

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(81) Output 2.1: Settlement Services

Senator Hurley asked:

DIMA annual report 2004-2005 p.173 reports that in relation to client satisfaction on settlement planning and information delivery there were no complaints during the year.

- How informed are clients about lodging complaints of not satisfied with service delivery?
- How do you monitor complaints if there is any?
- What plans are in place to help complainant?
- Were there any complaints the previous year?

Answer:

Clients of settlement planning are internal sections of DIMA, and state and territory government departments. Any issues arising out of settlement planning are addressed through the state/territory Settlement Planning networks as well as the Standing Committee on Immigration and Multicultural Affairs. To date there have been no recorded complaints.

Settlement information is available on the DIMA website. The DIMA website offers a number of avenues for clients to lodge complaints of any nature, including settlement planning and information delivery. Complaints can be submitted via an online form (found at <http://www.immi.gov.au/feedback/services/index.htm>). Clients can also telephone DIMA's Client Service Feedback Line on 133 177 or submit complaints in writing to the Department.

Monitoring of complaints is done through the Global Feedback Unit (GFU), established in August 2005 as part of the Melbourne Contact Centre. The GFU was established to record, process and analyse feedback and complaints received via the departmental website.

All client feedback including complaints, complements and suggestions received via the above service channels regarding services supplied by DIMA or third party service providers are processed by the GFU 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.

The GFU monitors the complaint to ensure follow up and resolution. The GFU operates a database to record, track and report on the feedback and complaints received and processed by the GFU.

There are no recorded complaints specifically about settlement information.