
Still listed as 'Referred'	107	0.01%															

Supporting performance information

The department administers the TRS under a memorandum of understanding with the Australian Tax Office. The TRS encourages travellers to spend more in Australia and enables travellers to receive refunds of the GST and Wine Equalisation Tax (WET) for eligible claims. Travellers may make TRS claims for goods that they have purchased in Australia within the previous 60 days, subject to specific conditions.

Reporting against this target captures the time taken for refunds to be processed once a claim has been submitted and therefore does not reflect the full end-to-end experience of travellers making eligible claims. Aspects not taken into account include delays at TRS counters due to long queue times and/or other situational factors at international ports. Timeframes for processing claims can vary across peak and non-peak periods due to various factors, including the number of invoices, the quantity of goods and the volume of passengers. Furthermore, the target does not reflect processing times for assessing ineligible claims, including processing multiple invoices for identical goods, and travellers not meeting eligibility requirements.

In 2024–25, \$304.54 million in refunds approved for eligible claims. This represents an increase of 17.29% by claims received and 11.87% by value of approved funds compared with the same period in 2023–24.

This increase is due largely to increasing traveller volumes.

128. Eligible TRS claims require a valid tax invoice for goods supplied within Australia and must be lodged within 60 days after the purchase.

129. The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems into the aggregated reports that are used to calculate the performance result.

TARGET 72

90% of drawback claims are finalised in a timely manner.

Performance rating	Performance against target	Justification for result
Met	<p>As of 30 June 2025, a total of 1,386 drawback claims were finalised.¹³⁰ Of these:</p> <ul style="list-style-type: none">1,230 claims (88.74%) were finalised (paid or rejected) within the 30-day timeframe, including:<ul style="list-style-type: none">983 of the total 1,139 red-line claims (86.30%)¹³¹all 247 green-line claims.¹³²	<p>The target was met, as 88.74% of drawback claims were finalised in a timely manner and was within the target variance of 2.50 percentage points.¹³³</p>

Supporting performance information

The Australian Government's duty drawback scheme supports exporters by refunding customs duties paid on imported goods that are either unused or incorporated into products and subsequently exported from Australia. The scheme's primary goal is to reduce the cost burden on exporters, thereby improving global competitiveness.

By allowing businesses to reclaim duties on eligible goods, the scheme streamlines export processes and promotes greater involvement in international trade. It applies across a wide range of industries and serves as a vital part of Australia's broader trade facilitation strategy.

The duty drawback scheme facilitates legitimate trade in support of industry while safeguarding Australia's economic prosperity by supporting the compliance of revenue systems. The department manages the scheme according to self-assessment principles and applies a risk based approach to processing duty drawback claims. The onus is on the exporter to ensure their duty drawback claim complies with the Customs Act and Customs Regulations.

The drawback claim process starts when goods are imported and customs duties are paid. Claims are lodged manually or electronically through Integrated Cargo System (ICS). Manual claims are uploaded in ICS by the ABF. Once lodged, ICS starts a 30-day service standard timeline. All claims are risk assessed and quality checked by ABF officers, with high value claims reviewed by senior officers. Incomplete claims are followed up by department and may appear to take longer than service standard as ICS cannot pause processing. Successful claims are paid within 3 to 5 business days. Claimants must keep all records for 5 years, as claims may be audited for compliance.

While the number of claims finalised fell from 1,584 in 2023–24 to 1,386 in 2024–25, demands on the drawback services continued to increase compared to previous financial years, in addition to seasonal cycles, such as increased claims volumes towards the end of the financial year. For some of the claims which could not be finalised in a timely manner, this was due to exporters submitting claims incomplete or inaccurate claims, whereby periods where the department was seeking further information from the exporter were captured in the processing times reported by the target.

130. This figure excludes 14 claims that were cancelled by the applicant or the ABF officer. Reasons claims were cancelled include claim duplication, claim being less than \$100, the claimant not being the legal owner, revoked Export Declaration Number (EDN), invalid EDN, EDN out of time, insufficient documents, no response provided by the claimant when additional information request, Free on Board (FOB) price of less than 25%, or import duty already refunded. The figure includes claims received in June 2025 which, as at 30 June 2025, for which the allowed 30 day processing time would not have lapsed.

131. Red-line claims refer to claims meeting a profile/alert match requiring officer intervention, these are manual assessments.

132. Green-line claims refer to claims where no impediment or profile match is encountered and the claim is paid automatically.

