



## WELL-TRAINED AND SUPPORTED STAFF

A number of innovative training programs are being introduced to ensure departmental staff are well-trained and supported.

The government is committed to fixing the deficiencies in staff training and support identified in both the Palmer and Comrie Reports, particularly in the area of compliance training.

Training is specifically focused on ensuring staff are particularly aware of the need to have fair and reasonable dealings with clients.

These new measures include:

### **A College of Immigration, Border Security and Compliance**

The college will begin training staff in July 2006. The curriculum will combine classroom teaching, e-learning and on-the-job training.

Specialist training is already underway with 339 DIMA staff trained by the end of January 2006 in areas such as the development and maintenance of 'reasonable suspicion,' identity investigation, emerging legal issues and search warrant training.

DIMA staff are unable to participate in field operations unless they have successfully completed an enhanced accredited training program.

The college training will initially cover five streams – compliance, investigations, detention management, border management and immigration intelligence. It will also address areas such as decision-making on the basis of reasonable suspicion, using all available methods to identify people, issuing search warrants and case management.

### **National Training Branch**

The National Training Branch (NTB) has been established to coordinate and ensure quality of training in DIMA and to take responsibility for corporate training and development programs.

The branch has developed a National Training Strategy to:

- equip staff with the skills and knowledge required to carry out the department's business;
- provide training to support a high level of staff performance and improve client service standards; and
- boost the effectiveness and efficiency of the department.

## **Mobile Compliance Office**

A mobile office, including a small trailer, satellite phones and generator, allows compliance teams to do their job faster and more efficiently when working in rural and remote areas of Australia.

This secure operating base will provide on-the-spot checking systems for compliance teams investigating suspected unlawful non-citizens, instead of having to rely on other agencies.

### **Other measures include:**

- the introduction of updated instructions for compliance teams after the Palmer Report found that a number of 'Migration Series Instructions' were dated and did not give enough guidance to compliance staff. These were updated in December 2005 to assist staff in understanding the detention powers under the Migration Act and the new departmental policy on establishing identity;
- the introduction of an Executive Leadership Program in September 2005. By mid-2006 about half of all executive level staff will have completed the course, with the remainder due to complete it by mid-2007; and
- the delivery of a 'Fundamentals of Supervision' course and enhanced induction training.

**[www.immi.gov.au/department/dima\\_improvements/index.htm](http://www.immi.gov.au/department/dima_improvements/index.htm)**