

# Indigenous Land Corporation Service Charter

The Indigenous Land Corporation (ILC) Service Charter is for all Indigenous people and the wider Australian community who conduct business with the Indigenous Land Corporation.

This Charter explains:

- The role of the ILC
- The service standards you can expect from the ILC
- How you can help the ILC to serve you better
- What you can do if you have a complaint

The ILC maintains all stakeholders are entitled to expect professional and competent service that is delivered in an efficient and timely manner.

The ILC will review this Charter regularly, and report on achievements in our Annual Report.

## The Role of the ILC

The ILC is a Corporate Commonwealth entity set up under *Aboriginal and Torres Strait Islander (ATSIS) Act 2005* by the Australian Parliament. The ILC operates under the portfolio of the Department of Prime Minister and Cabinet.

The ILC's role is to assist Indigenous people to acquire land and manage Indigenous-held land, so as to provide **economic, environmental, social** and **cultural** benefits.

This is achieved through:

### Land Acquisition

- Acquiring land and granting it to Aboriginal and Torres Strait Islander corporations within a reasonable time.

### Land Management

- Assisting Indigenous people to manage their land by supporting groups to develop their capacity to operate sustainable enterprises.
- The ILC carrying on business to provide economic, environmental, social and cultural benefits.

**The ILC is committed to:**

- Maximising benefits to Indigenous people from land acquisition and land management activities, including employment and training;
- Transparency and openness in respect of our decision-making principles and procedures; and
- Maximising the use of Indigenous goods and services through ILC activities.

## **Key Service Standards**

### **In all dealings with clients, the ILC aims to:**

#### *Respond quickly and courteously to requests for information or services*

- Provide accurate information that is easy to understand and offer explanations.
- Reply to written or telephoned queries within 10 working days. If it is not possible to provide a response within this time, staff will provide you with an acknowledgement and explanation for the delay.
- When the ILC cannot provide the assistance you need, staff will explain why and help you to find alternatives.

#### *Provide the best possible standard of information*

- Ensure all queries are directed to staff who can help you with the information you need. Staff will provide their names so you can contact them again if you need more help.

#### *Be honest and open*

- Decisions are made in accordance with statutory requirements and ILC Policies.
- If you ask, staff will explain how decisions are made and the reasons for them.

#### *Observe privacy and confidentiality*

- Where requested, staff will ensure that any information about Indigenous sacred matters remains confidential.
- The ILC observes applicable privacy and confidentiality obligations in all dealings as required by the *ATSI Act*, the *Privacy Act 2013* and the *Freedom of Information Act 1982*.

### *Consult widely and listen to constructive feedback*

- Seek views about the ILC from Indigenous people, organisations and other key stakeholders.
- Listen carefully when people make useful suggestions on how we can improve our services and give serious consideration to these suggestions.

### *Continue to re-evaluate how the ILC carries out its duties*

- Through consultation, regularly review and evaluate policies and procedures to ensure they are effective and efficient.

## **Your rights and responsibilities**

### **You have the right to:**

- Lodge a written complaint if you feel the ILC has not dealt with an issue fairly.

### **You have the responsibility to:**

- Treat staff with courtesy and respect. ILC staff have no obligation to deal with people who behave inappropriately.
- Advise the ILC if you do not understand the information given to you so staff can clarify it with you.
- Let staff know in advance if you are unable to attend an appointment.
- Make sure the information you send the ILC is accurate, complete and received in the requested time.
- Ensure that all information given to the ILC provides a full and frank disclosure of relevant information.
- Provide the ILC with any suggestions or feedback on how things could be done better.

## **Complaints**

The ILC has developed a Customer Service System to consider all complaints or any other kind of feedback you wish to provide.

The ILC welcomes all reasonable comments as they provide valuable information on the quality of ILC service and the effectiveness of policies and

practices. Complaints, compliments and suggestions are recorded where appropriate to assist in the review and improvement of ILC services.

### **If you have a complaint**

If you have a complaint about any ILC service or staff member, please contact your nearest ILC office either by phone, in writing or by e-mail.

If you wish your complaint to be formally dealt with as part of the ILC complaints procedure, your complaint should be in writing.

If you do not want your complaint handled by your nearest ILC office, you can forward your complaint in writing to the Executive Director of Strategy at the ILC Canberra Office.

In circumstances where you are not satisfied with how the ILC has dealt with your complaint, you may have a right to request the Commonwealth Ombudsman to investigate the matter.

**We will reply in writing to your written complaint within 30 working days of receipt.**

### **Further Information**

The following publications provide further information on ILC functions and how they are achieved. The publications are available on the [ILC website](#), or can be sent out to you free of charge on request.

- *National Indigenous Land Strategy (NILS)*  
The ILC's major policy document, the NILS sets the strategic direction, key principles and program structure for the organisation.
- *Regional Indigenous Land Strategy* (for each State and Territory of Australia)  
The regional strategies provide a more specific regional picture of ILC activity and opportunities in each region.
- *ILC Guidelines*  
The Guidelines explain the criteria and procedure to follow when applying for ILC assistance.

- **ILC Corporate Plan**  
The Corporate Plan sets out the ILC's key purpose, objectives, strategies and values.
- **ILC Annual Reports**  
Annual reports provide a summary of ILC performance for each financial year.

## **How to Contact the ILC**

If you would like more information about the ILC Service Charter or would like to comment on services provided to you, you can contact the ILC in the following ways:

Free call 1800 818 490

Email: **ilcinfo@ilc.gov.au**

For more information see ILC website: <http://www.ilc.gov.au>

Mail any comments to **ILC Canberra Office**, PO Box 586, Curtin, ACT 2605 or to the closest ILC office near you;

**Central Divisional/Head Office** – PO Box 652, Adelaide 5001

**Eastern Divisional Office** – PO Box 5212, City East, Brisbane 4002

**Western Divisional Office** – PO Box 7502, Cloisters Square Perth 6850