133. Measures and targets have been assessed as 'met' where reported performance varied by less than 2.50 percentage points from the benchmark. Please see 'Performance ratings' on page 21 of this report.

TARGET 73

85% of advice is provided to industry on tariff classification, valuation and rules of origin in a timely manner.

Performance rating	Performance against target	Justification for result																
Not Met	<p>As at 30 June 2025, a combined total of 1,517 requests from industry were finalised, related to tariff classification, valuation of imported goods, and rules of origin.</p> <p>Of this total, 828 requests (54.58%) had advice provided within the required timeframe.¹³⁴ This included:</p> <p>Table 27: Requests for advice from industry</p> <table><tr><th></th><th>Requests Finalised¹³⁵</th><th>Finalised within Required Time</th><th>Percentage</th></tr><tr><td>Tariff Classification</td><td>1,325</td><td>722</td><td>54.49%</td></tr><tr><td>Valuation</td><td>160</td><td>84</td><td>52.50%</td></tr><tr><td>Rules of origin</td><td>32</td><td>22</td><td>68.75%</td></tr></table>		Requests Finalised ¹³⁵	Finalised within Required Time	Percentage	Tariff Classification	1,325	722	54.49%	Valuation	160	84	52.50%	Rules of origin	32	22	68.75%	<p>The target was not met, as 54.58% of requests from industry for advice on tariff classification, valuation and rules of origin were finalised within required timeframes. This missed the target of 85% by 30.42 percentage points.</p>
	Requests Finalised ¹³⁵	Finalised within Required Time	Percentage															
Tariff Classification	1,325	722	54.49%															
Valuation	160	84	52.50%															
Rules of origin	32	22	68.75%															
Supporting performance information																		

The department issues advice to importers to enhance certainty and predictability of customs operations and help importers to obtain precise and binding information in advance to account for the full costs of importation. This formal written advice explains how the department will apply certain laws to the importation of goods and provides certainty and predictability on customs procedures. Advice is issued specifically at the request of importers to improve transparency and compliance with customs regulations and assist stakeholders in understanding tariff classifications, rules of origin and valuation of imported goods.

While importers (companies or individuals) do not need to hold an import licence to import goods into Australia, importers must:

- self-assess the correct tariff classification of goods they import and may face penalties for incorrect or misleading information
- use an appropriate valuation method to calculate the value of the customs duty (this requirement is consistent with the collection of Goods and Services Tax (GST) on consumption goods in Australia, irrespective of whether the goods are acquired domestically or imported)
- establish the origin of the goods (per the rules of origin) to claim a preferential rate of customs duty under a free trade agreement or other arrangement.

Demand for advice on customs rules has grown, with a 5.19% increase in tariff classification advice provided in 2024–25 compared to 2023–24, and a 9.9% increase relative to 2022–23. Tariff advice accounted for approximately 87% of all requests received by the National Trade Advice Centre (NTCA) and Valuation teams. The growth in demand for advice on customs rules indicates increased engagement by Australian importers with the department trade advisory service, including inquiries made prior to the importation of specific goods. To address the increasing demand on services, the department is actively seeking innovative solutions to modernise and streamline conventional processing methodology. This includes the potential to automate and digitise selected functions that are currently resource-intensive and reliant on manual intervention.

134. Responding in a timely manner requires trade advice to be provided within 30 days of receipt of all information, except for advice relating to the China–Australia Free Trade Agreement (ChAFTA), which must be provided within 60 days of receipt of all relevant information.

135. Excludes on hand applications, which have not yet been finalised. On hand application may or may not be outside the allowable timeframes.

Priority: Civil maritime security	
Key activity: Civil maritime security capability	
Measure: Maintain and sustain surveillance and response capability to counter civil maritime threats.	MET 97.89%

TARGET 74
100% of monthly planned aerial surveillance (fixed wing and rotary wing) aircraft are made available.

Performance rating	Performance against target	Justification for result
Substantially met	<p>As at 30 June 2025, the total planned missions for aerial surveillance aircraft was 2,728.</p> <p>Of these, aerial surveillance aircraft were made available for 2,555 missions (93.66%). This included:</p> <ul style="list-style-type: none"> against 2,527 planned missions, fixed wing aircraft were made available for 2,399 missions (94.94%). This missed the 100% benchmark by 5.06% against 201 planned missions, rotary wing aircraft were made available for 156 missions¹³⁶ (77.61%). This missed the 100% benchmark by 22.39%. 	<p>The target was substantially met.</p> <p>Overall, the combined outcomes did not meet the 100% benchmark by 6.34 percentage points.</p>

Supporting performance information

Civil maritime security safeguards and promotes Australia's national interests by actively addressing non-military risks within Australia's maritime domain. It plays a crucial role in ensuring the country can continue to exercise its sovereign rights and fulfil its responsibilities across all maritime-related activities.

