



Palmer Report – two years of progress – *Systems for People*

Systems for People is a \$495 million business transformation programme being implemented by the Department of Immigration and Citizenship (DIAC) to address many of the recommendations in the Palmer and Comrie reports.

The programme provides staff with a single view of all the department's dealings with a client, consistent and improved business processes and support decision making, proper record keeping and better control of operations.

Implementation is being underpinned through comprehensive change management and training support.

Through *Systems for People*, major change releases are deployed every three months to progressively transform all aspects of the department's operations.

The first of these releases occurred on time in April 2007, introducing new nationally consistent business processes for compliance and case management services. This included defined quality control points, mandatory record keeping requirements and an integrated view of all dealings with a client.

At the same time changes were introduced to border security through improved centralised movement alert systems.

In July 2007, the next change release will introduce major improvements to detention services, provide further development for compliance and case management services as well as introducing the first changes to visa processing operations.

As the quarterly rollout of change releases proceeds over the next three years, *Systems for People* will comprehensively deliver long term solutions for the many systems and process improvements recommended in the Palmer, Comrie and various Ombudsman's reports.