



Australian Government

**Department of Immigration
and Border Protection**

Client Service Charter

DIBP - June 2015



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Foreword

On 1 July 2015, the functions of the Department of Immigration and Border Protection and the Australian Customs and Border Protection Service were integrated into the new Department of Immigration and Border Protection. The Australian Border Force, a new frontline operational agency, has been established within the new Department.

These arrangements build on recent border protection reforms and the long history of the two organisations working closely together. They reflect a greater focus on the border as a strategic national asset and present many opportunities to make Australia a safer and more prosperous nation.

Our mission is to protect Australia's border and manage the movement of people and goods across it.

Our broad remit and focus mean we touch every part of Australian life—industry and commerce, trade and travel, our national security, the protection of our community and the enforcement of our laws, the security of our offshore maritime resources and environment, and the collection of revenue for the Australian Government.

We are building a high-performance Department that demonstrates positive values, behaviours and professional standards. We want to design and develop innovative policy, solutions and systems that assist our stakeholders and the community.

We are further developing our intelligence and targeting capabilities that increasingly allow us to minimise interventions in low-risk border movements and concentrate our resources against those who attempt to breach our borders or circumvent our controls.

A key part of our job is to help you understand your obligations when interacting with Australia's border and provide you with relevant, contemporary and accessible products and services to help you trade and travel responsibly.

We provide a range of services to help you self-manage your interaction with the border using digital and mobile channels, with assisted service such as phone and face-to-face only needed for more complex situations.

This charter outlines our commitment to you. It sets out the way we will conduct ourselves when dealing with you, what you can do to help us and how you can provide feedback on our services. We welcome your feedback to ensure we meet our commitment and continuously improve our service delivery to you.

Michael Pezzullo
Secretary
Department of Immigration
and Border Protection

TBC
Commissioner
Australian Border Force

Our Service Charter

This charter:

- defines what you can expect from us
- states what you need to know so you can help us help you, and
- explains how you can give us feedback on any aspect of our service.

What you can expect from us

We individually and collectively uphold the Australian Public Service values and demonstrate core service behaviours in our dealings with you. We are:

- committed to service – we are professional, objective, innovative and efficient, and we work collaboratively to achieve the best results for the Australian community and the Government
- accountable – we are open and accountable to the Australian community under the law and within the framework of Ministerial responsibility
- respectful – we respect all people, including their rights and their heritage
- ethical – we demonstrate leadership, are trustworthy, and act with integrity and honesty to deliver results to the community, and
- impartial – we are apolitical and provide the Government with advice that is frank, honest, timely and based on the best available evidence.

As officers of the Department of Immigration and Border Protection we will:

- work as a professional service to deliver improved client service while managing areas of risk
- treat you with courtesy and respect and work to connect colleagues, partners and clients to enhance the quality of Australia's society, economy and national security
- explore opportunities to leverage existing common platforms, common services and other capabilities across government to improve the client experience
- invest in innovative and digital solutions to promote process improvement and allow clients to access our services at a time, place and on a device convenient to them
- be fair, open and reasonable in all that we do
- give you clear, accurate and timely information or help you to find it
- collect, store, use and disclose your personal information in accordance with relevant Australian law.

We work in partnership with organisations that deliver services on behalf of the Department to ensure appropriate levels of service are provided.

Consistent with the Government's digital agenda, we are committed to continuously improving the Department's digital channels. In doing this, we will encourage and support you to use these to access our services - at a time and place convenient to you.

How you can help us

To help us help you, we ask that you:

- actively familiarise yourself with the relevant Departmental requirements in relation to your enquiry
- comply with Australian Government requirements relevant to your enquiry
- be open and honest with us
- be courteous and respectful towards our staff and work with us to solve problems
- ensure anything you submit to us is accompanied by all information/documents required at the time of lodgement and by the due date
- keep accurate and complete paperwork and be able to provide copies or reference numbers if necessary.
- give us details of changes in your circumstances as soon as the changes occur
- lodge documents or payments by the due date
- let us know if you have special requirements, such as needing an interpreter or any assistance in understanding or accessing our services
- provide us with feedback on our service to you, whether it is positive or otherwise, to help us improve our services and recognise staff, and
- not offer us gifts, money or other favours and report corruption, misconduct and behaviour that is unethical or lacking in integrity.

Our service standards

When you contact the Department of Immigration and Border Protection (regardless if this is digitally, via phone or in person) we aim to resolve your enquiry promptly.

For some services specific service standards may exist. Please refer to our full range of [service standards](#) that describe the level of service we aim to deliver.

Your feedback – compliments, complaints and suggestions

We value your compliments, complaints and suggestions. Your feedback is used as an indicator of our performance against our service standards and helps us to provide better service.

You can provide feedback by completing an online feedback form which can be found [here](#).

Complaints concerning corruption, misconduct and unethical behaviour should be reported to [Integrity and Professional Standards](#).

If you are not satisfied with our resolution of your complaint, you may contact the Commonwealth Ombudsman (www.ombudsman.gov.au), Office of the Privacy Commissioner (www.privacy.gov.au) or the Australian Human Rights Commission (www.humanrights.gov.au).

The Department of Immigration and Border Protection takes reports made by the community seriously. If you are aware of suspicious activity such as someone who may be working illegally, have no right to be in Australia or is potentially involved in smuggling or other criminal activities,



we want to hear from you. To report suspicious behaviours, visit our [Report something suspicious](#) page.

Need help contacting us?

If you do not speak English well and need help interacting with us, you can access telephone interpreting services through the Translating and Interpreting Service by calling 13 14 50.