IGIS

OFFICE OF THE
INSPECTOR-GENERAL
OF INTELLIGENCE
AND SECURITY

CORPORATE PLAN 2024–25

FINANCIAL YEARS 2024–25 TO 2027–28

IGIS.GOV.AU

Acknowledgement of Country

The Inspector-General of Intelligence and Security acknowledges Traditional Custodians of Country throughout Australia and recognises their continuing connection to lands, waters and communities. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Acknowledgement

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Glossary

ACIC	Australian Criminal Intelligence Commission
AFP	Australian Federal Police
AGO	Australian Geospatial-Intelligence Organisation
APS	Australian Public Service
ASD	Australian Signals Directorate
ASIO	Australian Security Intelligence Organisation
ASIS	Australian Secret Intelligence Service
Complaint	IGIS categorises a matter as a complaint if it raises an initially credible allegation of illegal or improper conduct or an abuse of human rights in relation to an action of an intelligence agency within the jurisdiction of IGIS
DIO	Defence Intelligence Organisation
Five Eyes	Refers to an intelligence alliance of Australia, Canada, New Zealand, the United Kingdom and the United States
ICT	Information and communications technology
IGIS	Inspector-General of Intelligence and Security
IGIS Act	*Inspector-General of Intelligence and Security Act 1986*
Inquiry	An inquiry conducted in accordance with Part II, Division 3 of the IGIS Act
Inspection	The examination of selected agency systems and records in the course of overseeing an agency's activities in accordance with sec 9A of the IGIS Act
NACC	National Anti-Corruption Commission
ONI	Office of National Intelligence
PID Act	*Public Interest Disclosure Act 2013*
Public interest disclosure	A public interest disclosure within the meaning of the *Public Interest Disclosure Act 2013*
The intelligence agencies	ONI, ASIO, ASIS, ASD, AGO, and DIO

Inspector-General's Introduction

I, Christopher Jessup, as the accountable authority of the Office of the Inspector-General of Intelligence and Security (IGIS), present the IGIS Corporate Plan 2024–2025 for the period 2024–25 to 2027–28, as required under paragraph 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

With the expansion of the intelligence community, the national conversation continues to be highly attuned to matters of intelligence integrity and oversight. In the 2024–25 Budget, the IGIS received increased funding ahead of the anticipated expansion of its oversight and supporting capabilities, commensurate with the recent investments in the intelligence community. This funding recognises the increased complexity and size of many of the agencies that we currently oversee, as well as an increased jurisdiction for the Inspector-General.

While plans to fully realise the expanded IGIS jurisdiction are still progressing, the increased funding to support this work is phased to enable the office to grow our staffing to meet current and projected demand on resources. This phased approach will allow the growth of our own capability to be commensurate with the growth in the agencies in our jurisdiction.

Over the course of this Corporate Plan we will manage the challenges and opportunities of a growing office, evolving jurisdiction, and the complex national security environment by delivering on our key performance measures and meeting our objectives, which are set out in the performance section of this plan.

Our objectives for this coming year are:

- We continue to conduct independent, relevant, and influential oversight.
- We continue to build a capable, engaged, and outcome-driven workforce.
- We have plans that are strategic in outlook and that are tailored for 'business as usual', as well as forward growth.
- We effectively grow to meet our objectives, recognising that the growth required can only be achieved by also growing our corporate capability.

We recognise that our oversight processes must be as visible and transparent as possible to provide public and parliamentary assurance that agency activities are open to robust scrutiny. Providing this assurance relies on us being respected as a credible and independent oversight agency. Accordingly, we will continue to make public as much of our work as is possible within appropriate security constraints.

The Hon Christopher Jessup KC
Inspector-General of Intelligence and Security

About the Inspector-General of Intelligence and Security (IGIS)

Established under the *Inspector-General of Intelligence and Security Act 1986* (Cth) (IGIS Act) the role of the Inspector-General is to assist ministers in overseeing and reviewing the activities of the six intelligence agencies under IGIS jurisdiction (the intelligence agencies) for legality, propriety, and consistency with human rights.

We provide independent assurance for the Prime Minister, senior ministers, Parliament and the public as to whether the intelligence agencies are acting in accordance with these principles.

