

As a volunteer with the ASRC in Melbourne, I have had to accompany asylum seekers to hearings at DIMIA. I find these interviews focus mainly on the broader picture of what is happening in the country of origin of the asylum seeker and not enough emphasis on the case presented to them.

The personnel conducting the interviews need to treat the individual cases, and not as an "Afghani or Iraqi". They deserve respect as people, and in my experience this doesn't happen enough. Maybe if the top level in the Department is restructured and re-educated, it will produce a flow-on effect.

Pat Lightfoot.