

PART I

ALL PORTFOLIOS ARE REQUESTED TO COMPLETE PART I.

If you cannot answer a question, please indicate whether the question is NOT APPLICABLE or if INFORMATION IS NOT AVAILABLE.

Section 1: Contact details

1.1 Portfolio

1.2 Reporting and financial arrangements are governed by:
(Please indicate with a 'X' whether one or more of the following Acts apply)

Financial Management and Accountability Act 1997

YES	NO
X	

Commonwealth Authorities and Companies Act 1997

YES	NO

Other

1.3 Contact Officer

Position

Phone

Fax

Email

Address

This section asks about your portfolio's total revenues, charges and expenses (but not including the revenues, charges and expenses of agencies that will be completing separate responses to this questionnaire - see Attachment A). All portfolios should complete this section, whether or not you consider you undertake cost recovery.

Section 2: Portfolio revenues, charges and expenses

(Please indicate with a 'X' which response applies)

2.1 Has your portfolio charged any cost recovery fees, levies or other charges in the last five financial years?

YES	NO
X	

Relevant charges include any fees, levies, taxes (including some customs and excise duties earmarked for specific purposes) or other charges which arise from the services, programs or business activities of your portfolio, and which are collected by your portfolio, or by another agency on your behalf. For example, application fees, processing charges, consultancy fees, publication sales, special industry duties, excises or levies other than general taxation.

2.2 Were any of the appropriations allocated to your portfolio in the last five financial years linked (hypothecated) to revenue collected from fees, levies or charges (for example, levies paid to the Consolidated Revenue Fund but earmarked for allocation to your portfolio)? (Whether the revenue was collected by your portfolio or by another agency on your behalf).

YES	NO
X	

2.3 Has your portfolio considered introducing any cost recovery arrangements in the past that were not implemented?
(Please attach any relevant reviews, analysis or other information.)

YES	NO
	X

2.4 Is your portfolio considering introducing any cost recovery arrangements in the future?
(Please attach any relevant reviews, analysis or other information.)

YES	NO
X	

If you answered NO to questions 2.1 and 2.2, you need not answer any further questions. Thank you for your cooperation. Please return the questionnaire to the Commission (see front sheet for instructions).

If you answered YES to EITHER question 2.1 OR question 2.2 OR both, please complete section 3 below, and Part II on the following worksheet.

Section 3: Portfolio revenues and expenses

Please do not include the revenues and expenses in this section of agencies that will be completing separate responses to this questionnaire (see Attachment A).

3.1 Does your portfolio classify revenues and expenses as agency and administered?

YES	NO
X	

Agency revenues and expenses are those controlled by the department/agency (for example, employee and administrative expenses). Administered revenues and expenses are those which are controlled by Government and managed or oversighted by the department/agency on behalf of the Government (for example, social security payments).

If your portfolio classifies revenues and expenses as 'agency' and 'administered' then please fill in both tables below. If your portfolio does not classify revenues and expenses as 'agency' and 'administered' then please put all revenues and expenses in the 'agency' table below.

AGENCY portfolio revenues and expenses (Please use \$'000)					
	1995-96	1996-97	1997-98	1998-99	1999-2000
Agency revenue from cost recovery (a)					
3.2 Cost recovery revenue retained by your portfolio	98	150	100	120	100
3.3 Cost recovery revenue paid to CRF and appropriated to your portfolio (or another agency for a specific purpose (ie. annotated, hypothecated or earmarked revenues)	19,236	8,768	6,040	9,661	9,967
3.4 Cost recovery revenue paid to CRF and not specifically appropriated to your portfolio (or another agency)	0	0	0	0	0
3.5 Total agency revenue from cost recovery	19334	8918	6140	9781	10067
Agency revenue from other sources					
3.6 Other appropriations	331,202	340,202	376,224	389,388	600,944
3.7 Other sources (eg. asset sales, dividends, interest, funding from other government agencies)	25,833	20,305	12,860	13,440	16,773
3.8 Total agency revenue from other sources	357035	360507	389084	402828	617717
3.9 Total portfolio agency revenue	376369	369425	395224	412609	627784
3.10 Total agency expenses	380,790	347,995	392,018	441,078	571,598
CRF Consolidated Revenue Fund					
(a) Include all revenue from fees, levies, excises and other charges which arise from the services or activities of your portfolio, and which is paid to your portfolio, to another agency or to the Consolidated Revenue Fund.					