We do this by inspecting, inquiring into, and reporting on agency activities. As set out in the IGIS Act, the intelligence agencies IGIS oversees are:

- Office of National Intelligence (ONI)
- Australian Security Intelligence Organisation (ASIO)
- Australian Secret Intelligence Service (ASIS)
- Australian Signals Directorate (ASD)
- Australian Geospatial-Intelligence Organisation (AGO)
- Defence Intelligence Organisation (DIO)

In addition, the *Surveillance Legislation (Identify and Disrupt) Act 2021* (Cth) expanded IGIS's jurisdiction to include oversight of the use of network activity warrants by the Australian Criminal Intelligence Commission (ACIC) and the Australian Federal Police (AFP).

We undertake regular, proactive inspections of the intelligence agencies, and conduct inquiries. Inquiries can be undertaken in response to complaints, of the Inspector-General's own motion, or at the request of ministers. When undertaking inquiries, we have investigative powers similar to those of a royal commission, including the power to compel persons to answer questions and produce documents and to take sworn evidence.

As part of our scrutiny of the activities of intelligence agencies and public assurance role, we can inquire into complaints made about the agencies we oversee, including the use of network activity warrants by the AFP and ACIC. Complaints can be made by a member of the public, or by a current or former employee of an intelligence agency, about the activities of an intelligence agency. When the Inspector-General decides not to inquire into a complaint, the complainant is informed in writing. Details about individual complaints and their resolution are not made public by the IGIS for privacy reasons.

The Inspector-General has functions and responsibilities under the *Public Interest Disclosure Act 2013* (Cth) (PID Act) relating to disclosures about the intelligence agencies. In addition, the Inspector-General has a specific role under the *Freedom of Information Act 1982* (Cth) (FOI Act) and the *Archives Act 1983* (Cth) (Archives Act) to provide evidence on national security-related damage that may be caused by the disclosure of certain material in disputed matters.

Purpose

Our purpose is to provide independent assurance to ministers, the Parliament, and the public as to whether Australia's intelligence and security agencies under our jurisdiction are acting with legality, propriety and consistency with human rights.

This purpose is guided by how the role of the Inspector-General of Intelligence and Security is outlined in section 4 of the IGIS Act, which states the IGIS's role is:

- To assist ministers in the oversight and review of:
  - the compliance with the law by, and the propriety of particular activities of, the intelligence agencies
  - the effectiveness and appropriateness of the procedures of those agencies relating to the legality or propriety of their activities
  - certain other aspects of the activities and procedures of those agencies.
- To assist ministers in ensuring the activities of those agencies are consistent with human rights.
- To assist ministers in investigating intelligence or security matters relating to Commonwealth agencies, including agencies other than intelligence agencies.
- To allow for review of certain directions given to ASIO by the responsible minister for ASIO.
- To assist the Government in assuring the Parliament and the public that intelligence and security matters relating to Commonwealth agencies are open to scrutiny, in particular, the activities and procedures of the intelligence agencies.

Our key activities

We deliver on our purpose through our key activities. The key activities reflect our prescribed role as set out in the IGIS Act. The Inspector-General is supported in undertaking these key activities by our corporate, legal, and governance teams.

Inquiries and preliminary inquiries

Conducting inquiries is a core function and the most formal activity we undertake to review the operations of intelligence agencies. An inquiry may be initiated by the Inspector-General by their own motion (which may in some cases be in response to a Public Interest Disclosure (PID)), in response to a complaint, or at the request of the Attorney-General, the relevant responsible minister or the Prime Minister. A preliminary inquiry may be initiated by the Inspector-General into the action of an intelligence agency, either in connection with a complaint, a PID, or of the Inspector-General's own motion. This process provides the means for the Inspector-General to make preliminary investigations and to determine whether further inquiry into the action is necessary. An inquiry or preliminary inquiry can look proactively at an issue or area of agency activity that may pose a significant risk, or reactively based on a previous inspection, compliance incident or complaint.

Risk-based proactive inspections

Conducting regular, proactive, and independent inspections of the legality, propriety and human rights implications of intelligence agency activities and compliance incidents is a key part of our approach to oversight. We prioritise these inspections based on risk. We consider many factors when assessing this risk including the impact on Australian persons, on Australia's domestic and foreign relationships and whether similar activity has raised previous concerns. In practice, this means that focus is often on an agency's most intrusive and sensitive activities. Our inspections are carried out by inspection teams, each specialising in the oversight of one or more of the intelligence agencies. We undertake cross-agency inspections to review related activities where agencies in jurisdiction work collaboratively. To support these inspections, the intelligence agencies self-report instances of potential non-compliance and provide us with advice of the context in which the activities were conducted. A classified summary report of key inspections and other activities is provided periodically to each relevant responsible minister.

