

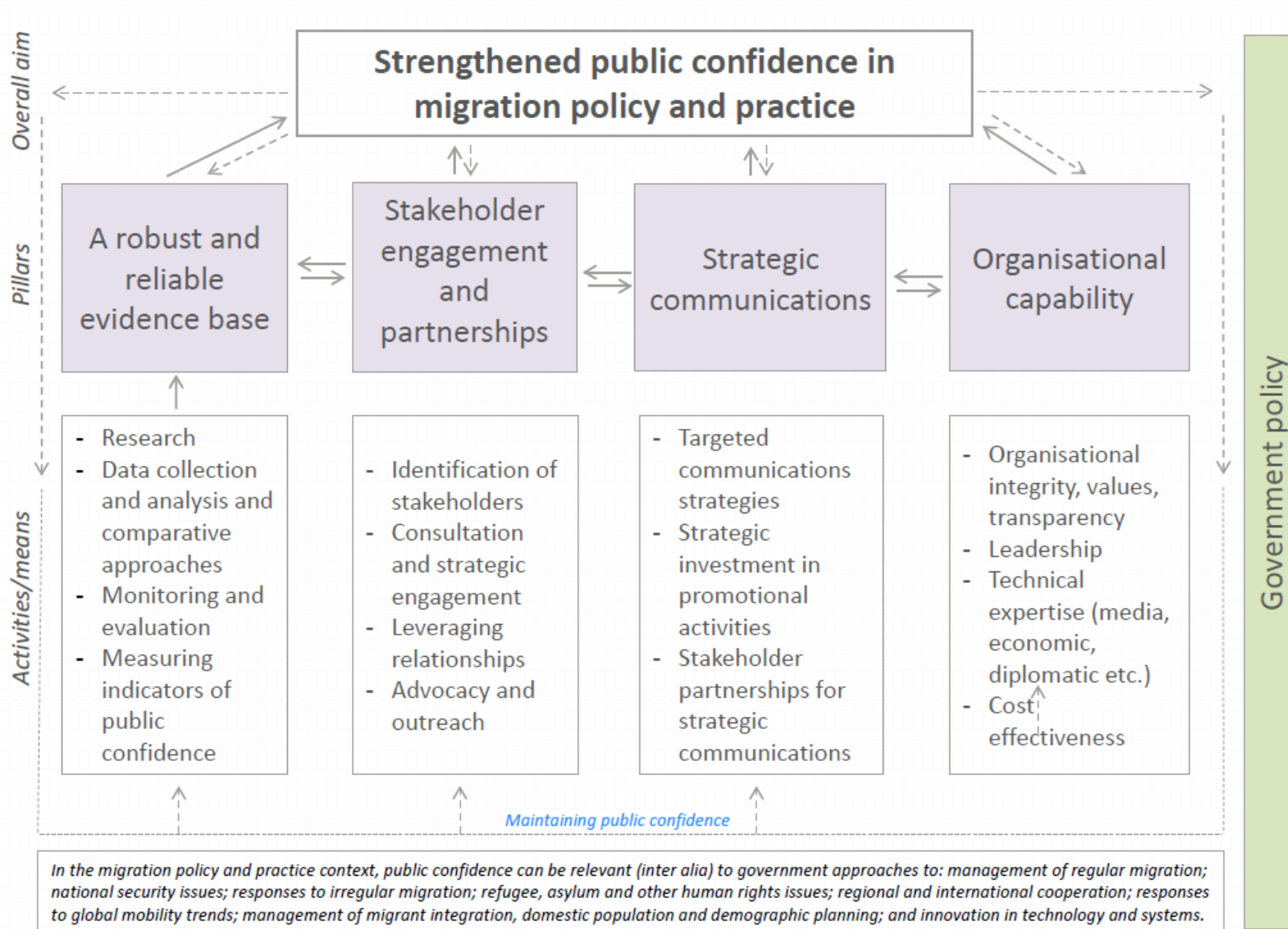


Australian Government

Department of Immigration
and Border Protection

Strengthening Public Confidence in Migration Policy and Practice

Ms Kate O'Malley, Minister-Counsellor (Migration)
Australian Permanent Mission to the United Nations, Geneva



Why Strengthening Public Confidence?

- Building public confidence in policy settings in particularly challenging in the area of migration policy.
- The public may include
 - members of the community at large;
 - the private sector and business community;
 - civil society (including non-government, unions, academia);
and
 - prospective migrants, refugees and asylum seekers, and diaspora groups.

Commissioned Papers

- Dr Demetrios Papademetriou, Migration Policy Institute: *An introduction to Public Confidence in Migration Policy and Practice.*
- Dr Khalid Koser, Geneva Centre for Security Policy: *Strengthening Public Confidence in Policy and Practice: the Role of Evidence.*
- Professor Paul 't Hart , Utrecht University & Netherlands School of Public Administration: *Performance, Resilience and Reputation: Public Agencies in Risk-Prone Environments.*
- Professor Jim Macnamara, University of Technology Sydney: *Strategic Communication to Build and Maintain Public Confidence in Migration Policy and Practice.*
- Professor Susan Martin, Georgetown University: *Stakeholder Engagement.*

Robust and Reliable Evidence Base:

- Politics and emotional response tend to have stronger influence than actual evidence.
- Demonstrating the evidence base for decisions is key.

Developing a reliable evidence base

- Narrow focus
- Balance Ownership and Partnership
- Clear Purpose
- Share lessons learned and good practices.
- Accept external evidence and mixed results.
- Enhance internal expertise.

Stakeholder Engagement and Partnerships

- Importance of Stakeholder Engagement
- Complexity of Building and Maintaining Relationships
- Substantive Focus of Partnerships
- Challenges
- Opportunities for partnerships

Strategic Communications

- Communication is an important factor for building and maintaining public confidence.
- Media reporting fails to provide relevant facts to the public.
- Governments therefore must facilitate understanding of migration policy and practices.
- To ensure accurate evidence and information reach intended audiences, information must be tailored for target audiences.

Organisational Capability

- Enhance organisational capability and staff proficiency through
 - corporate planning
 - training and building technical expertise
 - commitment to a culture of improvement;
- Ensure the organisation and staff operate
 - With transparency and integrity,
 - Using resources effectively and efficiently.