Australia's civil maritime security encompasses a wide range of considerations, for national interests on, beneath, connected to, or near our maritime zones. This includes both human-related maritime activities and the protection and management of the ocean and marine environment.

Civil maritime security threats include:

- illegal activity in protected areas
- illegal exploitation of natural resources
- maritime pollution
- prohibited imports and exports
- unauthorised maritime arrivals
- compromises to biosecurity
- piracy, robbery or violence at sea
- maritime terrorism.

136. Due to the expiry and transition out of the rotary wing contract during the reporting period, performance information only represents the period from 1 July to 4 November 2024.

The department protects Australia's national interests by generating awareness of activity in Australia's maritime domain and responding to mitigate, or eliminate, the risks posed by civil security threats.

Target 74 relates to the maritime surveillance capability, which is critical for the department to deliver its responsibilities. Aerial surveillance assets played a critical role in maintaining and sustaining the department's efforts to counter Australia's civil maritime threats through:

- enhanced situational awareness
- rapid detection and response
- deterrence effect
- support for multi-agency operations
- coverage of remote and inaccessible areas.

While the Australian Defence Force (ADF) supports the department through the provision of additional maritime assets as required, the ADF contribution is not included in the performance assessment of this target.

Over recent years, fixed-wing aerial surveillance services have faced multiple challenges, including aircraft serviceability, adverse weather impacts, contractor performance (including availability of contracted aircrew), and impacts of an equipment upgrade program. During 2024–25, aircraft availability improved markedly and increased by 24.4% from the previous financial year, driven by expanding pilot ranks, robust contract management, and more proactive support by the contractor.

The rotary wing contract ceased on 30 June 2024 and transitioned out on 4 November 2024.

TARGET 75

100% of performance deductions for fixed wing and rotary wing to be applied for each month of contract underperformance within two months of the month in which the underperformance occurred.

Performance rating	Performance against target	Justification for result
Met	<p>As at 30 June 2025, there were 4 instances where contract underperformance was reported within monthly reporting. In all 4 instances (100%) performance deductions were applied within 2 months of the month in which the underperformance occurred. This included:</p> <ul style="list-style-type: none"> • 2 instances for the fixed-wing contract • 2 instances for the rotary wing contract.¹³⁷ 	<p>The target was met, as 100 % of performance deductions were applied within 2 months of the month in which the underperformance occurred.</p>

Supporting performance information

Effective aviation contract management plays an important role in civil maritime security by supporting the maintenance of a reliable and capable aerial surveillance and response capability to enable maritime domain awareness, enhancing early detection and tracking of illicit maritime activities in Australian waters.

The department delivers its civil maritime capability through:

- robust capability planning and management that fully considers future effects, capability transition needs and divestment of capability where that is an appropriate option
- focused management of capability effects, including underpinning procurement, contracting and governance requirements
- improved performance management of existing capability service providers
- working with ADF and other agencies on longer-term planning, noting many operations such as Operation Sovereign Borders (OSB), are multi-agency in nature and funding.

Notably, in 2024–25, fixed-wing hours delivery has steadily improved due to increasing pilot numbers and ongoing robust contract management. Early mission planning and proactive management of the service provider contributed to the improved contract performance. The application of performance deductions is the key mechanism through which the department applies contract pressure and has been demonstrated to be effective to drive contracted suppliers to meet expected performance outcomes.

137. Due to the cessation and transition out of the rotary wing contract during the reporting period, performance information only represents the period from 1 July to 4 November 2024.

TARGET 76

85% operational availability of vessels in the ABF Blue Water Fleet, excluding those vessels undergoing scheduled maintenance activities including mandatory Depot Level Maintenance, Life-of-Type Extension and Scheduled Service Visits.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, the target for operational availability days was 2,227. ¹³⁸ Of these, the Fleet was operationally available for 2,156 patrol days.	The target was met, as the ABF Blue Water Fleet was available for 96.81% of the target for operational availability days. This exceeded the target of 85% by 11.81 percentage points.