Complaints and Public Interest Disclosures

We receive contacts from a range of people – including current or former staff of the intelligence agencies, people who have had dealings with the agencies, and others. These contacts are mostly initiated through our website, email or through a telephone call. Once a contact is assessed as a complaint within our jurisdiction, it is examined in accordance with set procedures. A complaint may be resolved informally, be subject to a preliminary inquiry or may proceed to an inquiry.

In the case of conduct that relates to an intelligence agency, certain IGIS officers are authorised internal recipients for the purposes of the PID Act. These officers, and the Inspector-General, are able to receive disclosures of information concerning such conduct, and then determine if it is appropriate either to allocate the handling of the disclosure to one or more of the agencies or for the Inspector-General to handle the investigation of conduct.

Provide assurance to ministers, Parliament, and the public

An important part of the role of the IGIS is to assist the Government in assuring the Parliament and, to the extent possible, the public that there is effective oversight and scrutiny of intelligence agencies. Our regular program of inspections and inquiries into the activities and procedures of intelligence agencies, as well as the management of complaints and PIDs, contribute to providing this assurance.

A crucial element of assurance is communicating information about our role and our work to ministers, the Parliament, and the public. We accomplish this through a series of complementary activities; these include submissions to parliamentary inquiries and other reviews of national security matters, and providing comments on matters relating to oversight and accountability in draft legislation. We deliver presentations and participate in engagements with the public and experts across the national security community, the legal profession, oversight bodies, and academia, in Australia and internationally. We make public as much information as possible, including through the production of an annual report that includes – with consideration for protective security requirements – details of inspection, inquiry, complaint and PID activities and findings for each agency. The IGIS's executive also regularly meets with each agency's senior officers and provides regular classified updates to the agencies' ministers on the key issues for each agency and the Inspector-General.

Our approach

We are united to achieve our mission by being:

Independent and impartial

Independence is fundamental to the Inspector-General's role and the role of the staff that support the Inspector-General of Intelligence and Security. This includes independence in selecting matters for inspection or inquiry as well as in undertaking and reporting on those activities. We have direct access to intelligence agency systems and are able to retrieve and check information independently. Our approach is impartial and our assessments are unbiased.

Astute and informed

Each of the intelligence agencies we oversee has its individual mandate. To target our inspections and inquiries effectively and efficiently we ensure we understand the purpose and functions of each of the intelligence agencies as well as their operational planning, risk management and approach to compliance. We also ensure we have a sound understanding of the techniques and technologies used by the agencies to obtain, analyse and disseminate intelligence. Being well-informed allows us to target our oversight resources to the areas of greatest risk.

Measured

We appreciate the complex environment in which intelligence agencies operate and we accept that at times errors may occur. We identify errors and possible problems, and encourage agencies to self-report breaches and potential breaches of legislation and propriety. Our risk-based approach targets activities of high legal or propriety risk and activities with the potential to adversely affect the lives or rights of Australians. We consider an agency's internal control mechanisms as well as its compliance and reporting. The focus is on identifying serious, systemic or cultural problems in the activities of agencies within our jurisdiction.

Open

We make as much information public as possible, however a large proportion of the information IGIS deals with is classified and cannot be released publicly. Nevertheless, we include as much information as we can about our activities, including oversight of intelligence agency activities, in our Annual Report, unclassified inquiry reports on our website, and in responses to complaints.

Influential

IGIS oversight is a key part of the oversight framework within which intelligence agencies operate. Inspections and inquiries make a positive contribution to compliance; they lead to effective changes in agency processes and assist in fostering a culture of compliance. Important to these outcomes is that we work cooperatively with other oversight bodies to avoid duplication. Our submissions to parliamentary committees contribute to informed debate about the activities of the agencies as well as the policies reflected in those activities.

Our operating context

Environment

Our effectiveness in achieving our purpose is dependent on our ability to manage and adapt to the constantly evolving environment in which we operate.

We operate in a unique environment. We are an independent statutory agency with oversight of the activities of 6 intelligence agencies, as well as oversight of the use of network activity warrants by the ACIC and AFP. Each of these agencies operates within different security settings that are often technically complex and occur within an intricate legislative and regulatory regime.

