



## PALMER PROGRESS

### CLIENT SERVICE IMPROVEMENTS

Staff are receiving better guidance and clients are getting fairer and more reasonable treatment under DIMA's new client services framework.



Extensive consultation with clients and stakeholders has led to the development of a new client services charter which is both a tool for staff and a commitment to clients. It outlines what a client can expect when accessing the department, how they can help the department help them and how they can provide feedback.

The charter is one aspect of the new Client Service Improvement Programme, which was launched by the Minister in June 2006. Within the programme, surveys are being undertaken to identify the needs, characteristics and expectations of clients. Data from the surveys is being used to improve client services across the organisation.

Valuable feedback is also being obtained by the Global Feedback Unit, which records, resolves, tracks and analyses client feedback.

All compliments, suggestions and complaints from clients are considered to be important to improving the quality of the department's service delivery.

Existing contact centres in London and Ottawa are being expanded to improve coverage for clients in Europe and South America and work is underway to establish similar services for the Asia Pacific Region.

The department has also significantly upgraded its website to improve the provision of information, with clear pathways to useful, specific information which is free of jargon, clear, consistent, accurate and up to date.

**For more information go to [www.immi.gov.au](http://www.immi.gov.au)**