ADMINISTERED portfolio revenues and expenses (Please use \$'000)

	1995-96	1996-97	1997-98	1998-99	1999-2000
Administered revenue from cost recovery (a)					
3.11 Cost recovery revenue retained by your portfolio					
3.12 Cost recovery revenue paid to CRF and appropriated to your portfolio (or another agency for a specific purpose (ie. annotated,	7,000	3,121	4,310	0	0
3.13 Cost recovery revenue paid to CRF and not specifically appropriated to your portfolio (or another agency)	96,984	136,286	171,425	233,224	214,065
3.14 Total administered revenue from cost recovery	103984	139407	175735	233224	214065
Administered revenue from other sources					
3.15 Other appropriations	125,790	130,759	177,480	139,082	135,762
3.16 Other sources (eg. asset sales, dividends, interest, funding from other government agencies)	11,829	13,166	11,761	23,973	16,296
3.17 Total administered revenue from other sources	137619	143925	189241	163055	152058
3.18 Total portfolio administered revenue	241603	283332	364976	396279	366123
3.19 Total administered expenses	241,603	287,553	358,725	385,044	375,621

CRF Consolidated Revenue Fund

(a) Include all revenue from fees, levies, excises and other charges which arise from the services or activities of your portfolio, and which is paid to your portfolio, to another agency or to the Consolidated Revenue Fund.

End of Part I. Please complete Part II, which is on a separate worksheet.

PART II

If your portfolio operated any cost recovery arrangements in 1999-2000, please complete this part. Please fill out a separate form for each sub-unit, cost recovery program or activity, or output or outcome for which you are reporting. Similar cost recovery arrangements may be reported in groups.

PART II(a)

Name of sub-unit, agency, program or activity, output or outcome Output 2.2: DIMA - Translating and Interpreting Service (TIS)

Section 4: Cost recovery arrangements in 1999-2000

Descriptive material		
4.1	Nature of cost recovery arrangement (eg. licence fee, service charge, hypothecated excise tax or levy etc)	Charge for service provided. Services provided by TIS include: document translating, telephone interpreting and on-site (face to face) interpreting. TIS services are provided by 2000 professional interpreters and translators in more than 100 languages and dialects. TIS provides a national 24 hours a day and 7 days a week) is treated as a CSO and is not
4.2	Basic description of arrangements: (Please attach any relevant documents.)	User (including internal DIMA program areas) are largely Gov't agencies (Com'lth, State and local) and private sector entities. They all have accounts and the price of each service provided is debited to the account, with statements of account sent monthly.
4.3	Who pays the cost recovery charges?	Large government agencies (Com'lth, state and local) and private sector entities. Internal charging applies to services that are delivered to other DIMA program areas.
4.4	Who benefits from the program or activity, output or outcome?	All levels of government, business, non-English speaking people and the Australian community at large
4.5	Do you attempt to measure these benefits? If YES, how?	Yes, however the benefits are participation in Australian society and equitable access to Government services in Australia. The benefits are real but not easy to quantify.
4.6	Are there alternate providers or substitutes for this program or activity, output or outcome? (Please describe)	Yes. English language services are provided by the Governments of NSW, Victoria, South Australia and the Northern Territory. There are also many private service providers listed in the Yellow Pages
4.7	When was this cost recovery arrangement introduced?	1991-92 financial year

PART II(b)

Name of sub-unit, agency, program or activity, output or outcome

Output 2.2: DIMA - Translating and Interpreting Service (TIS)

Program or activity, output or outcome cost recovery arrangements in 1999-2000 (continued)
(Please use \$'000)

