



**Australian Government**  
**Department of Immigration  
and Border Protection**

# Industry Engagement Strategy 2020

**Migration and Mobility**



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# Message from the Secretary and Commissioner

The strategic vision of the Department of Immigration and Border Protection (the Department) is to be Australia's trusted global gateway to the world.

We live in a global environment of increasing trade, migration and mobility across borders: Australia is a destination of choice for people all over the world to visit for holidays, study and work, and to engage in business. In 2014–15, almost 7.2 million temporary visas were granted. Around 190 000 people come to settle in Australia permanently each year, to contribute their skills and experience to our community, or re-unite with family.

In this increasingly complex environment, Australia's border is a strategic national asset, allowing us to increase the economic and social benefits of trade and mobility while protecting the Australian community. This is clearly expressed in the Department's mission: to protect Australia's border and manage the movement of people and goods across it.

**Effective partnership with industry is critical to achieving our mission and vision.**

This *Industry Engagement Strategy 2020 (Migration and Mobility)* (the Strategy) is intended to engage our key industry stakeholders in the migration and mobility environment – both temporary and permanent stay in Australia – and defines our vision for engaging and working with industry.

This Strategy should be read in conjunction with the *Industry Engagement Strategy 2020 (Trade, Customs and Traveller)*. Taken together, these strategies reflect the diverse environments in which the Department and its industry stakeholders operate.



We recognise that industry shares the Australian Government’s objectives to build a prosperous economy, a cohesive society and protect Australia. In collaboration with industry we will pursue more efficient ways to facilitate and secure legitimate movement of people, and focus our resources towards areas of highest risk.

The Department aims to continue to build our collaborative approach towards a more strategic partnership model, to work collaboratively to realise the mutually beneficial outcomes that well-managed migration and temporary entry can bring.

We call upon our industry stakeholders to help us implement valuable and lasting improvements to our management of migration and mobility in a manner that supports growth, productivity and social cohesion.

We commend this strategy to you, and reiterate our commitment to work in partnership with industry to realise the full potential of the Australian border and its contribution to Australia’s security, economic growth and social well-being.

**Michael Pezzullo**

Secretary

**Roman Quaedvlieg APM**

Commissioner and  
Comptroller-General of Customs

# Purpose

The *Industry Engagement Strategy 2020 (Migration and Mobility)* presents the Department's approach to industry engagement regarding migration and mobility. It reaffirms our commitment to working with industry in strategic, forward-focused partnership, aligning with the *Strategy 2020* and the *Corporate Plan 2015–19*.

This Strategy is to be read in conjunction with the *Industry Engagement Strategy 2020 (Trade, Customs and Traveller)*. Taken together, these Strategies provide a framework for engagement and consultation between the Department and industry on a broad range of policy, operational and regulatory issues.

In the context of these strategies, “traveller” refers to the management and clearance of people moving across the Australian border. We have the opportunity to build greater prosperity through both the permanent residence and settlement of new arrivals (“migration”) as well as temporary movement and stay in Australia for diverse reasons (“mobility”).



# Introduction

The mission of the Department, including its operational enforcement arm, the Australian Border Force (ABF), is **to protect Australia's border and manage the movement of people and goods across it.**

The Department operates in a unique environment with a broad remit to manage the border that touches almost every aspect of Australian life – national security, trade and commerce, migration and temporary entry, community protection and law enforcement.

Well-managed migration and mobility can help to supply skilled labour for our domestic economy; consolidate our position as a world-class destination for tourists, students and investment; and support family reunion and international protection, underpinning our reputation as a diverse and inclusive society.

Our vision is **to be Australia's trusted global gateway.** Effective partnership with industry is critical to achieving this mission and vision.

The ABF is a single operational organisation within the Department. It was established on 1 July 2015 and brought together existing immigration and customs operational border functions. The ABF is a key capability in effecting the portfolio mission to protect Australia's border and manage the movement of people and goods that cross it. The ABF, in close cooperation with Australian Commonwealth, state, territory and international partners, facilitates lawful trade and the movement and stay of people while monitoring compliance, conducting enforcement activity, and undertaking investigations as part of the Department.

