



Case management information sheet for clients

As your Case Manager, I will work with you to ensure that your case is managed in a coordinated way by all relevant parties to achieve an immigration outcome for you as quickly as possible.

There are two possible immigration outcomes:

- grant of a substantive visa, or
- departure from Australia.

As the client, you are expected to assist me in this process by:

- providing all information relevant to you
- assisting the Department in resolving your immigration status, and
- establishing your identity.

Your circumstances and status may change, but you will continue to be case-managed until an outcome has been reached.

As your Case Manager, I am responsible for:

- providing a quality service in accordance with the department's Client Service Charter by:
 - treating you with courtesy and respect
 - giving you clear, accurate, timely and relevant information or helping you to find it
 - collecting, storing, using and disclosing your personal information only in accordance with Australian law
- ensuring that an immigration outcome is reached for you in a timely, lawful, fair and reasonable manner
- drawing upon relevant services to address your health and welfare needs, as available
- coordinating, integrating and actively managing the delivery of services, ensuring that they are delivered within stated timeframes
- regularly reviewing the progress of your case
- being your point of contact except where professional or other needs override this, for example, the privileged relationship you may have with your legal advisor or immigration advocate.

I am not responsible for:

- making decisions on immigration issues such as the granting of visas, and the detention and removal of clients
- advocating on your behalf for a particular immigration outcome
- reviewing immigration decisions.

As your Case Manager, I am here to help. Please feel free to contact me if you are concerned about anything to do with you or your case.

If you have any concerns about the way your case is being handled, you should fax a case management issues form to Case Management Team, on fax no. xxxxxx, who will respond in writing to the issues you have raised.

Case management issues forms are available on request. If you are unable to complete the form in English, the Department will arrange for translation services.