Program or activity, output or outcome revenues

4.8	Cost recovery revenue paid to CRF earmarked for appropriation to same portfolio	\$	9500		
4.9	Cost recovery revenue paid to CRF earmarked for appropriation to a third party	\$	0		
4.10	Cost recovery revenue paid to CRF and not earmarked for particular appropriation	\$	0		
4.11	Cost recovery revenue paid to CRF (subtotal)	\$	9500		
4.12	Cost recovery not paid into CRF	\$		0	
4.13	Total cost recovery revenue	\$		9500	
4.14	Appropriations not related to cost recovery				\$ 15000
4.15	Other sources (please specify)				\$
4.16	Total program or activity, output or outcome revenues				\$ 24500

Program or activity, output or outcome expenses

4.17	Direct expenses	\$	18308
4.18	Indirect expenses (including corporate overheads)	\$	6192
4.19	Third party expenses (a)	\$	0
4.20	Total program or activity, output or outcome expenses	\$	24500

Administration costs

4.21	What costs are associated with administering the cost recovery arrangements?	\$	1500
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CRF Consolidated Revenue Fund. Direct costs are those directly related to a particular program. Indirect costs include indirect agency overheads and general running costs. (a) Include third party costs where third parties are involved in a program or activity a their costs are being recovered as part of the cost recovery arrangements.

PART II(c)

Name of sub-unit, agency, program or activity, output or outcome Output 2.2: DIMA - Translating and Interpreting Service (TIS)

Section 5: Institutional arrangements

5.1 What was the rationale for introducing these cost recovery arrangements? (Please attach sources, eg. legislative objects clauses, press releases, second reading speeches.)

	Government policy on user pays where it is possible to identify user as a government agency or business and the service is not settlement related (hence fee-free to certain users). Rationalise demand and reduce frivolous use of service
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5.2 What was the legal basis for establishing these cost recovery arrangements: (Please name and attach relevant documents.)

Legislation (eg. s.31 of the Financial Management and Accountability Act, tax or levy acts)	Executive power of Government derived from sec 61 of the Constitution. Retention of funding is derived from sec 31 of the Financial Management and Accountability Act 1997
Subordinate legislation (eg. regulations, standards)	
Co-regulation or quasi-regulation	
Commonwealth/State/Territory agreement	
Voluntary arrangements (eg. codes of practice)	
Other	

5.3 Who was consulted about introducing these cost recovery arrangements? (Please name relevant bodies and describe the consultation arrangements.)

Commonwealth government (DOFA etc)	DOFA, and other C'wlth agencies who were large users of TIS
Other governments (state, territory, local)	
Industry	
Consumers	
Other	

<p>5.4 What guidelines were consulted when establishing these cost recovery arrangements? (Please attach source of information, guidelines etc.)</p>	<p>DOFA costing guidelines and the then Finance Directions, section 29</p>
<p>5.5 Which agency is responsible for the following activities? (Please name relevant agency)</p> <p>Policy setting</p> <p>Price setting</p> <p>Administration</p> <p>Revenue collection</p>	<p>DIMA (Minister for Immigration and Multicultural Affairs)</p> <p>DIMA (Minister for Immigration and Multicultural Affairs)</p> <p>DIMA</p> <p>DIMA</p>
<p>5.6 Is there any ongoing consultation about these cost recovery arrangements? With whom? (Please name relevant bodies.)</p> <p>Commonwealth government (DOFA etc)</p> <p>Other governments (state, territory, local)</p> <p>Industry</p> <p>Consumers</p> <p>Other</p>	<p>Minister for Immigration and Multicultural Affairs, the Parliamentary Secretary</p> <p></p> <p></p> <p></p> <p></p>
<p>5.7 Please describe these consultation arrangements.</p>	<p>Ongoing monitoring and review of prices and services, and the annual Budget context.</p>
<p>5.8 Have the cost recovery arrangements been formally reviewed? What was the outcome? (Please attach copy of review)</p>	<p>Yes. Most recent review was in early 2000 which resulted in a Ministerial decision to restructure some user charges and align others to more closely match the market effective from 1 Septmeber 2000</p>

PART II(d)

Name of sub-unit, agency, program or activity, output or outcome

Output 2.2: DIMA - Translating and Interpreting Service (TIS)