The scope of our work is influenced by the activities of the intelligence agencies and legislative changes that may alter, or increase the range of, agency powers for which we have oversight. Our work is also affected by changes that may increase the size of agencies or the scope of their work. The intelligence agencies have been provided new powers and grown significantly in recent years, necessitating changes to our approach, priorities and activities.

We assist ministers in assuring Parliament and the public that the intelligence agencies are subject to scrutiny and we continually consider how we can meaningfully contribute to the work of Parliament and its committees and ministers. In many instances, security constraints prevent us from releasing comprehensive details of our investigative processes and oversight findings. We establish our credibility as an independent oversight and integrity agency whose work is as transparent as possible within these security constraints through publications such as the Annual Report and Corporate Plan, appearances before parliamentary committees, our website, and through our public engagement.

In delivering our purpose, we are conscious of the following elements of the environment in which we operate.

Evolving jurisdiction and functions

With the commencement of the National Anti-Corruption Commission (NACC) on 1 July 2023 the Inspector-General has a role under the *National Anti-Corruption Commission Act 2022* to consider corruption issues referred to us by intelligence agencies, and subsequently refer them to the NACC if we are satisfied they likely meet the threshold of being serious or systemic. The Inspector-General has prepared for the commencement of the NACC, both as an agency with specific functions under the NACC Act, and as an agency within the NACC's jurisdiction.

The Respect@Work reforms – including the *Anti-Discrimination and Human Rights Legislation Amendment (Respect At Work) Act 2022* – expand the Inspector-General's human rights jurisdiction. That Act creates a duty on employers to take reasonable and proportionate measures to eliminate unlawful discrimination including sexual harassment (referred to as 'the positive duty'). Consistent with the Inspector-General's current oversight of intelligence agencies' compliance with human rights obligations, that Act provides the IGIS oversees their compliance with the positive duty – ensuring the intelligence agencies are putting in place plans and procedures to proactively prevent instances of discrimination in the workplace. This function for the IGIS commenced on 12 December 2023.

The Inspector-General's jurisdiction further expanded with the commencement of the *Inspector-General of Intelligence and Security and Other Legislation Amendment (Modernisation) Act 2023* in September 2023. The amendments expanded the Inspector-General's complaints jurisdiction to include both ONI and DIO, bringing these 2 agencies in line with the Inspector-General's oversight of the other intelligence agencies under our jurisdiction.

In May 2024, the *National Security Legislation Amendment (Comprehensive Review and Other Measures No. 3) Act 2024* was enacted. This Act, among other things, amends the *Australian Security Intelligence Organisation Act 1979* to require ASIO to notify IGIS in certain circumstances where there are delays in the furnishing of security assessments, security clearance decisions and security clearance suitability assessments. The Act requires the Director-General of ASIO to make a written protocol for dealing with delayed security assessments, security clearance decisions and security clearance suitability assessments. The Director-General is required to consult with IGIS before making the Protocol. These provisions of the Act will commence in November 2024.

If the *Intelligence Services Legislation Amendment Bill 2023* passes the Parliament, the Inspector-General's jurisdiction will expand to cover the entirety of the ACIC and the intelligence functions of AUSTRAC, AFP, and the Department of Home Affairs.

Growth of intelligence agencies in size and capability

The global threat environment has changed, resulting in the intelligence agencies receiving further investment in their capacity and capabilities. We need to consider how we innovate our oversight and complaints practices to address this evolving environment. We are conscious we must have comparable technical capacity to understand the new powers or capabilities of intelligence agencies. Equally, an expansion in the number of activities of agencies in the Inspector-General's jurisdiction can also impact our work. These are important factors to consider in ensuring our oversight 'footprint' continues to be proportionate to the work of the agencies, and we have appropriately skilled people to conduct and support oversight of these agencies. The IGIS must also maintain an effective corporate capability to ensure all our staff are able to be effectively supported.

Advances in technology

The success of our oversight regime relies on our ability to understand the activities of the intelligence agencies and to ask the right questions to assess issues that might impact the legality and propriety of those activities. Technological change and advancement, and their impact on agency operations, remain a challenge for the office. We must be aware of the opportunities and risks technology presents for the activities of the agencies and our own oversight approach. We are committed to understanding and addressing the impact of technology by using new and dynamic initiatives and approaches to ensure our oversight activities remain effective and efficient.