The ABF performs these duties across the Australian border continuum, on land, sea and in air domains, to ensure compliance with Australian border laws whilst facilitating lawful travel and trade. The ABF works in close partnership with all sectors of industry pre, at and post border to identify emerging compliance issues (including visa fraud and the exploitation of foreign workers) and encourage sustained adherence to Australia's border control obligations. These outcomes are achieved through reinvigorating the ABF's engagement with industry with the opportunity to establish a new paradigm on how the ABF can work in partnership with industry to achieve mutually beneficial outcomes at the border.

# Strategic environment

The Department delivers migration and mobility programmes that support the Government's national security, economic and social agenda, as well as industry, business and community needs.

Global trends in migration are increasingly complex, and there is a paradigm shift occurring from permanent migration to less linear patterns of mobility within an increasingly dynamic, globally interconnected and competitive environment.

The Australian Government seeks to position Australia as a destination of choice for tourists, students, skilled workers, investors and entrepreneurs, to support economic competitiveness, productivity, growth and social cohesion. There is also an important role in supporting those who arrive in Australia to unite with family members and those to whom we owe protection.

Managing increased volumes and complexity will require technological innovation to support increasing connectivity, efficiency and effectiveness in facilitating migration and mobility. There are a range of opportunities to achieve positive outcomes for the economy in working closely with industry and broader stakeholders.

Managing these volumes will also require appropriately targeted risk management and compliance in the interest of all stakeholders – governments, industry and civil society – without impeding the legitimate and productive movement of people.

## Key trends in migration and mobility

Within the next five years the Asia-Pacific region will become the world's largest producer and consumer of goods and services. Today there are around 500 million people in the region's middle class, yet by 2030 that figure is expected to reach nearly 3.2 billion.

In 2014–15, almost 7.2 million temporary visas were granted including over 4.3 million visitor visas and over 300 000 student visas.

The permanent Migration Programme outcome was over 189 000 places in 2014–15, and economic migration accounted for almost 68 per cent, including skilled migrants and people with significant funds to invest in Australia.

Passenger and crew arrivals and departures to and from Australia totalled approximately 36.8 million in 2014-15.

The tourism industry employed 534 000 persons in 2013–14.

The value of international education services delivered in Australia contributed more than \$17 billion to the Australian economy in 2014.



## Deregulation of the student visa programme

In June 2015, the Australian Government released the 'Future Directions for Streamlined Visa Processing' report and announced the introduction of a simplified international student visa framework (SSVF) to support Australia's education services sector. This initiative has included an extensive engagement process with relevant Australian industry stakeholders: the Department delivered stakeholder information sessions across Australia which were attended by more than 350 external stakeholders, including education providers, peak bodies, and state government representatives. A working group comprising peak bodies and relevant Commonwealth and state government agencies was established to guide the development and implementation of the new framework. Key changes under the SSVF are:

- a reduction in the number of student visa sub-classes from eight to two; and
- the introduction of a simplified single immigration risk framework for all international students.

These changes will simplify the student visa framework, significantly reduce red tape and create a level playing field for all education providers. Subject to the legislative change process, the Department intends to implement the report's recommendations by mid-2016. In April 2016, the Department intends to undertake a series of roadshows in most Australian capital cities to further inform stakeholders about how the SSVF will work in practice.



## Our shared objectives with industry

The global movement of people intersects with virtually every facet of economic and social life in Australia: it shapes the Australia of tomorrow. How the Department manages migration and mobility in the national interest is important to an enormously diverse range of stakeholders, including industry.

The Department's four strategic objectives are to protect Australia, promote responsive migration, advance trade and revenue, and lead border innovation, as outlined in *Strategy 2020*. It is essential that the Department work with industry stakeholders including employers, business and investors across all sectors, education providers, tourism operators, migration agents, skills and English language assessors, peak bodies and research institutions, to realise these shared objectives.