Section 6: Price setting arrangements

6.1 How are these cost recovery charges determined? (Please attach any relevant documents)	
(i) How are charges set? (eg. by formula in legislation or based on 'market prices')	Initially cost recovery, but also to align with market prices
(ii) Are charges directly related to the costs of particular activities, outcomes or outputs, or charged on some other basis? (eg. levies on users' turnover, profits or assets)	User charges are directly related to the cost of each of the three products (Output components)
6.2 If charges are directly related to the costs of particular activities, outputs or outcomes:	
(i) What costs do charges aim to recover? (eg. only direct costs or indirect costs such as overheads)	Charges are aimed to recover the full cost (direct and indirect) of each product
(ii) What proportion of these costs do charges aim to recover? (%)	Target 100% cost recovery, however, the diverse nature of the services provided and the need to operate nationally around the clock results in less than
(iii) Does the charging regime require assets to be valued? (eg. to allow the calculation of user cost of capital or return on assets)	Yes
(iv) If 'YES' to (iii), on what basis are assets valued? (eg. historic, replacement, deprival or replacement cost)	Historic
(v) Do charges include a user cost of capital?	No
(vi) If 'YES' to (iv), how is it calculated?	
(vii) Do charges include return on assets? (eg. profit)	No
(viii) If 'YES' to (vii), on what basis?	
(ix) Do charges discriminate between types of users?	Yes
(x) If 'YES' to (ix), on what basis?	External users do not currently pay full costs recovery prices. Some internal

(xi)	Do charges allow for access and equity considerations (eg. waivers, discounts)?	Yes
(xii)	If 'YES' to (xi), on what basis?	See answer to (x)
(xiii)	Other (Please describe other significant features)	Services provided by TIS include a fee-free community service which is managed by thte Settlement Branch of DIMA and is subject to internal charging
6.3	How are indirect costs allocated for cost recovery arrangements? (eg. activity based costing, according to share of direct costs or other rule.)	Indirect costs are allocated as a share of the direct costs
6.4	Are there any price controls on these charges?	No external price control. Prices are approved by the Parliamentary Secretary in the Immigration and Multicultural Affairs portfolio.
6.5	How often is the level of charges changed?	User charges are monitored on an ongoing basis. However, prices remained unchanged from 1991 until July 2000 (increase for GST), and again in Sept
6.6	What happens if revenue recovered is greater than costs incurred?	TIS is aiming to achieve breakeven by the end of 2001-02. It is not intended that TIS generate revenue in excess of full cost.

End of Part II. Thank you for your cooperation. Please return the questionnaire and attachments to the Commission (see front sheet for instructions)

PART II

If your portfolio operated any cost recovery arrangements in 1999-2000, please complete this part. Please fill out a separate form for each sub-unit, cost recovery program or activity, or output or outcome for which you are reporting. Similar cost recovery arrangements may be reported in groups.

PART II(a)

Name of sub-unit, agency, program or activity, output or outcome

Outcome 1- Lawful and orderly entry and stay of people

Section 4: Cost recovery arrangements in 1999-2000

Descriptive material	
4.1	<p>Nature of cost recovery arrangement (eg. licence fee, service charge, hypothecated excise tax or levy etc)</p> <p>Visa Application Charges (VAC) - is a charge to lodge a visa application.. The fee is a "user charge" and is classified as non-tax revenue (using the taxing powers of the Commonwealth). The price of a VAC is not directly related to the provision of a service. There is no refund if the application is rejected or is withdrawn.</p>
4.2	<p>Basic description of arrangements: (Please attach any relevant documents.)</p> <p>The VAC is imposed under the Migration (Visa Application) Charge Act 1997. The price of the VAC varies with the type of visa being applied for. A secondary VAC instalment applies in some cases for functional English and health considerations.</p>
4.3	<p>Who pays the cost recovery charges?</p> <p>VAC are paid by the visa applicant. In some cases such as the Electronic Travel Authority and humanitarian cases, the VAC is determined at \$0.</p>
4.4	<p>Who benefits from the program or activity, output or outcome?</p> <p>The Australian community (by allowing the orderly entry and stay of people), the visa applicant (to come to Australia) and Australian industry (by the diverse and skill workforce and community).</p>
4.5	<p>Do you attempt to measure these benefits? If YES, how?</p> <p>Benefits to the Aust. community/industry are assessed annually in the migration program review. Industries (eg tourism) undertakes its own assessment.</p>
4.6	<p>Are there alternate providers or substitutes for this program or activity, output or outcome? (Please describe)</p> <p>No. Immigration control of border is a core function of Government.</p>
4.7	<p>When was this cost recovery arrangement introduced?</p> <p>VAC have been in place for some time, however a greater focus on cost recovery began in the late 1980s. The non-tax revenue regime of the VAC began in 1997</p>