Our capability and enablers

To deliver on our purpose, we are focussed on enhancing our organisational capabilities.

People

We are a small agency and our people are our greatest capability and central to achieving our strategic priorities. We appreciate the value of a diverse and inclusive workplace culture and the need to foster excellence and expertise in all staff. We also recognise in recent years the recruitment and retention landscape in Australia has changed.

Given our small size, the loss of key and experienced staff can pose particular challenges. The necessarily high security clearance required for our work – and on which we rely on external agencies to progress – can, at times, lead to long delays between the selection of new staff and their commencement. This results in particular importance being placed on the retention of staff and long-term recruitment planning. Flexible working arrangements and workplace training which promote leadership skills and succession are just some of the actions being undertaken. These challenges are shared across the APS, and we are continually adapting our approaches to innovate and stay abreast of APS current practices and ideas.

Our development and retention workforce strategies include:

- conducting regular bulk and specialised recruitment activities, including the use of secondments for specialist roles
- integrating branch plans with learning and development, diversity and inclusion and recruitment strategies
- encouraging employee mobility across the agency
- undertaking strategic recruitment of staff to fill existing and future capability gaps
- providing a flexible work environment through a variety of initiatives
- review the agency's Employee Value Proposition to distinguish IGIS as an employer of choice
- employee feedback provided through the Australian Public Service Commission Census 2023 has been used to develop an Action Plan to improve employee engagement, recognition, change management, innovation and development
- supporting managers to plan for succession, recruitment and learning and development needs.

Over the life of this plan, we will continue to evolve our recruitment and retention strategies as well as refining our employee value proposition.

Strategic Commissioning Framework

The Inspector-General has reviewed the requirements of the 2024 APS Strategic Commissioning Framework. All IGIS core business is conducted by APS Officers. We will continue to monitor the requirements of the APS Strategic Commissioning Framework to ensure we continue to apply the required principles to our workforce strategic management.

Technological expertise

As noted in the Environment section, advances in technology and the impact of these advances on agency operations is an area of focus for the Inspector-General. To assist in managing this challenge, in 2023 we engaged a temporary dedicated Technical Advisor. This role provided an interim technical advisory function and assisted the Inspector-General to determine the best approach for how we will engage technical advice to strengthen our oversight function in the future. The interim technical advisor was in place for 15 months and delivered significant value to the IGIS. Before the interim advisor's temporary engagement ended, we undertook a recruitment activity for our first permanent Technical Advisor. While this recruitment activity was not successful, we are now pursuing a second interim technical advisor and will continue permanent recruitment activity in 2024-25.

Information technology to support officer mobility

The nature of the work we undertake means our staff are often dependent on access to our physical office and systems. However, we will continue to identify specific tasks and functions that can be performed remotely or in a lower classification workspace. This will allow us to capitalise on some of the positive aspects of a mobile workforce. Our ICT mobility is dependent on a shared services arrangement with the Attorney-General's Department which provides access to a remote working platform.

Information governance and management

Our Information Governance Framework has been implemented and accounts for a growing workforce. The Framework contains plans to update the architecture and management of our information holdings over time. Work is continuing to bring our records and information governance in line with Commonwealth information management policies across electronic and hardcopy systems. We continue to progress our recordkeeping to a digital environment as far as possible, recognising there are some records that will never be able to be digitised.

Oversight Capability Review

The Inspector-General has implemented 17 of 23 recommendations of the 2023 Oversight Capability Review. That Review was initiated by the Inspector-General to examine the current practices, procedures and capabilities of the agency oversight area to provide practical recommendations on how it can remain fit-for-purpose. Key initiatives delivered include more formal learning and development for new oversight officers, the development of authoritative but flexible guidance material, templates for oversight officers, greater collaboration on oversight activities between oversight teams and clear guidance to the agencies on the Inspector-General's expectations of the agencies to enable our oversight activities. The remaining 6 recommendations will be progressed in 2024–25.

Risk oversight and management

We are committed to embedding a positive risk-aware culture promoting proactive risk management and informed decision making.

