



## Palmer Report – two years of progress – Stakeholder engagement

Strengthening and sustaining community and stakeholder engagement is a key priority for the Department of Immigration and Citizenship (DIAC).

The department has a long history of working with third parties to develop policy advice and implement government decisions.

Ongoing engagement includes relationships which are central to the department's daily business and linkages which tap into external expertise and experience.

There are partnerships and formal advisory arrangements, as well as less formal - but important - relationships with people and organisations with a particular interest in the department's programmes and operations.

Initiatives in 2006-07 have included:

- mapping our key national stakeholders
- ongoing identification of, and response to, stakeholder issues
- developing stakeholder engagement section of the department's website
- development of a stakeholder mapping template as a tool for all areas to identify and group stakeholders in similar categories
- production of an internal calendar of key engagements including key reference and advisory groups and consultation processes
- a programme of senior executive engagements
- regular consultations with key stakeholder groups
- producing a practitioner handbook to enhance staff engagement with stakeholders
- developing ways to monitor and measure the effectiveness of our stakeholder engagement.

A high-level internal committee oversees a systematic approach by the agency to stakeholder engagement and supports its operations throughout the network.

The secretary regularly writes to external stakeholders to keep them informed and invite feedback about issues in which they may have an interest.

DIAC executives continue a high level of engagement with organisations that have an interest in the department's programmes. The latest initiative is a series of information forums in four cities in July and August 2007. Senior executives and staff who work closely with clients will discuss issues across the full scope of DIAC's operations.

'I thoroughly enjoy and value the opportunity to work with a group of dedicated public servants in DIAC to achieve something that will directly benefit some of the most vulnerable people in our community.'

Paris Aristotle, Director of the Victorian Foundation for Survivors of Torture