PART II(b)

Name of sub-unit, agency, program or activity, output or outcome Outcome 1- Lawful and orderly entry and stay of people

Program or activity, output or outcome cost recovery arrangements in 1999-2000 (continued)
(Please use \$'000)

Program or activity, output or outcome revenues			
4.8	Cost recovery revenue paid to CRF earmarked for appropriation to same portfolio	\$	0
4.9	Cost recovery revenue paid to CRF earmarked for appropriation to a third party	\$	0
4.10	Cost recovery revenue paid to CRF and not earmarked for particular appropriation	\$	204,069
4.11	Cost recovery revenue paid to CRF (subtotal)	\$	204069
4.12	Cost recovery not paid into CRF	\$	0
4.13	Total cost recovery revenue	\$	204069
4.14	Appropriations not related to cost recovery	\$	538,883
4.15	Other sources (please specify)	\$	0
4.16	Total program or activity, output or outcome revenues	\$	742952
Program or activity, output or outcome expenses			
4.17	Direct expenses	\$	397,508
4.18	Indirect expenses (including corporate overheads)	\$	96,410
4.19	Third party expenses (a)	\$	21,467
4.20	Total program or activity, output or outcome expenses	\$	515385
Administration costs			
4.21	What costs are associated with administering the cost recovery arrangements?	\$	7,850

CRF Consolidated Revenue Fund. Direct costs are those directly related to a particular program. Indirect costs include indirect agency overheads and general running costs. (a) Include third party costs where third parties are involved in a program or activity

PART II(c)

Name of sub-unit, agency, program or activity, output or outcome

Outcome 1- Lawful and orderly entry and stay of people

Section 5: Institutional arrangements

5.1 What was the rationale for introducing these cost recovery arrangements? (Please attach sources, eg. legislative objects clauses, press releases, second reading speeches.)

VAC were initially introduced to to recover some of the cost of the administration and compliance of Australia's immigration arrangements, and to offset budgetary requirements for DIMA increased service delivery and to rationalise demand for DIMA services.

5.2 What was the legal basis for establishing these cost recovery arrangements: (Please name and attach relevant documents.)

- Legislation (eg. s.31 of the Financial Management and Accountability Act, tax or levy acts)
- Subordinate legislation (eg. regulations, standards)
- Co-regulation or quasi-regulation
- Commonwealth/State/Territory agreement
- Voluntary arrangements (eg. codes of practice)
- Other

Migration (Visa Application) Charge Act 1997

5.3 Who was consulted about introducing these cost recovery arrangements? (Please name relevant bodies and describe the consultation arrangements.)

- Commonwealth government (DOFA etc)
- Other governments (state, territory, local)
- Industry
- Consumers
- Other

DOFA, and other C'wlth agencies (Ags, Treasury and PM&C)