Foremost, the Department shares with industry the common objective of optimising the movement and stay of people to support the Australian economy and strengthen social cohesion.

It is also essential that the Department works with industry to protect the safety and security of Australia and its people by promoting integrity and managing risk.

Innovation across the border continuum is vital in maintaining Australia's global standing as a leader in facilitating the productive movement of people.

The Department's objective is to collaborate with industry to deliver streamlined and simplified frameworks, pathways and processes that support responsive migration and flexible, market-driven volumes of temporary entry to and stay in Australia.



## Online visitor visa lodgement

In 2014–15 the Department managed record numbers of visitor visas, with 4.3 million visas granted. This is an increase of 8.0 per cent (318 092 grants) compared with 2013–14.

The Department continues to find innovative ways to manage the growth in visitor application numbers while improving client services and encouraging tourism. The Department is committed to expanding client access to online lodgement for visitor visas globally, and ensuring Australia's position as an attractive tourism destination with competitive visa products. Online lodgement offers benefits such as 24/7 accessibility, electronic payment of the visa application charge and the ability to check the status of applications lodged online.

The Department is continuing to review and streamline the visitor visa programme to increase access to and the flexibility of the visa application process while maintaining the integrity of our border management. Online lodgement for visitor visas is now available to over 200 nationalities in Europe, the Americas, Africa, the South Pacific, the Middle East and South Asia. Trials of online lodgement have commenced in China and India, and are planned to be rolled out fully in China during 2016 and India in 2017. This will see online lodgement available to almost all visitor visa applicants by the end of 2017.



## **Our approach to engaging with industry**

We will decrease the administrative and regulatory burdens on industry and applicants, positioning Australia as a destination of choice and delivering economic benefit.

We will work cooperatively with industry to identify and deliver opportunities for visa deregulation and simplification to achieve more logical, streamlined and accessible pathways for the productive movement of people.

We recognise and value the contribution that industry makes in support of our responsive migration objectives and will seek opportunities to collaborate and utilise industry knowledge.

We will partner with industry on opportunities for technological innovation and enhanced service delivery.

We will effectively balance risk management with the promotion of economic activity.

Our national security, law enforcement and community protection responsibilities will be carefully balanced against the need to design and manage migration and mobility pathways that promote economic competitiveness and productivity.

We will conduct compliance and risk management activities in a way that does not impede the legitimate movement of people.



## We will be an effective interface between industry and the Australian Government.

As a single, integrated agency, we will seek to provide a simpler interface between government and industry with a stake in the movement of people across the border.

We will explore opportunities to further develop relationships with industry and consult industry appropriately on the impact of new policies and regulation, including in our efforts to create a simpler visa system and in strategic planning of our migration and mobility programmes.

We will seek opportunities to collaborate with industry to build systems and processes that are complementary and interoperable.

## We will communicate effectively with industry, and have clear points of contact, accountability and service standards.

Consistent with the Government's digital transformation agenda, we will establish and promote digital channels to improve timely access to information and expedite interactions with the Department.

Our commitment to credible and consistent engagement with clients and stakeholders will be clearly outlined in a Client Service Charter.

We will embrace opportunities for increased efficiencies through technological innovation.

# Principles for engagement

The Department's vision for industry engagement is to support the achievement of our mission by engaging with industry with clear strategic direction, effective communication, in partnership and collaboration and with a focus on responsive action.

