

- ILC staff member requested information relating to an internal ILC staff review. The documentation was unavailable and the applicant's \$30.00 application fee was refunded.
- A request for a report into Roebuck Station was initially refused on the ground that the document had been destroyed and then on appeal it was refused on the ground that the report was confidential. The applicant lodged a complaint with the Commonwealth Ombudsman that the ILC response to the request for documents was not handled within the required period and that the documents had been refused release because they were not in possession of the ILC. The Commonwealth Ombudsman ceased its enquiries into the complaint after being informed by the ILC of the remedial action it had taken to ensure FOI requests were referred to the appropriate officers within the ILC without delay.

CORPORATE SUPPORT UNIT

The Corporate Support Unit (CSU) was established during the 2001-2002 financial year. The CSU reports through the Chief Financial Officer to the General Manager.

The CSU is responsible for:

- *Policy and Procedures Manual* finalisation and ongoing monitoring and review
- management of risk management program
- monitoring of corporate and operational plans
- management of internal audit
- liaison with Australian National Audit Office and Office of Evaluation and Audit
- compliance monitoring and reporting
- review and maintenance of consultants register
- Customer Service System (including complaints handling)
- other duties as determined by the Audit and Risk Management Committee.

There are two staff in this section. The major activities of the unit during the reporting period were:

- evaluation of the expression of interest for an internal audit service provider, selection of Deloitte Touche Tohmatsu and working with the company to develop a three-year internal audit plan
- co-ordination and collection of information for, and liaison with, the auditors for the ANAO's Follow-up Audit of the ILC's operations and performance
- representation on and assisting the Risk Management Steering Committee with the development of the ILC Corporate Risk Management Plan
- further development and maintenance of the ILC's *Policy and Procedures Manual*.

CUSTOMER SERVICE SYSTEM

The aims of the Customer Service System are to:

- provide an accessible, fair and equitable system for clients when lodging complaints to the ILC
- provide guidance to staff on the action to be taken when a complaint is lodged
- ensure all complaints are investigated and addressed in a timely and cost effective manner
- provide an effective means for monitoring service delivery and to identify and address issues that improve that service, when required.

The Complaints Handling System and Service Charter are major components of the Customer Service System. The administration of the Customer Service System is by the Divisional Offices and the CSU.

In 2002-2003, two complaints were formally registered. At 30 June 2003 both of these complaints were resolved. They related to an Ombudsman's inquiry into the handling of an FOI request and to issues associated with the proposed transfer of land to a Title Holding Body.