The identification and effective management of risk is an integral part of business planning and governance processes. We manage risk through our Risk Management Policy and Framework, which provides a structured and consistent approach to identifying, analysing and mitigating risk. Identifying risks and determining what we need in place to reduce them to an acceptable level is vitally important in developing branch plans, fraud and corruption control measures, business continuity arrangements, and strategic plans for the IGIS.

The Risk Management Framework has been developed to make risk management efficient, effective and applied consistently across the office.

The Risk Management Framework requires risk owners to be responsible for risks identified in the risk register, including responsibility for related controls and mitigation strategies. The Governance Directorate coordinates biannual reviews with risk owners, which are considered by our Executive Board. The Audit Committee also provides advice to the Inspector-General about our risk framework, governance, compliance, and financial accountability. The Audit Committee is supported by an internal audit program tailored to the size and functions of a small agency, and delivered through externally contracted arrangements.

We monitor and review risk against the following categories:

- Business continuity and disaster recovery
- Cyber security
- Information technology
- Fraud and Corruption
- Health, safety and wellbeing
- Legal compliance
- Organisational resources
- Reputation
- Security

During the period of this plan, it is anticipated the strategic risks being managed will grow as a result of factors including an expanding workforce, evolving jurisdiction, and changes in the national security environment. We will manage these risks through robust planning and further strengthening stakeholder relationships.

Cooperation

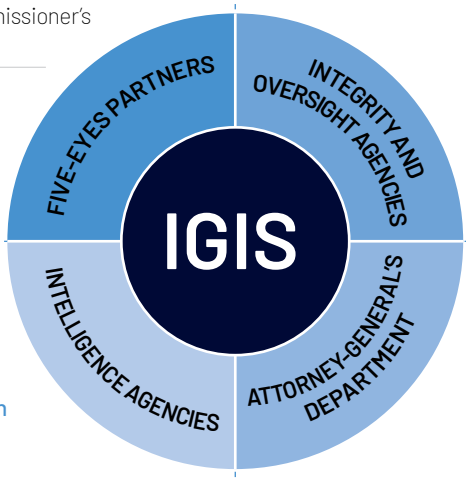
We maintain cooperative relationships with a range of agencies and entities.

Cooperative relationships with international oversight and review organisations from the Five-Eyes nations strengthens our approach to intelligence oversight. The sharing of ideas and approaches assists us to adapt and respond to emerging issues and continually improve how we operate.

Five-Eyes Intelligence Oversight and Review Council
Office of the Intelligence Commissioner (Canada)
National Security and Intelligence Review Agency (Canada)
Commissioner of Intelligence Warrants (New Zealand)
Office of the Inspector-General of Intelligence and Security (New Zealand)
Investigatory Powers Commissioner's Office (United Kingdom)
Office of the Inspector General of the Intelligence Community (United States)

Our oversight role complements that of other Commonwealth integrity and oversight agencies, and any potential issues of operational or jurisdictional overlap are managed cooperatively.

Australian Human Rights Commission
Australian National Audit Office
Inspectors-General Group
Integrity Agencies Group
National Anti-Corruption Commission
Office of the Australian Information Commissioner
Office of the Commonwealth Ombudsman



Our productive relationships with the agencies facilitate the conduct of oversight work, and are maintained through regular meetings between leadership.

ASIO	ASIS	ONI
ASD	AGO	DIO
AFP*	ACIC*	

**Network Activity Warrant oversight only*

We are an agency within the Attorney-General's portfolio who work collaboratively with the Attorney-General's Department on a range of policy and legal issues.

Co-location and facilities maintenance
Physical security
Some ICT systems and capabilities
Policy and legal issues

Performance

We constantly review our performance framework to ensure it remains a useful tool with which to manage work. In 2022–23, the Inspector-General reviewed the office's performance measures and the updated framework to strengthen the links between purpose, key activities and performance.

This review of the performance framework resulted in amendments to our performance measures and targets in both 2022-23 and 2023-24. Our purpose has remained the same throughout, but the way we measure our performance has evolved as we have grown and developed. In 2024-25 the performance framework remains consistent with 2023-24.

OUTCOME 1: Independent assurance for the Prime Minister, ministers, Parliament and the public as to whether Australia's intelligence and security agencies act legally and with propriety by inspecting, inquiring into and reporting on their activities.

Program 1.1 - Office of the Inspector-General of Intelligence and Security

The objectives of the program are to meet the responsibilities and exercise the functions outlined in the *Inspector-General of Intelligence and Security Act 1986* and in other relevant legislation, and to conduct activities to facilitate the role of providing independent assurance as to whether Australia's intelligence agencies are acting legally and with propriety.