Supporting performance information

The department protects Australia's national interests by generating awareness of activity in Australia's maritime domain and responding to mitigate, or eliminate, the risks posed by civil security threats.

Civil maritime security threats, can include, for example:

- illegal activity in protected areas
- illegal exploitation of natural resources
- maritime pollution
- prohibited imports and exports
- unauthorised maritime arrivals
- compromises to biosecurity
- piracy, robbery or violence at sea
- maritime terrorism.

Civil maritime assets play a crucial role in protecting Australia's maritime border and includes some of the world's most resource-rich and strategically important waters. These assets are essential to Australia's maritime security providing surveillance and response, law enforcement, search and rescue capability, environmental response, and international engagement through multi-agency collaboration.

The long range, ocean-going patrol vessels of the ABF Blue Water Fleet provide an important capability to operate far from the Australian mainland across Australia's Exclusive Economic Zone and around Australia's offshore territories. Their endurance and capability make them critical in patrolling areas that are far beyond the reach of smaller inshore coastal and port assets. These smaller assets are not included in the performance assessment of this target.

Throughout 2024–25 the department assigned on-water assets to conduct intelligence-informed, risk-based operations to monitor, identify, deter and respond to civil maritime security threats in Australia's maritime domain.

Operational availability is essential to the department delivering its maritime surveillance and response capabilities. Vessels may be considered operationally available but have operational limitations.

Target 76 captures the number of operationally available days but provides a limited ability to differentiate between the numbers of days spent countering each civil maritime security threat such as illegal fishing, maritime terrorism, piracy, biosecurity breaches and unauthorised arrivals. A vessel could be undertaking several actions simultaneously, possibly following surveillance of a target. Threats may not be fully understood until the vessel is intercepted and the mission is resolved.

138. The benchmark for operational availability was 300 days per vessel, minus scheduled maintenance days. Scheduled maintenance days were based on the asset availability plan for the reporting period.

TARGET 77

100% of safety incidents, including near misses relating to ABF vessels, are referred to Civil Maritime Sustainment Branch, reviewed and when appropriate, actioned within two months.

Performance rating	Performance against target	Justification for result
Unable to be determined	Performance information for this target is not available.	The target was unable to be determined as a result of available data not being reliable.

Supporting performance information

Maritime environments are inherently dangerous operational settings and managing those risks is a critical part of maritime operations for the department. The ABF has a strong and ongoing commitment to maritime safety on board its vessels. This commitment is a core part of operational responsibilities and is reflected in safety frameworks, crew training and vessel management practices. To meet the requirements of this performance measure, all relevant safety incidents and data need to be referred for assessment.

The review and action of safety incidents is essential to maintaining and sustaining surveillance and response capability to deliver civil maritime security by ensuring the safety and wellbeing of departmental officers, employees and others on the vessels, reducing the risk of operational unavailability as a result of avoidable safety incidents.

Work health and safety incidents and near misses are captured through corporate systems where they undergo assessment and action to maintain safety in our workplaces, including on ABF vessels. In some cases, system and data limitations and inconsistent methodology in reporting restricted the ability to provide data that can be compared, assessed and analysed consistently. These constraints make it difficult to analyse trends and issues systematically and benchmark safety performance robustly, even though incidents are captured and addressed.

With the data available for 2024–25 reporting, a total of 216 safety incidents, including near misses relating to ABF vessels were identified and referred to the Civil Maritime Sustainment Branch. Of these, 16 incidents were identified as being out of scope and were removed, as they did not relate to ABF vessels or occurred in a location other than an ABF vessel. All (100%) of the remaining 200 safety incidents were reviewed; of these:

- 173 (86.50%) were reviewed and determined to require no further action within 2 months
- 27 (13.50%) were reviewed and actioned within 2 months.

The department continues to explore data access arrangements to improve incident analysis.

Priority: Operation Sovereign Borders**Key activity: Support for Joint Agency Taskforce Operation Sovereign Borders**

Measure: Deterrence messaging, engagement and operational activity contributes to the OSB mission.

MET
100%

TARGET 78

Amended from 2024–25 PBS target¹³⁹

The ABF effectively supports the Joint Agency Taskforce Operation Sovereign Borders (JATF OSB) mission to deny an irregular maritime pathway to settlement in Australia.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, 13 maritime people smuggling ventures were successfully resolved under OSB. Of these, all persons from all 13 ventures were disrupted, turned back, returned, or transferred to a regional processing country.	The target is met, as 100% of identified attempts to achieve a pathway to settlement in Australia through an irregular maritime voyage were denied.