5.4	What guidelines were consulted when establishing these cost recovery arrangements? (Please attach source of information, guidelines etc.)	DOFA costing guidelines and the then Finance Directions, section 29					
5.5	Which agency is responsible for the following activities? (Please name relevant agency) Policy setting Price setting Administration Revenue collection	<table border="1"> <tr> <td data-bbox="898 587 1800 619">DIMA (Minister for Immigration and Multicultural Affairs), Treasury, DOFA</td> </tr> <tr> <td data-bbox="898 619 1800 651">DIMA (Minister for Immigration and Multicultural Affairs)</td> </tr> <tr> <td data-bbox="898 651 1800 683">DIMA</td> </tr> <tr> <td data-bbox="898 683 1800 715">DIMA</td> </tr> </table>	DIMA (Minister for Immigration and Multicultural Affairs), Treasury, DOFA	DIMA (Minister for Immigration and Multicultural Affairs)	DIMA	DIMA	
DIMA (Minister for Immigration and Multicultural Affairs), Treasury, DOFA							
DIMA (Minister for Immigration and Multicultural Affairs)							
DIMA							
DIMA							
5.6	Is there any ongoing consultation about these cost recovery arrangements? With whom? (Please name relevant bodies.) Commonwealth government (DOFA etc) Other governments (state, territory, local) Industry Consumers Other	<table border="1"> <tr> <td data-bbox="898 778 1800 810">Minister for Immigration and Multicultural Affairs, Treasury, DOFA</td> </tr> <tr> <td data-bbox="898 810 1800 842"></td> </tr> <tr> <td data-bbox="898 842 1800 874">Various industry groups (business council and tourism groups)</td> </tr> <tr> <td data-bbox="898 874 1800 906"></td> </tr> <tr> <td data-bbox="898 906 1800 938"></td> </tr> </table>	Minister for Immigration and Multicultural Affairs, Treasury, DOFA		Various industry groups (business council and tourism groups)		
Minister for Immigration and Multicultural Affairs, Treasury, DOFA							
Various industry groups (business council and tourism groups)							
5.7	Please describe these consultation arrangements.	Ongoing monitoring and review of prices, the annual Commonwealth Budget context and in development of the annual migration program .					
5.8	Have the cost recovery arrangements been formally reviewed? What was the outcome? (Please attach copy of review)	Most recent substantial review was in 1997 following a High Court decision on the level of cost recovery by Commonwealth agencies, which resulted in the "cost recovery" arrangements changing to "user charging".					

PART II(d)

Name of sub-unit, agency, program or activity, output or outcome

Outcome 1- Lawful and orderly entry and stay of people

Section 6: Price setting arrangements

6.1 How are these cost recovery charges determined? (Please attach any relevant documents)

- | | |
|--|--|
| (i) How are charges set? (eg. by formula in legislation or based on 'market prices') | Initially prices were based on cost recovery. Under the 1997 legislation, the cost of providing the service is of lesser consideration in determining prices. Humanitarian issues have nil charges (CSO considerations) |
| (ii) Are charges directly related to the costs of particular activities, outcomes or outputs, or charged on some other basis? (eg. levies on users' turnover, profits or assets) | Charges relate directly to the lodging of an application for a visa. There is no provision for refund of the charge in the event that the application is not approved, or even if it is subsequently withdrawn by the applicant. |

6.2 If charges are directly related to the costs of particular activities, outputs or outcomes:

- | | |
|--|----------------------------------|
| (i) What costs do charges aim to recover? (eg. only direct costs or indirect costs such as overheads) | Charges are not directly related |
| (ii) What proportion of these costs do charges aim to recover? (%) | |
| (iii) Does the charging regime require assets to be valued? (eg. to allow the calculation of user cost of capital or return on assets) | |
| (iv) If 'YES' to (iii), on what basis are assets valued? (eg. historic, replacement, deprival or replacement cost) | |
| (v) Do charges include a user cost of capital? | |
| (vi) If 'YES' to (iv), how is it calculated? | |
| (vii) Do charges include return on assets? (eg. profit) | |
| (viii) If 'YES' to (vii), on what basis? | |
| (ix) Do charges discriminate between types of users? | |
| (x) If 'YES' to (ix), on what basis? | |

(xi)	Do charges allow for access and equity considerations (eg. waivers, discounts)?	
(xii)	If 'YES' to (xi), on what basis?	
(xiii)	Other (Please describe other significant features)	
6.3	How are indirect costs allocated for cost recovery arrangements? (eg. activity based costing, according to share of direct costs or other rule.)	Not applicable
6.4	Are there any price controls on these charges?	Prices are supported by the Minister for Immigration and Multicultural Affairs, and subsequently set by Regulation.
6.5	How often is the level of charges changed?	Charges are reviewed in the context of policy changes and annual indexation.
6.6	What happens if revenue recovered is greater than costs incurred?	It is possible that charges may exceed the cost of processing application on an individual basis. Excess revenue is paid to CRF.