Key activity:

Conduct inquiries and preliminary inquiries	**Conduct risk-based proactive inspections**	**Investigate complaints and Public Interest Disclosures**		**Provide assurance to ministers, Parliament, and the public**
Objective 1: **Inquiries** Through in-depth inquiries into specific issues or activities, provide assurance to ministers, Parliament, and to the extent possible the public, that operational activities of agencies are undertaken legally, with propriety and consistent with human rights obligations.	**Objective 2:** **Inspections** Through risk-based independent inspections, provide assurance to ministers, Parliament and to the extent possible the public, that operational activities of agencies are undertaken legally, with propriety and consistent with human rights obligations.	**Objective 3:** **Complaints** Investigate complaints made by the public, or by current or former staff of an intelligence agency, about the activities of an intelligence agency.	**Objective 4:** **Public Interest Disclosures** Receive and, where appropriate, allocate and investigate public interest disclosures about suspected wrongdoing within an intelligence agency.	**Objective 5:** **Assurance** Provide ministers, Parliament and to the extent possible the public, assurance that intelligence and security matters relating to Commonwealth agencies are open to scrutiny, in particular the activities and procedures of intelligence agencies.

Objective 1: Inquiries

Through in-depth inquiries into specific issues or activities, provide assurance to ministers, Parliament, and to the extent possible the public that operational activities of agencies are undertaken legally, with propriety and consistent with human rights obligations.

Performance Measure	Performance Targets			
1.1 Conduct inquiries efficiently and effectively	The draft report for an inquiry is provided to the responsible minister and/or the head of the relevant agency and/or the Secretary of Defence in a timely manner following completion of information gathering.			
	The final report for an inquiry, incorporating comments (or after the passing of a reasonable time without the receipt of comments) is provided to the responsible minister and/or the head of the relevant agency and/or the Secretary of Defence in a timely manner.			
	The final report for an inquiry clearly identifies any findings and recommendations, and promotes meaningful reviews of policy, process, procedure, training or technology in an agency to improve legality and propriety.			
	Implement the recommendations of the internal Oversight Capability Review relevant to inquiries.			
	TARGET (Financial Year)			
	24/25 ✓	**25/26** ✓	**26/27** ✓	**27/28** ✓

Objective 1: Inquiries (continued)

Through in-depth inquiries into specific issues or activities, provide assurance to ministers, Parliament, and to the extent possible the public that operational activities of agencies are undertaken legally, with propriety and consistent with human rights obligations.

Performance Measure	Performance Targets			
1.2 Conduct inquiries consistent with the IGIS Act	Before the commencement of an inquiry, the responsible minister and/or the head of the relevant agency and/or the Secretary of Defence (as required) is informed. [IGIS Act, s 15]			
	When preparing a report, any opinions that are critical of an individual or agency's actions or activities are provided to the individual, agency head or responsible minister for comment before completion. [IGIS Act, s 17]			
	The final report from an inquiry is provided to the agency head and responsible minister. [IGIS Act, s 22]			
	TARGET (Financial Year)			
	24/25 ✓	**25/26** ✓	**26/27** ✓	**27/28** ✓

Objective 2: Inspections

Through risk-based independent inspections, provide assurance to ministers, Parliament and to the extent possible the public that operational activities of agencies are undertaken legally, with propriety and consistent with human rights obligations.

Performance Measure		Performance Targets			
2.1	**Conduct inspections efficiently and effectively**	Annual risk-based inspection plans are developed by July for each agency in jurisdiction and are updated throughout the year as additional issues are identified.			
		All inspection activities in the inspection plan are commenced during the annual cycle.			
		Preliminary investigations into proactively reported compliance incidents are completed in a timely manner.			
		Inspection outcomes, including findings and recommendations, are clearly communicated to the agency and promote meaningful reviews of policy, process, procedure, training or technology.			
		Implement the recommendations of the internal Oversight Capability Review relevant to inspections.			
		TARGET (Financial Year)			
		24/25 ✓	**25/26** ✓	**26/27** ✓	**27/28** ✓
2.2	**Conduct inspections consistent with the IGIS Act**	Responsible ministers are provided with a biannual report outlining the key inspection activities each year. [IGIS Act, s 25A]			
		Annual inspection plans are reviewed in accordance with key priorities and risks before being provided to agency heads in July. [IGIS Act, s 9A(1)]			
		TARGET (Financial Year)			
		24/25 ✓	**25/26** ✓	**26/27** ✓	**27/28** ✓

Objective 3: Complaints

Investigate complaints made by the public, or by current or former staff of an intelligence agency, about the activities of an intelligence agency.