<p><b>Clear Strategic Direction</b></p>	<p>Our engagement with industry will be based on agreed strategic direction, and implemented through forward work plans, reviewed regularly.</p>
<p><b>Effective Communication</b></p>	<p>We will be open, pro-active and equitable in our provision of information to industry, and will be receptive to the knowledge and experience of industry.</p> <p>We will use digital channels as our first line of communication, and ensure that avenues for engagement are well-defined, accessible and responded to promptly.</p> <p>We will provide opportunities and forums for meaningful and consistent two-way engagement including through industry consultative committees, issue-specific industry advisory groups and the annual Industry Summit.</p>
<p><b>Partnership and Collaboration</b></p>	<p>We will seek to further develop industry relationships into resilient and trusted partnerships and use these partnerships to resolve complex issues and to achieve substantive improvements to traveller and trade facilitation, migration and mobility.</p> <p>We will involve industry in the development and design of policy, processes and systems, and be clear about the scope of consultation and decision making processes. We will look for opportunities for co-investment, where appropriate.</p>
<p><b>Responsive Action</b></p>	<p>We will be pro-active in our engagement, responsive to requests and feedback, and focus on actions and results.</p> <p>We are accountable for our commitments, and will do what we say we will do.</p> <p>We will provide feedback following consultation including the impacts of stakeholder engagement on the process and outcomes, where feasible.</p>



## 457 visa integrity review

The Australian Government commissioned the Independent Review into Integrity in the 457 Programme to evaluate the 457 programme's settings and ensure that any future changes to the programme are based on evidence and analysis. The independent review panel conducted extensive consultations, meeting with over 140 stakeholders and receiving over 180 written submissions.

The report entitled 'Robust New Foundations: A Streamlined, Transparent and Responsive System for the 457 Programme', was released by Government on 10 September 2014. The independent panel's recommendations and findings addressed all aspects of the 457 programme: improved training opportunities for Australians; streamlining and simplifying the sponsorship process; increasing sponsorship approval periods; and providing greater flexibility for English language testing.

The Government accepted 49 of the independent review panel's 51 recommendations. To date, the Department has implemented a third of the panel's recommendations, including:

- providing greater flexibility in relation to English language requirements for 457 applicants;
- extending the timeframe in which sponsors can notify the Department of events;
- information sharing provisions with the Fair Work Ombudsman;
- re-instatement of the Ministerial Advisory Council on Skilled Migration; and
- improvements to the information provided to visa holders.

The implementation of all supported recommendations is expected to conclude in 2016.

# Migration and mobility sectors and stakeholders

<p><b>Business and employers</b></p>	<p>Business and employers utilise migration and mobility through:</p> <ul style="list-style-type: none"> <li>■ sponsorship of workers</li> <li>■ recruitment and labour hire</li> <li>■ intra/inter-company mobility</li> <li>■ investment, enterprise and entrepreneurship</li> </ul>
<p><b>Tourism and education providers and operators</b></p>	<p>Tourism and education providers and operators promote migration and mobility through:</p> <ul style="list-style-type: none"> <li>■ provision of education to international students</li> <li>■ provision of tourism goods and services to international visitors</li> </ul>
<p><b>Migration and mobility facilitation and assurance</b></p>	<p>Organisations facilitate and quality assure migration and mobility through:</p> <ul style="list-style-type: none"> <li>■ migration advice</li> <li>■ skills assessment</li> <li>■ English language assessment</li> <li>■ health and character assessment</li> </ul>
<p><b>Industry associations and peak bodies</b></p>	<p>Industry associations and peak bodies shape, influence and support migration and mobility through:</p> <ul style="list-style-type: none"> <li>■ policy advice</li> <li>■ representation and industry leadership</li> <li>■ research</li> </ul>
<p><b>Civil society</b></p>	<p>Civil society shapes, influences and supports migration and mobility through:</p> <ul style="list-style-type: none"> <li>■ settlement, multicultural and other social services</li> <li>■ academic research</li> <li>■ think tanks and policy institutes</li> <li>■ engagement from citizens and residents</li> </ul>

## **Beneficiaries**

The Australian economy and society at large benefit from migration and mobility, including:

