



The Secretary's Award for Client Service Excellence

As a valued stakeholder, I invite you to support the department's efforts to improve its client service through participation in the Secretary's Awards for Client Service Excellence (ACSE).

An ACSE is awarded monthly to a DIAC staff member who works to the highest standards of professionalism and integrity. ACSE recipients are personally recognised by DIAC senior management including the Secretary, and their "best practice" is publicised as an example to other staff in our internal publication *DIACpeople*.

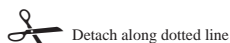
Importantly, we wish to recognise examples of service that are most highly valued by our stakeholders and clients. Therefore, when you become aware of an exceptional service provided by a DIAC staff member, please take the opportunity to nominate them for an ACSE.

Nominating is easy. You can go to our website:

<http://www.immi.gov.au/feedback/services/index.htm> and fill in the feedback form. The form will ask you what type of feedback you are providing (a compliment, suggestion or complaint). Please tick the compliment box and use the "message details" section to describe the excellent service the nominee has provided.

Alternatively, you can make a nomination by completing this form and posting it to:

Director
Client Service and Performance Section
DIAC
PO Box 25
Belconnen ACT 2616.



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Make a nomination

Please complete the following details to nominate a DIAC staff member who has provided exceptional client service.

Your name:

Organisation/group:

Contact email/address:

Name of DIAC staff member:

Reason for nominating:

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