139. The planned performance result in the 2024–25 PBS was 'The Australian Border Force effectively supports the Joint Agency Taskforce Operation Sovereign Borders (JATF OSB) mission to maintain zero successful maritime people smuggling ventures'.

Supporting performance information

The denial of illegal maritime pathways to settlement in Australia and deterrence of potential irregular immigrants from attempting dangerous journeys to Australia by sea are essential activities to protect the integrity of the Australian border and prevent the loss of lives at sea.

During the reporting period, JATF OSB worked to deny any pathway to settlement for persons attempting to arrive in Australia irregularly by boat through disruption and deterrence, detection, interception and return, and transfer to regional processing.

This target captures the overall outcomes of JATF OSB, to which the department contributes:

- maritime patrol and surveillance effects to support activities related to detection, interception and return, and transfer to regional processing
- staffing and hosting of the headquarters function which leads and coordinates the policy, strategy and operational priorities of OSB.

Of the 13 ventures resolved in 2024–25:

- 165 persons were returned to their country of origin or departure
- 33 persons were transferred to a regional processing country.

Several measures and initiatives have been undertaken throughout the reporting period by the ABF to assist JATF OSB to deter, disrupt and intercept maritime people smuggling ventures. These included:

Deterrence and disruption

International engagements undertaken by JATF OSB Executive (ABF Officers)

In 2024–25, there were 74 international engagement activities conducted by the JATF OSB Senior Executive (Commander, Deputy Commander and Chief Superintendent - all ABF officers). Engagements are carefully chosen to reaffirm commitment to cooperation on countering criminal people smuggling and irregular migration in our region, and to share information with international partners who are working to counter the same threats.

JATF OSB Strategic Communications (ABF) offshore deterrence messaging

As part of a multi-layered deterrence approach, the ABF continues to implement a targeted, consistent, persistent and culturally aware communication campaign through a range of advertising and community engagement channels offshore to deter irregular maritime travel to Australia. For 2024–25, the ABF delivered strategic communication products and/or community engagement activities in 11 maritime people smuggling source and transit countries.

Detection, interception and response

The ABF, led by Maritime Border Command (MBC), uses intelligence to inform surveillance and response options, including aerial and radar surveillance to detect Suspected Irregular Entry Vessels (SIEVs) before these boats arrive in Australia. For 2024–25, MBC maintained an on-water response capability postured to respond to any SIEVs targeting Australia, providing a valuable deterrent effect vital to the success of the OSB mission to maintain zero successful maritime people smuggling ventures.

TARGET 79

80% of high risk recommendations identified in Post Activity Reports are actioned within 3 months.

Performance rating	Performance against target	Justification for result
Met	As at 30 June 2025, a total of 5 high risk recommendations ¹⁴⁰ were identified in Post Activity Reports. Of these, <ul style="list-style-type: none">• 4 (80.00%) were actioned within 3 months• 1 (20.00%) is yet to be actioned.	The target was met, as 80.00% of high-risk recommendations identified in Post Activity Reports were actioned within 3 months.

140. The definition of 'high risk' was corrected during the reporting period from the definition originally published in the *Department of Home Affairs 2024–25 Corporate Plan*. For the purposes of reporting, high risk recommendations are as agreed by Deputy Commander JATF OSB based on their likelihood of impeding the achievement of Target 78 outcomes. Deputy Commander JATF OSB makes this assessment based on their individual understanding of the current environmental, strategic and operational context.

Supporting performance information

Maritime people smuggling threats are complex and evolving. Following operations to resolve maritime people smuggling ventures, the JATF-OSB conducts After Action Reviews (AARs) and Post Activity Reports (PARs). In the context of people smuggling operations, they help ensure that JATF OSB remains adaptive, lawful and effective in protecting Australia's maritime borders from people smugglers while upholding human rights and international obligations.

AARs and PARs evaluate the effectiveness of the response, identify lessons learned and seek to improve the conduct and safety of future operations. These reviews are critical for enhancing strategic, operational and tactical accountabilities and decision making capabilities. To ensure the continued success of OSB, identified high risk recommendations must be implemented as a matter of urgency.