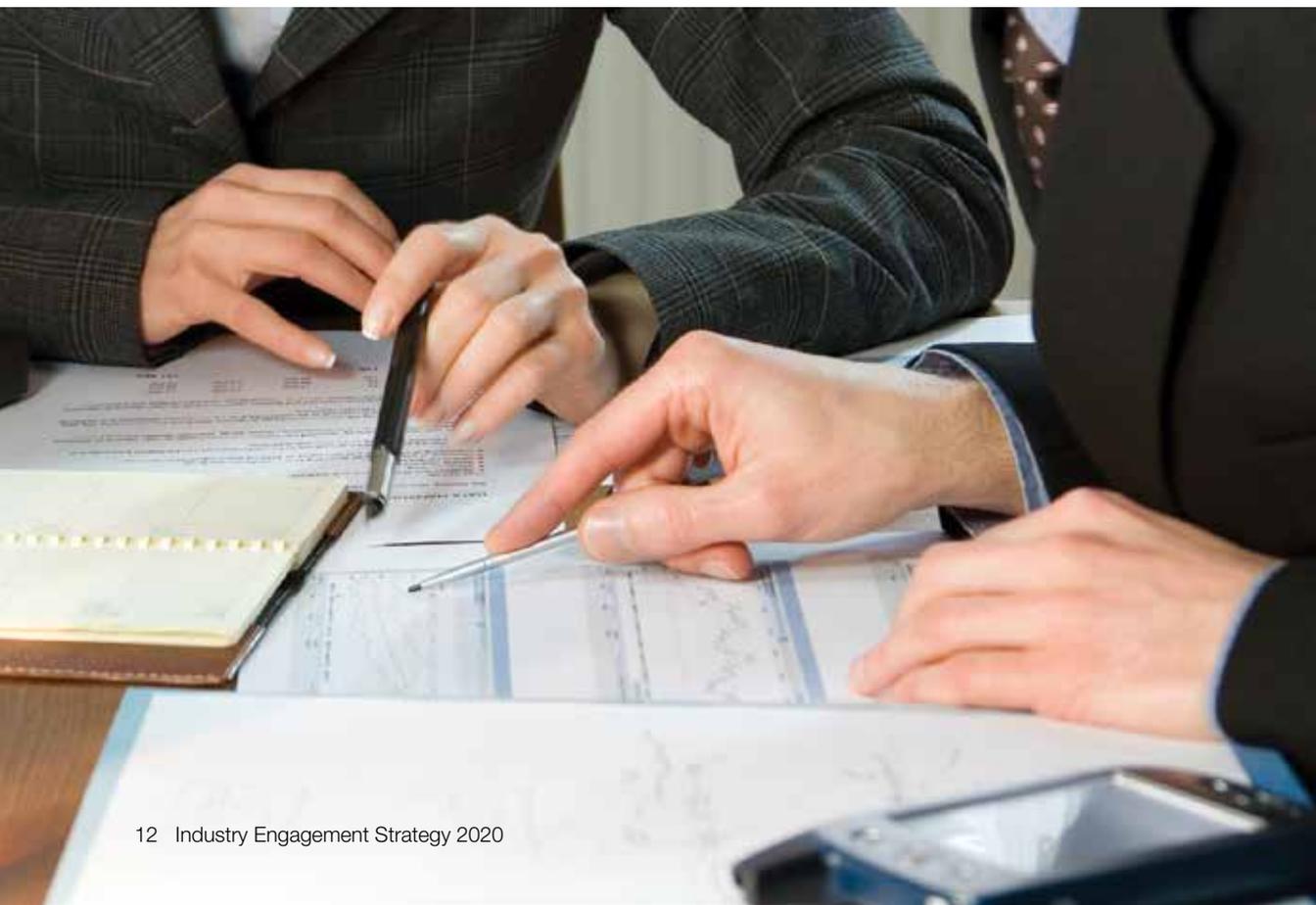
- citizens and residents including family and humanitarian entrants
- students
- visitors and working holiday makers
- skilled workers
- key economic and social sectors including:
  - education
  - tourism
  - mining, energy and resources
  - agriculture and horticulture
  - manufacturing
  - information, media and telecommunications
  - financial services
  - health and social services
  - construction
  - transport
  - retail and hospitality
  - science and technology

# Avenues for communication and partnership

Industry stakeholders can engage with the Department through a number of avenues to provide input into policy, programme development and operational issues. Avenues for engagement include the annual Industry Summit, formal consultative committees and advisory groups, as well as regular stakeholder forums held in each state and territory. In addition, stakeholders can provide the Department with feedback and input through a range of less formal processes including bilateral and multilateral stakeholder discussions, feedback to the Global Feedback Unit and correspondence.