End of Part II. Thank you for your cooperation. Please return the questionnaire and attachments to the Commission (see front sheet for instructions)

PART II

If your portfolio operated any cost recovery arrangements in 1999-2000, please complete this part. Please fill out a separate form for each sub-unit, cost recovery program or activity, or output or outcome for which you are reporting. Similar cost recovery arrangements may be reported in groups.

PART II(a)

Name of sub-unit, agency, program or activity, output or outcome DIMA - Miscellaneous revenues

Section 4: Cost recovery arrangements in 1999-2000

Descriptive material	
4.1	Nature of cost recovery arrangement (eg. licence fee, service charge, hypothecated excise tax or levy etc) Miscellaneous chargings, mainly sale of publications
4.2	Basic description of arrangements: (Please attach any relevant documents.) Main item is sale of migration information booklet. Also includes revenue from royalties on sale of DIMA produced material (legislation on CD, photographic library, publications through AusInfo Bookshops, population history information)
4.3	Who pays the cost recovery charges? Various customers purchasing goods, including prospective migrants
4.4	Who benefits from the program or activity, output or outcome? The Australian Community at large Individual customers, including prospective migrants
4.5	Do you attempt to measure these benefits? If YES, how? No
4.6	Are there alternate providers or substitutes for this program or activity, output or outcome? (Please describe) Migration packs - no alternative providers Other goods - many alternative providers for most products, although some publications, generally Government reports, have no alternative providers.
4.7	When was this cost recovery arrangement introduced? Various times, but generally from mid 1980s

PART II(b)

Name of sub-unit, agency, program or activity, output or outcome

DIMA - Miscellaneous revenues

Program or activity, output or outcome cost recovery arrangements in 1999-2000 (continued)
(Please use \$'000)

Program or activity, output or outcome revenues

4.8	Cost recovery revenue paid to CRF earmarked for appropriation to same portfolio	\$	3,000		
4.9	Cost recovery revenue paid to CRF earmarked for appropriation to a third party	\$	0		
4.10	Cost recovery revenue paid to CRF and not earmarked for particular appropriation	\$	0		
4.11	Cost recovery revenue paid to CRF (subtotal)	\$	3000		
4.12	Cost recovery not paid into CRF	\$	0		
4.13	Total cost recovery revenue	\$	3000		
4.14	Appropriations not related to cost recovery			\$	5,000
4.15	Other sources (please specify)			\$	0
4.16	Total program or activity, output or outcome revenues			\$	8000

Program or activity, output or outcome expenses

4.17	Direct expenses	\$	4,000
4.18	Indirect expenses (including corporate overheads)	\$	2,000
4.19	Third party expenses (a)	\$	
4.20	Total program or activity, output or outcome expenses	\$	6000

Administration costs

4.21	What costs are associated with administering the cost recovery arrangements?	\$	500
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CRF Consolidated Revenue Fund. Direct costs are those directly related to a particular program. Indirect costs include indirect agency overheads and general running costs. (a) Include third party costs where third parties are involved in a program or acti

PART II(c)

Name of sub-unit, agency, program or activity, output or outcome DIMA - Miscellaneous revenues

Section 5: Institutional arrangements

5.1 What was the rationale for introducing these cost recovery arrangements? (Please attach sources, eg. legislative objects clauses, press releases, second reading speeches.)

	User pays and cost recovery Rationalise demand
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5.2 What was the legal basis for establishing these cost recovery arrangements: (Please name and attach relevant documents.)

Legislation (eg. s.31 of the Financial Management and Accountability Act, tax or levy acts)	Administrative powers of Government derived from sec 61 of the Constitution. Access to revenue derived from sec 31 of the Financial Management and Accountability Act 1997
Subordinate legislation (eg. regulations, standards)	
Co-regulation or quasi-regulation	
Commonwealth/State/Territory agreement	
Voluntary arrangements (eg. codes of practice)	
Other	

5.3 Who was consulted about introducing these cost recovery arrangements? (Please name relevant bodies and describe the consultation arrangements.)