Recommendations are considered actioned once all identified requirements within them, that are the responsibility of ABF, have been completed and any remaining requirements that are not the responsibility of ABF, have been transferred to an appropriate work area for implementation. As a result, some recommendations counted as 'actioned' in target reporting remain open as they continue to be implemented over the longer term by agencies other than the ABF.¹⁴¹

The successful implementation of these high-risk recommendations will help reduce the risk of illegal maritime activities and pathways into Australia in support of JATF OSB.

As at 30 June 2025, one high risk recommendation had yet to be actioned due to ongoing work to implement the recommendation in collaboration with other work areas within ABF.

Key activity: Regional Processing

Measure: International capability and engagement activities and contract management supports offshore regional processing.

NOT MET
55.66%

TARGET 80

100% of Quality Failures identified through monthly performance management reporting for the Nauru Health Services Contract and the Nauru Facilities, Garrison, Transferee Arrivals and Reception Services Contract are subject to an abatement within 2 months, and Action Plans are implemented by the service provider within agreed timeframes.

Performance rating	Performance against target	Justification for result
Unable to be determined	Performance information for this target is not available.	The target was unable to be determined as the formalised methodology for the Action Plans were not established within the reporting period.

141. The definition of 'actioned' was amended during the reporting period from the definition originally published in the Department of Home Affairs 2024–25 Corporate Plan. For the purposes of reporting, recommendations are considered actioned once all identified requirements within them, that are the responsibility of ABF, have been completed and any remaining requirements, which are not the responsibility of ABF, have been transferred to an appropriate work area for implementation.

Supporting performance information

The Australian Government provides support to the Government of Nauru for regional processing activities by engaging service providers through contractual agreements. These contracts and the services provided are consistent with the terms under which the Australian Government assists the Government of Nauru, with the Government of Nauru retaining primary control over regional processing operations. Quality failure abatements and action plans are used to address issues with service delivery, ensuring that contracted service providers meet requirements. If contractual obligations are not met, appropriate measures such as abatements and action plans are implemented. Through these processes, the Australian Government maintains its commitments under the Memorandum of Understanding with the Government of Nauru related to regional processing.

International Health and Medical Services (IHMS) and Management and Training Corporation (MTC) deliver services to transferees located on Nauru under contract to the Commonwealth on behalf of the Government of Nauru. Both service providers are required to report against several performance measures across operational and administrative delivery requirements to ensure the department is receiving the contracted level of services within contracted timeframes.

Delivery of services occur primarily in constrained and challenging environmental circumstances in Nauru (in both the Reception Facility and in the community) supported by corporate offices in Australia.

Performance management assurance processes by the department identified where there have been quality failures in contract performance.

A total of 46 quality failures were identified through monthly management reporting for both service providers from 1 July 2024 to 30 June 2025 and 100% were subject to an abatement within two months.

Whilst action plans were in place to address each quality failure, many of the action plans did not have an agreed timeframe, and therefore the target was unable to be determined.

The 46 quality failures occurring across both services providers were primarily due to inaccuracies in data entry, extracting/transcribing of data incorrectly between systems and/or providing insufficient evidence to demonstrate compliance on deliverables.

There were also instances of data double-ups of sites that were offline and were no longer in scope of work (undergoing ASR work), incorrect priority levels attributed for works or works not completed on time.

These results should be seen in the context of new arrivals into regional processing over the reporting period. In addition, the Facilities Service Provider has been undertaking a significant amount of building remediation work to extend the life of the Regional Processing Centre infrastructure in a harsh climatic environment.

TARGET 81

Deliver 100% of planned capability uplift initiatives to support the Government of Nauru with regional processing operations in line with agreed delivery expectations.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 7 planned capability uplift initiatives to support the Government of Nauru with regional processing operations. Of these:</p> <ul style="list-style-type: none">• 3 (42.86%) fully met the required 2024–25 milestones• 4 (57.14%) did not fully meet their required 2024–25 milestones.	<p>The target was not met, as 42.86% of the 2024–25 planned capability uplift initiatives to support the Government of Nauru with regional processing operations were fully delivered.</p> <p>This missed the 100% benchmark by 57.14 percentage points.</p>

Supporting performance information

During 2024–25, the Government of Nauru continued to host unauthorised maritime arrivals, for the purposes of regional processing. The department has committed to ensuring the ongoing viability of regional processing by supporting the uplift of the Government of Nauru's sovereign regional processing capabilities to administer scalable, transparent and accountable operations. This target captures capability uplift initiatives which are based on core measures within the bilaterally negotiated Memorandum of Understanding and supporting arrangements, with performance against these used as the basis for target reporting.

