

**OPENING STATEMENT
ADDITIONAL ESTIMATES, FEBRUARY 2006**

**ANDREW METCALFE
SECRETARY, DEPARTMENT OF IMMIGRATION AND
MULTICULTURAL AFFAIRS**

**ATTACHMENT
PROGRESS ON IMPLEMENTING THE PALMER PROGRAMME**

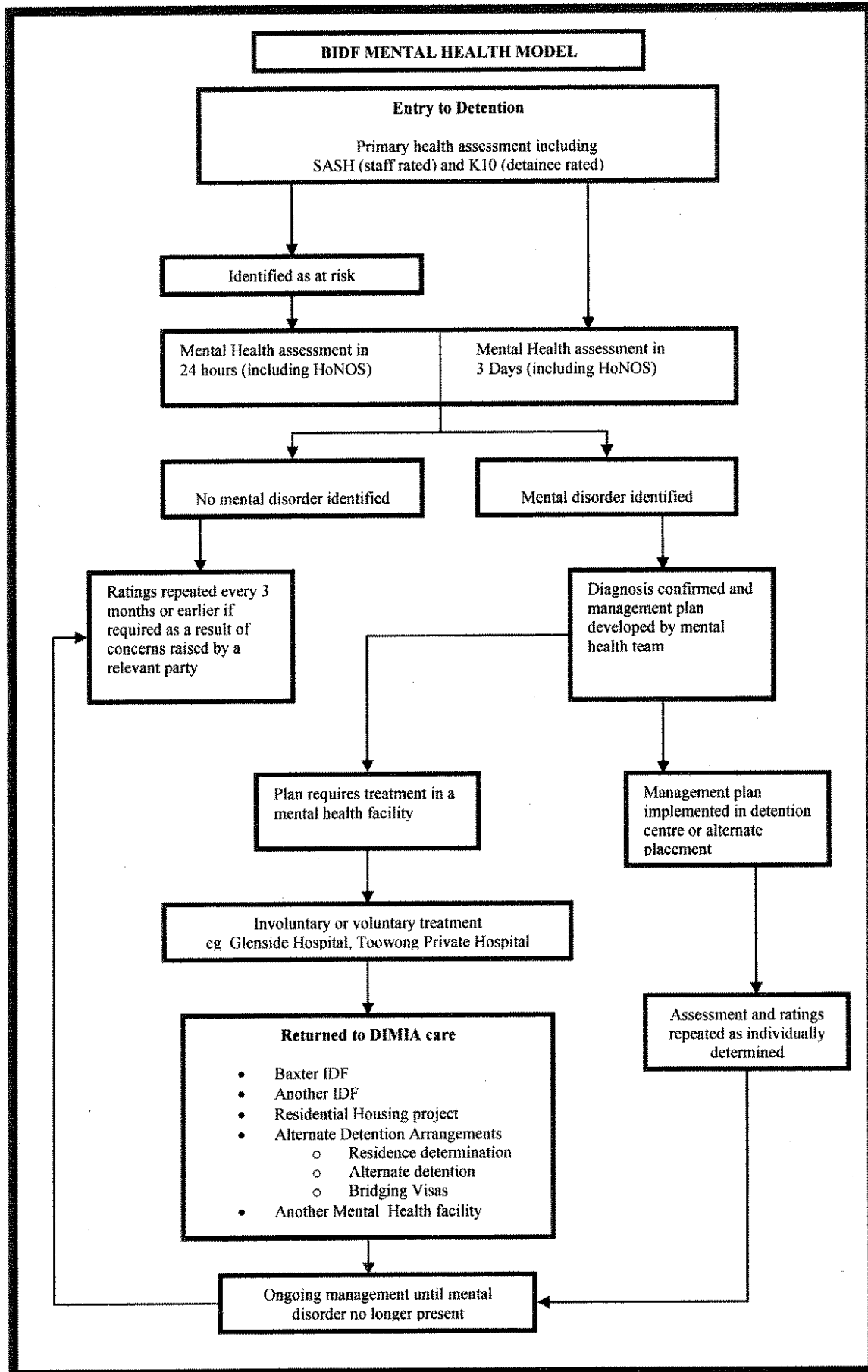
100 day deliverables

Initiative	Status
<i>Being more open and accountable</i>	
New National Office structure and appointments to key positions	Complete. Three new deputy secretaries and 43 new SES appointments provide strong leadership and accountability. The new structure has provided more people and new staff in areas most criticised by Palmer and Comrie.
National Communications Manager	Appointed and focusing on development of the national communications strategy.
Chief Internal Auditor	Appointed and focusing on delivery of the enhanced internal audit programme.
Chief Lawyer	Appointed.
Review of the detention services contract	Report finalised and recommendations being considered.
New structure and expanded membership of the Immigration Detention Advisory Group	Revised terms of reference have been agreed and expanded membership is being considered.
Detention Review Managers and the Detention Review Committee	DRMs are in place, reviewing all cases of persons taken into detention. The DRC has been restructured to better focus its operations.
New departmental governance arrangements	Established. The new Values and Standards Committee includes three external members and the enhanced Audit and Evaluation Committee has an external chair and external members.
Relationships with external scrutineers	Strong strategic relationships have been built with the Commonwealth Ombudsman, the Privacy Commissioner and the Australian Public Service Commissioner. Secretary and other executives continue high level engagement with organisations that have an interest in DIMA operations.
<i>Fairer and more reasonable dealings with clients</i>	
New Client Service Division	Established.
Client satisfaction surveys	Preliminary research is complete. Surveys will commence in March 2006.
Centralise client feedback mechanisms	The Global Feedback Unit has been established in the Melbourne Office – recording all feedback received via the Client Service feedback line, email and mail. Further enhancements are planned.
Integrated email enquiry management system	Implementation of the infrastructure is well underway with the system on track to be fully operational in April 2006. The new system will make it easier for clients to contact the Department.

