



Agenda item 19: Panel Discussion Six – Website Development: Member experiences on how website development has strengthened and improved services

Recommendation

The PIDC Regular Annual Meeting is invited to:

- a) **note** the panellists' discussions on the benefits of developing an effective website to support the delivery of immigration services; and
 - b) **note** the functions of the upgraded PIDC Website.
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Purpose

To guide Members' discussions regarding the benefits of developing websites to extend immigration services through a regularly updated web page with basic immigration information and forms accessible to potential travellers, stakeholders, and the general public.

Background

2. To better manage the provision of immigration services by PIDC Members to their stakeholders, developing a website and establishing an online presence is rapidly becoming essential. With the growth of internet and mobile broadband connectivity, the provision of virtual services provides an opportunity for government agencies to provide 24-hour services remotely to customers seeking assistance from all across the world. The provision of information, forms, and remote advice can free up staff who may have otherwise been required to serve customers face to face had the interaction not been a virtual one.
3. In addition, an effective website allows an organisation to promote its priorities and communicate key messages to online visitors. It can support staff through the provision of information regarding legal frameworks, publications, guides, and research as well as providing important dates and events for the organisation.
4. Panel discussions will include the sharing of experiences regarding benefits and challenges in the region linked to managing an immigration agency website. The panellists will discuss the benefits of website development in delivering various immigration services as well as the ease of access from a tablet, PC or mobile device. The panellists will also discuss the benefits of additional website features for immigration agencies such as offering a secure platform which allows classified communication and information sharing with other law enforcement bodies.
5. To conclude, the Secretariat will provide a short briefing regarding its new upgraded website focusing on any new functions that have been introduced.

Annex 1: Guideline for Panel Discussion

Pacific Immigration Directors' Conference Regular Annual Meeting Guidelines for Panel Discussions

The following guidelines have been developed to assist you with your preparation for the Panel Discussions at the PIDC Regular Annual Meeting to maximize information exchange and interaction with conference participants in the limited time available.

2. There are seven panel sessions planned for the Regular Annual Meeting. Each session is structured to provide Session Objectives with specific Session Outcomes to be achieved and Key Issues to be discussed. Due to time constraints, not all panellists will be invited to present and the selection of presenters will be discussed between the panellists with the Secretariat having the final say should there be more than one presenter seeking to present on a specific topic.

Panel discussion process

3. The panel discussion process is as follows:
- i. Prior to each Panel Session the Chair will provide a brief introduction of the topic and its relevance to the PIDC.
 - ii. The Facilitator will provide a very brief introduction (no longer than 4 minutes):
 - a) outlining objective(s) of the panel discussion;
 - b) introducing the panellists; and
 - c) introducing the panellist presenters, their topics and the time limits.
 - iii. Each Panel will be invited to provide between two and three presentations (depending on allocated time) and Presenters will be given an 8-10 minute speaking time slot to present on their topic. Presenters will be requested to adhere to this time limit to ensure there is adequate time available for open discussion among the participants.
 - iv. At the completion of the scheduled presentations, the non-presenting panellists will be invited to make verbal interventions regarding their experiences with the issue discussed and the objectives of the panel discussion.
 - v. The Facilitator will then open the discussions for comments from the floor.
 - vi. At the conclusion of the open discussions, where there are recommendations, the Chair will invite Members to consider/endorse the proposed recommendations.

Role of Facilitator

4. The main role of the Facilitator is to: (a) guide discussions in the session they are facilitating to ensure the session objectives are achieved; and (b) manage the time (very important) noting the Secretariat will support their role by providing a timekeeper.

5. The Secretariat will provide talking points to guide the Facilitator's interventions and prompt discussions from the panellists who are expected to have expert knowledge of the issues to be discussed.

Role of Presenters

6. Presentation Guidelines:
 - i. Presenters are limited to making presentations between 8 – 10 minutes (unless informed otherwise).
 - ii. Presenters are encouraged to use PowerPoint presentations which each should consist of not more than 8-10 slides (all inclusive) looking to speak for about one minute per slide on average.
 - iii. Unless the Presenters advise otherwise, all material received will be distributed in electronic form.
 - iv. Besides PowerPoint slides, Presenters are requested to submit one or two key message(s) or recommendations from their presentations to:
 - i. Assist the Facilitators for each respective session in guiding the discussions; and
 - ii. Inform the drafting of the workshop outcomes document for the participants to consider. These key messages need to be brief, clear and to the point and should not be more than one or two sentences per key message.

Role of non-presenting panellists

7. These panellists are recognised as having an important point to contribute to discussions but due to time constraints are not provided with a presentation slot. In this instance, these panellists will be asked to make brief comments on their experiences relative to the objectives of the agenda item.