It is important to note that the Memorandum of Understanding and supporting arrangements are non-binding and less than treaty status instruments, and the department has limited authority to enforce performance and compliance. Therefore, the department supports and monitors the capability uplift and, based on that uplift, reviewing its own involvement in operations. As such the reported results against this target are intended to capture the departments completion of actions to deliver capability uplift initiatives, not the performance or effectiveness of the Government of Nauru's delivery of sovereign regional processing.

The department notes that although the overall target was not met, this did not adversely impact operations and:

- there was an improvement on current processes
- the Government of Nauru established an enhanced regional processing capability.

To deliver initiatives to build capability, in partnership with the Government of Nauru, the department uses a range of approaches, including governance and oversight, operational coordination, contingency and scenario-based planning, future-proofing regional processing through recruitment, capacity building programs, implementing programs as a result of bilateral negotiations and agreements, and procuring services to ensure delivery of the material function in line with the Australian Government's Enduring Capability priority.

Capability uplift initiatives are ongoing and operational, with initiatives identified and reported on in 2024–25 including a review of legislation for refugee status determination, interpreter capability and deployment requirements, accommodation and infrastructure, new arrival determination processes and a co-designed subsidiary arrangement to manage expanding transferee populations.

While not all capability uplift initiatives were considered fully met within the financial year, there was sufficient evidence of capability uplift within the Government of Nauru that enabled the continued viability of regional processing operations. There were 4 initiatives that were not fully met. The inability to fully meet these initiatives was broadly due to the initial setting of Target 81 in 2024–25 which was too performance-centric and did not provide a meaningful evaluation of capability uplift. Additionally, the selected measures focused heavily on the activities undertaken by the Government of Nauru rather than the capability uplift activities, process and actions undertaken and controllable by the department. In 2025–26, the department will seek to address these, aligned with the Nauru Memorandum of Understanding agreement.

TARGET 82

Deliver 70% of planned activities to support countering irregular migration and strengthen Australia's regional processing enduring capability.

Performance rating	Performance against target	Justification for result
Not met	<p>As at 30 June 2025, there were 13 planned activities for delivery together with partner countries to support countering irregular migration and strengthening Australia's regional processing enduring capability. Of these:</p> <ul style="list-style-type: none">• 5 (38.46%) of the planned activities met their required 2024–25 milestones in full• 8 (61.54%) planned activities did not meet their required milestones in full.	<p>This target was not met, as 38.46% of planned activities to support countering irregular migration and strengthen Australia's regional processing enduring capability met their milestones in full during the reporting period.</p> <p>This missed the target of 70% by 31.54 percentage points.</p>

Supporting performance information

The delivery of the planned activities identified in target 82 reflects the Australian Government's commitment to promoting safe and regular migration opportunities and combatting irregular migration and people smuggling. These measures contribute to border strengthening and return, resettlement and removal agreements with source and transit countries of irregular maritime arrivals. The agreements reduce the risk of a growing and intractable regional processing population on Nauru, including prolonged financial costs to the Australian Government, reduced social cohesion and tolerance among the local population, increased litigation costs due to extended stays, and limited capacity on the island to accept new arrivals.

The planned activities captured in target reporting form a roadmap for supporting countering irregular migration and strengthening Australia's regional processing enduring capability, with planned activities brought forward, approved and implemented agilely, subject to fitness for purpose, value for money, and stakeholder support. These efforts are necessary to mitigate the risks of a growing regional processing population, characterised by more arrivals with limited levers to remove, return or resettle them.

Taking into account the changing nature of maritime arrival cohorts that will require return and resettlement, planned activities are regularly reviewed with stakeholders according to their fitness of purpose, value for money, and stakeholder support. Where it is identified that a planned activity is not meeting one of these principles, decisions to defer milestones or cease planned activities are escalated to the accountable departmental delegate for approval.

For the 4 planned activities that had milestones deferred to after 2024–25, this was broadly due to both a shift in the priorities of partner governments and changes to arrival patterns and volumes as well as process delays outside of the department's control, such as contract signing delays or contractor limitations. All 4 measures met their initial milestones and this work will be leveraged to continue progress on these activities in 2025–26.

For the 4 planned activities which were discontinued, this was also broadly due to changes to arrival patterns and volumes and other factors that contributed to the overall reduction of certain cohorts represented in the regional processing population, meaning they were no longer fit for purpose. The preparatory work on these measures resulted in all 4 activities meeting their initial milestones and means that they can be re-enlivened as a contingency should arrivals patterns change.