Overseas call handling arrangements	The new London contact centre has been operational since November 2005. Expansion of the Ottawa centre is on track for completion in June 2006.
Single entry client search facility	The proof of concept was completed in December 2005 and results are currently being assessed.
Training in effective name searching methods	The instruction manual is complete and training will commence early in 2006.
Community care model	Consultations have been held within DIMA, with service delivery agencies and the community sector. The pilot is scheduled to commence shortly.
Case management	Work is well-advanced in developing the framework to manage clients with exceptional circumstances, including systems support. Skilled and qualified case managers have been recruited, trained and deployed to the Sydney and Melbourne offices, with further staff to be deployed in the remaining states over coming months.
National Identity Verification and Advice Section (NIVA)	NIVA has been expanded to better monitor, analyse and report on cases when they are first referred and to handle a wider range of referrals from across the Department.
Long term detention strategy	Proposals have been developed for consideration by the Government. In the meantime, improvements have been made to detention infrastructure: <ul style="list-style-type: none"> • an interim visitor processing centre has been operational at Baxter since December 2005 • new sporting facilities have been constructed at Baxter – a grassed, floodlit sports oval, with soccer and hockey pitches, a basketball hard court and a volleyball turf court. • partial opening up of the compounds at Baxter will commence shortly • razor wire has been removed from Villawood and other detention centres.
Liaison with states and territories on detainee health issues	An MOU has been signed with the SA Department of Health.
Detainee management procedures at Baxter	New procedures have been finalised in line with Mr Palmer's recommendations.
Arrangements for detainee food services at Baxter	Improved arrangements are in place, including commercial sized gas barbecues to allow in-compound cooking.
Client service strategy and charter	The draft charter was released for public comment in September 2005. It is currently being finalised in light of this feedback and will be launched shortly.
24/7 hotline for police and consular inquiries regarding immigration status	The new Immigration Status Service will be up and running this month so law enforcement agencies, embassies, high commissions and consulates can check the immigration status of people at any time.
Long term detainee health services strategy	Improvements have already been introduced: <ul style="list-style-type: none"> • mental health screening of detainees, with those screening positive referred for development of a specific mental health plan • increased staff with psychiatric training

	<ul style="list-style-type: none"> • a multidisciplinary health team at Baxter • arrangements for detainee access to private psychiatric facilities have been made in some states <p>Further proposals have been developed for consideration by the Government.</p>
Advice on Muirhead standards at Baxter	An independent consultant was engaged to provide this advice and has reported with recommendations to the Department.
<i>Well trained and supported staff</i>	
New National Training Manager	Appointed and focusing on development of the national training strategy.
College of Immigration, Border Security and Compliance	Development work is well underway, with the College on track to commence delivery of training to new and existing staff in mid-2006.
Interim specialist training	<p>Being delivered to compliance staff in the key areas of “reasonable suspicion”, identity investigations, SREY case management and s251 search warrants.</p> <p>A training needs analysis has been completed for detention staff. A pilot mental health awareness training course was delivered at Villawood in December and pilot cross-cultural awareness training will be delivered early in 2006.</p> <p>A training package has been developed for police officers, detailing their role as “migration officers” under the Migration Act.</p>
Leadership and values training	The Executive Leadership Programme commenced in September 2005. All DIMA executive level staff will complete the course by mid-2007. The DIMA Development Programme for middle managers was piloted in 2005 and will commence again in 2006. Fundamentals of Leadership training and enhanced induction training are being delivered to staff across the Department.
Systems training	Enhanced training in ISCE (DIMA’s main processing system) commenced in November, with further modules in this e-learning initiative to commence in 2006.
Key Migration Series Instructions	Key instructions to assist compliance and detention officers in establishing identity and visa status have been published.
Compliance Coordination Helpdesk	The Helpdesk was established in January 2006 to provide better support to compliance staff.
Systems reviews	Independent reviews of DIMA’s information business needs, IT platforms and governance and records management arrangements have been completed and their recommendations are being used to develop a clear road map for our future IT directions.
Usability evaluation	This project tested the way systems are used in a variety of processing areas in DIMA.
Supporting DIMA staff working on field operations	ACT and Regions Office is trialling a mobile office for compliance field teams and the NSW Office has trialled a new portable wireless Blackberry device for use in the field to access client data.
Passport readers trial	The Perth Office trialled passport reader technology to examine whether data could be recorded with greater accuracy. Accuracy was improved and processes times were reduced, increasing DIMA’s ability to detect passport fraud.

Staff surveys	An all staff survey was conducted in December 2005.
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SASH –Suicide and Self Harm Assessment; K10 – Kessler 10; HoNOS – Health of the Nation Outcomes Scale