Commonwealth government (DOFA etc)	DOFA
Other governments (state, territory, local)	
Industry	
Consumers	
Other	

<p>5.4 What guidelines were consulted when establishing these cost recovery arrangements? (Please attach source of information, guidelines etc.)</p>	<p>DOFA costing guidelines current at the time (including former Finance Direction section 29)</p>
<p>5.5 Which agency is responsible for the following activities? (Please name relevant agency)</p> <p>Policy setting</p> <p>Price setting</p> <p>Administration</p> <p>Revenue collection</p>	<p>DIMA, and to a lesser extent, DOFA</p> <p>DIMA</p> <p>DIMA</p> <p>DIMA</p>
<p>5.6 Is there any ongoing consultation about these cost recovery arrangements? With whom? (Please name relevant bodies.)</p> <p>Commonwealth government (DOFA etc)</p> <p>Other governments (state, territory, local)</p> <p>Industry</p> <p>Consumers</p> <p>Other</p>	<p>DOFA</p> <p>Migration industry, law industry</p>
<p>5.7 Please describe these consultation arrangements.</p>	<p>DOFA - consult in the annual budget process and in periodic evaluation of various programs</p>
<p>5.8 Have the cost recovery arrangements been formally reviewed? What was the outcome? (Please attach copy of review)</p>	<p>Yes. Cost recovery to continue</p>

PART II(d)

Name of sub-unit, agency, program or activity, output or outcome DIMA - Miscellaneous revenues

Section 6: Price setting arrangements

6.1 How are these cost recovery charges determined? (Please attach any relevant documents)	
(i) How are charges set? (eg. by formula in legislation or based on 'market prices')	Migration packs - cost recovery basis, but price is rounded to the nearest \$5 for efficiency in handling sales over the counter at the DIMA offices. Other publications - cost recovery, and to a lesser extent, market prices.
(ii) Are charges directly related to the costs of particular activities, outcomes or outputs, or charged on some other basis? (eg. levies on users' turnover, profits or assets)	Charge is cost for product sold
6.2 If charges are directly related to the costs of particular activities, outputs or outcomes:	
(i) What costs do charges aim to recover? (eg. only direct costs or indirect costs such as overheads)	Development, production (recovery of third party producers costs) and distribution
(ii) What proportion of these costs do charges aim to recover? (%)	Depending on the publication/product. Generally is 100%, however may be less than this for those products with CSO benefit
(iii) Does the charging regime require assets to be valued? (eg. to allow the calculation of user cost of capital or return on assets)	Not relevant - minimal asset usage as production is contracted out to third parties
(iv) If 'YES' to (iii), on what basis are assets valued? (eg. historic, replacement, deprival or replacement cost)	
(v) Do charges include a user cost of capital?	Not relevant - minimal capital usage as production is contracted out to third parties
(vi) If 'YES' to (iv), how is it calculated?	
(vii) Do charges include return on assets? (eg. profit)	Not relevant
(viii) If 'YES' to (vii), on what basis?	
(ix) Do charges discriminate between types of users?	Generally no, however the price of some products may be provided at lower cost if there is a CSO benefit
(x) If 'YES' to (ix), on what basis?	

(xi)	Do charges allow for access and equity considerations (eg. waivers, discounts)?	Yes
(xii)	If 'YES' to (xi), on what basis?	If there is an identified CSO benefit
(xiii)	Other (Please describe other significant features)	
6.3	How are indirect costs allocated for cost recovery arrangements? (eg. activity based costing, according to share of direct costs or other rule.)	Has previously been on general attribution based on estimated proportion of time. Will in the future be based on comprehensive Activity Based Costing
6.4	Are there any price controls on these charges?	No
6.5	How often is the level of charges changed?	Reviewed every 12 months, but may not necessarily change every review
6.6	What happens if revenue recovered is greater than costs incurred?	The surplus goes to fund other activities of the outcome/output/activity within DIMA

End of Part II. Thank you for your cooperation. Please return the questionnaire and attachments to the Commission (see front sheet for instructions)