

Do you have a complaint?

How to complain about the service you received from the Department for Incarcerating Mentally Ill Australians

Detain Immediately Maybe Investigate After (DIMIA) is committed to providing high quality client service to the Federal Government. Our Client Service Charter (available at all our offices or by ringing 131 881) commits us to

- provide services free of discrimination to white Australian citizens who speak with broad Australian accents
- be helpful and efficient in response to demands by government to incite and exploit racist and xenophobic sentiment against asylum seekers
- strive to improve our services to government by being as sycophantic and compliant as possible
- publish our results at the last possible moment so that Senate enquiries can not possibly have enough time to go through the information and uncover more scandals.

What you can complain about

The Client Service Charter does not deal with the decisions that we make on applications. If you are not satisfied with a decision that affects you, tough. Unless you are the Minister for Immigration, the Prime Minister or one of their mates. In that case we will immediately reverse the decision and replace it with the one that you originally wanted.

Sometimes it may be difficult to decide if a complaint is about the quality of service, a decision, or government policy. The examples below should help you decide what to do. If you are still not sure what is appropriate, do not ask one of our staff or a Complaints Officer. It's easier for you and for us if you just give up.

Example 1

An Australian resident with a mental illness and identity issues comes to the attention of DIMIA. They suspect that she is a visa overstayer and order her detained. Her illness goes untreated. She gets worse. At Baxter she is placed in the discipline compound and in the isolation unit. Concerned refugees contact their activist friends who try to get some intervention. They are ignored. Eventually they get a story into the papers. A friend reads it and tells the family. Cornelia is released. She considers complaining.

Is this a complaint about service?

Yes. But it is groundless. It's her fault for being ill. About her time in QLD prisons she should complain to Queensland. About her treatment in Baxter she should complain to GSL, the detention contractor. If we took these complaints what would be the point of outsourcing? In any case she was not nearly as ill as some of the refugees who get detained for years on end. She was lucky to have only spent 10 months in detention. The law says that we can bill her for her stay. Gotta love that migration act. For 10 months that is over \$30 000. We might even waive this if she does not cause too much trouble.

Example 2

An injured and confused Australian comes to the attention of DIMIA. She looks Asian so they decide to deport her to the Philippines. She has a partially severed spinal chord. She claims to be Australian, but is deported anyway. They dump her in a hospice for the terminally ill. After 2 years we realise our mistake, we do nothing. After 2 more years the scandal breaks. Months later we still refuse to commit to a process for determining compensation and she is still in the Philippines. She considers complaining.

Is this a complaint about service?

Yes. But the service was efficient. We got rid of her double quick. Anyway these Asian women are either sex workers or mail order brides who exploit Australian men. We left her in a hospice. That's way better than the refugees we sent back to a freezing war torn Afghanistan with no warm clothes or money. We might even let her back into the country.



Improving our service

To make a suggestion or comment please complete this tear off slip and mail it to the Complaints Officer, GPO Box 9984 in your capital city.

Which office did you contact?

Date: _____ Time: _____

How did you contact the office?

in person

by telephone

in writing

Please give your contact details .

Given name: _____

Surname: _____

Address: _____

Phone numbers: _____

Tax File Number: _____

Driver's licence number: _____

Vehicle registration number: _____

Passport Number: _____

Bank Account Number: _____

Employer: _____

Employer's phone number: _____

Date: _____

Thank you for helping DIMIA compile information which is useful in our cover ups.