



IMPROVED RECORDKEEPING AND IMPROVED CLIENT SERVICE

Improvements to recordkeeping within the department will enable DIMA to meet best practice and enhance decision-making.

The Secretary asked the National Archives to review the department's recordkeeping systems and practices, following the Palmer Report recommendations addressing DIMA's recordkeeping systems and practices.

The report acknowledges that DIMA is faced with enormous recordkeeping challenges in today's digital environment.

It recommends DIMA make integrated recordkeeping a routine part of business operations.

The National Archives identified in its Strategic Review that recordkeeping in DIMA has not adequately supported its business needs or legislative obligations.

The review stated:

- recordkeeping functionality of business systems was inadequate;
- staff did not understand their work in a whole-of-department context;
- staff did not accept their responsibility to create and capture records appropriately;
- a strategic Information Management Framework was lacking; and
- general recordkeeping and system-specific training was inadequate.

The department is actively addressing these issues through the Records Management Improvement Program and *Systems for People*, a strategic to move towards client-focused IT system solutions and to provide DIMA staff with all the information they need to make good decisions.

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