Performance Measure		Performance Targets
3.1	Investigate complaints efficiently and effectively, and consistent with the IGIS Act	A timely decision is made after receipt of a matter that: • the matter is not within jurisdiction or • the complaint is within jurisdiction, but there will be no inquiry, or • there will be an inquiry. [IGIS Act, s 11]
		Where there has been no, or no further, inquiry into a complaint the complainant has been informed in a timely manner. [IGIS Act, s 12]
		If a report is prepared under s 25B of the IGIS Act following the making of preliminary inquiries, the report is provided to the relevant minister or agency head in a timely manner. [IGIS Act, s 25B]
		Following an inquiry, a response relating to the inquiry is given to the complainant and to the responsible minister in a timely manner. [IGIS Act, s 23]
		The agency head, and the responsible minister, are informed at least once in the relevant year of the complaints where there were no, or no further, inquiries. [IGIS Act, s 12]
		Procedures on the handling of complaints are regularly reviewed to ensure our processes are robust.
		TARGET (Financial Year)
		24/25 ✓ | **25/26** ✓ | **26/27** ✓ | **27/28** ✓

Objective 4: Public Interest Disclosures

Receive and, where appropriate, investigate authorised disclosures about suspected wrongdoing within an intelligence agency.

Performance Measure		Performance Targets
4.1	Public Interest Disclosures are handled efficiently and effectively, and consistent with the PID Act	After receipt of a disclosure, best endeavours are made to allocate the handling of the disclosure or decide not to allocate the disclosure within 14 days after the requirement arises. [PID Act, s 43(3), (4) and (11)]
		After a decision to allocate a disclosure to another agency, notice is provided in a timely manner to: • if relevant, the principal officer of the agency to which the disclosure is allocated, and • if reasonably practicable, the discloser. [PID Act s 44]
		After a decision not to allocate a disclosure, the discloser is informed in a timely manner of: • the decision and the reasons for the decision, and • details of any action or proposed action to refer the conduct to be investigated under another law or power, or • any courses of action that might be open to the disclosure under another law or power. [PID Act s 44A]
		After the allocation of a disclosure to the Inspector-General, the discloser is informed in a timely manner that: • the disclosure will be investigated, and whether under the PID Act or the IGIS Act, or • the disclosure will not be investigated. [PID Act, ss 48, 49, 50]
		After the allocation of a disclosure to the Inspector-General and decision to investigate the matter under the PID Act, the investigation is completed in a timely manner. [PID Act, ss 48, 49, 52]
		After preparation of the report, a copy is given to the discloser in a timely manner. [PID Act, s 51(4)]
		Procedures on the handling of PIDs are regularly reviewed to ensure our processes are robust.
		TARGET (Financial Year)
		24/25 ✓ | **25/26** ✓ | **26/27** ✓ | **27/28** ✓

Objective 5: Assurance

Provide ministers, Parliament and to the extent possible the public, assurance that intelligence and security matters relating to Commonwealth agencies are open to scrutiny, in particular the activities and procedures of intelligence agencies.

Performance Measure		Performance Targets			
5.1	**Provide effective and impartial advice on matters relating to the activities of intelligence agencies**	Provide submissions to parliamentary inquiries, hearings and other reviews of national security matters.			
		Provide comments on matters relating to oversight and accountability in draft legislation.			
		Produce a publicly available annual report that provides as much information as possible of inspection, inquiry, complaint and PID activities and findings, with consideration for protective security requirements, for each agency.			
		Deliver presentations and engage with the public and experts across the national security community, the legal profession, oversight bodies, and academia in Australia and internationally.			
		IGIS executive participates in at least biannual meetings with each agency's senior officers to understand agency priorities and share oversight key issues and findings.			
		Provide regular updates to the agencies' ministers on the key issues for each agency and the Inspector-General.			
		TARGET (Financial Year)			
		24/25 ✓	**25/26** ✓	**26/27** ✓	**27/28** ✓

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