During 2024–25, key planned activities progressed by the department included:

- The department welcomed 2 delegations of 12 officials from Indonesia's Directorate General of Immigration (DGI) to Canberra. The visits initiated the Australia–Indonesia Peer Learning program, an inaugural program aimed at sharing best practices and strengthening the longstanding partnership between our 2 agencies to enhance regional border security.
- The department in partnership with the International Organization for Migration and the Government of Indonesia launched a Land Border project to strengthen border management and promote safe, regular migration pathways at 2 critical international land borders.
- The re-establishment of a department office in Dhaka to serve as a central point of contact for the Bangladesh Government to facilitate increased engagement and cooperation on immigration and border related matters.

In addition to the 13 planned measures, a new activity was identified in January to March to support stronger regional cooperation to address the increased people smuggling activity in the Andaman Sea region. This new activity was not counted towards the performance result but met all identified milestones in the 2024–25 reporting period.

APPENDIX A (OF THE ANNUAL PERFORMANCE STATEMENT): 2024–25 DATA LIMITATIONS

Target	Limitation type	Limitation description
8	Incomplete performance information	The performance result was unable to be determined as the formalised methodology for the process reviews were not established within the reporting period.
16	Incomplete performance information	The performance result was unable to be determined as a formalised planning process to benchmark the delivery of cyber security exercises was not established within the reporting period.
17	Incomplete performance information	The performance result only reflects cyber security exercises conducted between 1 January and 30 June 2025.
17	Survey reliability issues	<p>The survey methodology varied between exercises throughout the year and therefore could not be consistently aggregated into an overall result.</p> <p>The department was unable to confirm the actual number of participants which may have impacted the performance result.</p>
18	Survey reliability issues	<p>The survey questions used to determine the performance result varied impacting the reliability of the reporting.</p> <p>The department was unable to confirm the actual number of participants which may have impacted the performance result.</p>
22	Incomplete performance information	The performance result is unable to be determined due to the program ceasing in October 2024.
23	Survey reliability issues	<p>The survey questions used to determine the performance result varied impacting the reliability of the reporting.</p> <p>A number of departmental staff completed the survey.</p>
35	Verifiability issues with data source	The performance results are based on self-reporting by third party providers, that are not verified by the department.
36	Verifiability issues with data source	The performance results are based on self-reporting by third party providers, that are not verified by the department.

Target	Limitation type	Limitation description
37	Incomplete performance information	The performance result only reflects contract management activities conducted between 1 January and 30 June 2025.
38	Verifiability issues with data source	The performance results are based on client satisfaction surveys administered by service providers who also manage survey distribution and assist participants with completion, where individual responses are not verified by the department.
39	Verifiability issues with data source	The performance results are based on client satisfaction surveys administered by service providers who also manage survey distribution and assist participants with completion, where individual responses are not verified by the department.
41	Incomplete performance information	The performance result is unable to be determined as a result of available data not being reliable.
42	Survey response rate	As a result of the survey response rate, performance results may not be reflective of the broader population.
44	Survey response rate	As a result of the survey response rate, performance results may not be reflective of the broader population and the department has reported performance as 'unable to be determined'.
58	Selective use of data	The performance result is based on pre-determined methodology which only takes into consideration the ability to accommodate detainees and does not reflect the consideration of appropriate placements.
59	Selective use of data	In some instances, recommendations in relation to section 29(2) of the <i>Australian Human Rights Commission Act 1986</i> may be relevant to the broader operation of the immigration detention network. These have been omitted from 2024–25 performance reporting, however on assessment these reports did not contain any recommendations that would have been considered 'high risk'.
60	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
63	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
64	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
65	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
66	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.

Target	Limitation type	Limitation description
68	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
71	Verifiability issues with data source	The performance results are calculated based on reports generated by complex systems. The department was unable to provide assurances over the flow of data from these systems.
74	Incomplete performance information	The performance information only represents the period from 1 July to 4 November 2024 due to the expiry and transition out of the rotary wing contract during the reporting period.
75	Incomplete performance information	The performance information only represents the period from 1 July to 4 November 2024 due to the expiry and transition out of the rotary wing contract during the reporting period.
77	Incomplete performance information	The performance result is unable to be determined as a result of available data not being reliable.
80	Incomplete performance information	The target was unable to be determined as the formalised methodology for the Action Plans were not established within the reporting period.