## Key departmental consultative forums on migration and mobility

The Department supports regular consultative forums with key sectors, with membership from industry peak bodies, industry stakeholders, community stakeholders and Australian Government agencies. The Department also engages extensively with foreign governments and international organisations.



## Industry Summit

An annual event hosted by the Department which brings together senior industry, departmental and Australian Government representatives to discuss strategic trade and goods, travel and migration issues.

### **Ministerial Advisory Council on Skilled Migration (MACSM)**

Advises the Government on temporary and permanent skilled migration policy settings to optimise their contribution to Australia's productivity and economy. Comprised of cross-sector representation.

### **Tourism Visa Advisory Group (TVAG)**

Facilitates consultation between the Department and key tourism industry stakeholders including key non-government peak bodies, state and territory tourism authorities, and other government agencies.

### **Education Visa Consultative Committee (EVCC)**

Facilitates consultation between the Department and key international education sector stakeholders, including key non-government peak bodies, states and territories, representatives of business and unions, and other Australian Government agencies.

### **National Advisory Groups**

Temporary working groups on particular issues, which provide a means for the Department, industry and other key stakeholders to work together on policy development, programme design, operational implementation and oversight.

### **Regional Stakeholder Groups**

Meetings convened by the Department's senior representatives in each state and territory on both national and regional issues. These meetings may incorporate information provision and request input and feedback depending on the specific issue/s.

### **Skilled Migration Officials Group**

Commonwealth, state and territory officials forum supporting cross-government collaboration on migration.

## Methods of consultation

How the Department consults varies according to the nature of the issues, the breadth of possible impact, the timeframes available and a range of other factors. The following table outlines how the Department typically seeks to approach consultation in the context of these variables.<sup>1</sup>

Consultation type	When is it used
<b>Full public consultation</b>	<ul style="list-style-type: none"> <li>■ When the issue has broad-reaching potential impacts.</li> <li>■ Where broad stakeholder views and input will support good decision-making.</li> <li>■ When the integrity of the decision-making process will not be compromised by early public scrutiny.</li> </ul>
<b>Targeted consultation</b>	<ul style="list-style-type: none"> <li>■ When affected stakeholders are in a well-defined sector or location and resources are best targeted to directly affected stakeholders.</li> <li>■ When full public consultation cannot be achieved within the timeframes.</li> </ul>
<b>Confidential consultation</b>	<ul style="list-style-type: none"> <li>■ When the sensitivity of the issue requires discretion.</li> <li>■ When open public consultation could compromise the confidentiality of Cabinet deliberations.</li> </ul>
<b>Post-decision consultation</b>	<ul style="list-style-type: none"> <li>■ When the decision is highly market sensitive/where there is a risk of unfair advantage.</li> <li>■ When an issue has already attracted significant and prolonged public debate.</li> <li>■ When consultation could compromise the confidentiality of Cabinet deliberations.</li> </ul>

<sup>1</sup> Adapted from the Office of Best Practice Regulation *Best Practice Consultation: Guidance Note*, 2014

	How often is it used	What methods may be used
	Common/ Preferred	<ul style="list-style-type: none"> <li>■ Publically advertised call for submissions from all stakeholders.</li> <li>■ Face-to-face consultations.</li> <li>■ Engagement with advisory bodies.</li> <li>■ General surveys.</li> </ul>
	Common/Preferred	<ul style="list-style-type: none"> <li>■ Publically advertised or targeted call for submissions from relevant stakeholders.</li> <li>■ Face-to-face consultations.</li> <li>■ Engagement with advisory bodies.</li> <li>■ Targeted surveys.</li> </ul>
	Less common/Required for certain issues	<ul style="list-style-type: none"> <li>■ Confidential face-to-face consultations.</li> <li>■ Confidential engagement with advisory bodies.</li> <li>■ Targeted requests for confidential input.</li> </ul>
	Less common/Required for certain issues	<ul style="list-style-type: none"> <li>■ All of the above listed methods in relation to implementation.</li> </ul>

# Accessing information

The Department currently provides a number of channels through which industry can access information including our website and Service Centre.

