



IMPROVED CLIENT ENGAGEMENT

Clients of DIMA will benefit from a number of projects aimed at improving their experience in dealing with the department.

In response to criticisms by Palmer and Comrie, the department is enhancing the services being offered to clients and will offer flexible information delivery – by phone, face-to-face or over the internet – to provide the best service for every client.

DIMA is consulting directly with clients on service improvement including participation by DIMA's senior executives and a number of staff in workshops in major capital cities.

Executives will also spend time in operational or service delivery areas to get first-hand experience in client service.

Clients will also benefit from better links between state and territory offices and the national office in Canberra, following the DIMA national review.

A Client Services Division has been established within DIMA's National Office.

Other initiatives to improve client service include;

- the launch of a Client Service Charter and supporting Service Strategies in May;
- a new email system to improve complaints handling which will be fully operational by June;
- a Global Feedback Unit (GFU) receives, records and tracks feedback received through DIMA's website; telephone or by mail;
- a Call Centre in London has been operating since November 2005, giving clients in the UK a more responsive inquiry service. The service will eventually be expanded to cover most of Europe; and
- a Call Centre now operates in Ottawa to service the American market.

www.immi.gov.au/department/dima_improvements/index.htm