

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(71) Output 2.1: Settlement Services

Senator Hurley asked:

Do the service providers, as part of their package of information to refugees, give them information about where to go within DIMA if they have a problem with the caseworker and the service provider?

Answer:

Settlement service providers funded under the Settlement Grants Program are required to develop a comprehensive complaints mechanism which is actively promoted and designed to resolve client issues and complaints in a timely and professional manner. The complaints mechanism must be publicly displayed as part of the organisation's Client Service Charter.

The contractual arrangements for delivery of the Integrated Humanitarian Settlement Scheme (IHSS) services are based on the premise that complaints relating to service delivery should always, in the first instance, be directed to the service provider. IHSS service providers are required to develop and implement processes for the internal resolution of client complaints. Where an issue cannot be resolved internally, service providers are expected to refer the matter to DIMA Contract Managers.

DIMA also maintains a client feedback mechanism whereby clients can make comments, suggestions or complaints direct to the Department by either e-mail, telephone or post. The client feedback mechanism is described at the DIMA website - <http://www.immi.gov.au/feedback/>. The DIMA website offers a number of avenues for clients to lodge complaints of any nature, including settlement service delivery. Complaints can be submitted via an online form (attached). Clients can also telephone DIMA's Client Service Feedback Line on 133 177 or submit complaints in writing to the Department.

All client feedback including complaints, compliments and suggestions received via the above service channels regarding services supplied by DIMA or third party service providers are processed and forwarded to the appropriate business areas for resolution.

If feedback is received that includes an issue with a third party service provider, this information is processed and forwarded to the business unit with responsibility for administering the contract and relevant policy areas to address and resolve the issues.

Feedback - About our Service

We welcome your comments and suggestions, including complaints. Your feedback will help us improve the quality of our information, products and services.

Please note: you must complete fields marked with *

Title eg. Ms, Mr, Mrs, Dr	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	* <input type="text"/>
Telephone number	<input type="text"/>

Type of Feedback (select one or more of the options) *

Compliment Suggestion Complaint

Your feedback relates to: <i>(select one or more of these options)</i> *		
Service standards not met	Did not: issue receipt, quote reference number in correspondence, meet time frames or explain decision	<input type="checkbox"/>
Time taken to respond to your query or process your application	Includes: waiting time for counter service, application processing times, responsiveness, acknowledgement, timeliness standards for Freedom of Information (FOI) requests & immigration clearance at airports	<input type="checkbox"/>
Accessibility of client service	Take account of identified special needs, provide interpreter on request in Australia, ability to speak to staff via phone or language difficulties	<input type="checkbox"/>
Provision of information	Information should be clear, accurate, relevant whether web, print or oral	<input type="checkbox"/>
Personal information	Collection, use & disclosure issues	<input type="checkbox"/>
Payment		<input type="checkbox"/>
Staff attitude	Courtesy & respect	<input type="checkbox"/>

Staff identification		<input type="checkbox"/>
Staff misconduct	Unethical or unlawful conduct	<input type="checkbox"/>
Migration Agents and or Education Agents		<input type="checkbox"/>
Government Policy		<input type="checkbox"/>

Does your feedback relate to an application currently under consideration or recently decided?* <input type="checkbox"/> yes <input type="checkbox"/> no
If so, please provide TRN / File Number / Reference Number below: <input type="text"/>

Please make at least one selection from the three questions below:
1. If your feedback relates to one of our offices , please select one or more
Within Australia: <input type="text"/>
Overseas: <input type="text"/>
2. If your feedback relates to one of our websites, please select one or more
<input type="text"/> or enter specific url: <input type="text"/>
3. If your feedback relates to a third party service provider, please select one or more
<input type="text"/>

Message Details * Please limit your response to 1500 words	<input type="text"/>
Desired Outcome *	<input type="text" value="- select -"/>

It is important that you read our **Privacy Statement** before submitting your personal information to us.

See: [Privacy Statement](#)

Security Statement:

While the department endeavours to provide a secure internet environment to its clients, it should be noted that there are inherent risks associated with the transmission of information via the internet. In this respect, users should note that this Feedback Form, unlike other department internet transactions, does not provide facilities for the secure transmission of information. The department provides alternatives for clients who do not wish to use the internet as a medium to provide feedback.

Contact Details

Within Australia you can telephone our Client Service Feedback Line. Phone: 133 177.

You can post written feedback or complaints to the Client Feedback Coordinator, GPO Box 241, Melbourne VIC 3001, Australia.