## Website

The website is the Department's primary information source for all stakeholders including businesses and individuals.

### **Employer hub**

Employing and sponsoring workers: this page provides information for employers looking to bring genuinely skilled workers to Australia when they cannot find an appropriately skilled Australian.

### **Travel for business**

This page includes information on Asia-Pacific Economic Cooperation (APEC) Business Travel Card (ABTC), conferences and events, and prohibited and restricted imports.

### **Education**

This page provides information on education providers, student visa assessment levels and streamlined visa processing arrangements.

### **Business, Agents and Trade Professionals – Migration Agents Gateway**

Provides information for Registered Migration Agents on the Department's online services, visa-related information, as well as useful links and resources. Agents can subscribe to LEGENDcom to access up to date legislation and policy, or use Visa Support to make applications and get current information about fees and charges.

### **Visa Entitlement Verification Online (VEVO)**

Registered organisations can use VEVO to check a foreign national's eligibility to live, work and study in Australia (note: you must have the foreign national's permission before you conduct any VEVO check). Organisations can join at any time by completing online registration. The types of organisations that register include:

- employers and labour suppliers;
- education providers; and
- Registered Migration Agents.

### **Visa Support**

A range of information is available here including:

- visa fees and charges including a visa price estimator;
- information on all aspects of visa application including online lodgement facilities; and
- information about our planned system maintenance and technical issues you might see when using our systems, and tips for resolution.

## **Research and Statistics**

A range of free information is available here including:

- research conducted into Australian immigration which provides an understanding of impacts on the Australian environment, economy, culture and workforce;
- statistical information on international students on various student visa programmes;
- statistics from the Migration, asylum and humanitarian programmes which enable forward planning in the form of indicative forecasts and estimates;
- visa statistics for temporary work in Australia;
- statistical information on visitors to Australia;
- operation reports which relate to a wide range of topics, including baggage examinations and passenger experience; and
- a range of data in pivot table format along with links to data stored in [www.data.gov.au](http://www.data.gov.au).

## **Phone**

The departmental Service Centre is the official point of contact for enquiries relevant to travellers, visa holders and prospective migrants.

## **General Enquiries**

131 881 for all enquiries regarding visas, citizenship, travel or trade.

## **Global Feedback Unit**

Feedback is valuable to the Department and is used to improve our services to industry and the community, and investigate and respond to any issues of concern.

Feedback can be compliments, complaints and suggestions:

- compliments are praise or congratulations about any aspect of our services, performance or how we do business;
- complaints are an expression of dissatisfaction or unmet expectations about any aspect of our service or the way we conduct our business; and
- suggestions are ideas on how we could improve our services or do our business differently.



## New industry website portal

The Department will develop a dedicated industry website portal with information tailored specifically for industry sectors. This website portal will be continuously improved with the aim of providing a user-friendly location for up-to-date information. It will enable industry to more easily access and search sector specific information, as well as receive updates on news, legislation or regulation changes. The website portal will link with other relevant government portals. The Department will also collaborate with industry to implement an improved approach to communication through digital channels.

## Further information and statistics

A range of information pertaining to migration and mobility is also hosted on [www.govdex.gov.au](http://www.govdex.gov.au). This website is a secure online collaboration for the Australian Government. Data is stored and accessed through communities where stakeholders, both government and private, are invited to join. This enables information sharing in a secure and restricted environment. The Department hosts several communities on this site and charges may apply.

