

Our commitment to service

Our service charter is for all Aboriginal people and members of the wider community who conduct business with the Central Land Council (CLC).

CLC Service Charter

This charter sets out the services we provide, the standard of service you can expect from us and how you can provide feedback to us on any of our services, or comment on our performance.

About the CLC

We are a Commonwealth Government Statutory Authority that operates under the *Aboriginal Land Rights (Northern Territory) Act 1976*. CLC is also a recognised Native Title Representative Body under the *Native Title Act 1993*. As a Commonwealth statutory authority we are subject to the provisions of the *Commonwealth Authorities and Companies Act 1997* and the *Public Governance Performance and Accountability Act 2013*.

We are first and foremost a representative organisation for the Aboriginal traditional landowners in its region.

Our services

We provide a number of services that benefit traditional landowners and other Aboriginal residents of the CLC region. In particular we:

- provide a strong voice for the Aboriginal people in Central Australia
- help Aboriginal people get back country and assert native title rights
- consult with landowners regarding development proposals, such as exploration and mining activity
- manage the permit system for Aboriginal land
- help Aboriginal people manage their land
- help to protect Aboriginal culture and sacred sites
- assist with economic projects on Aboriginal land
- promote community development and improved service delivery
- operate a large Aboriginal ranger program
- fight for the legal recognition of Aboriginal peoples' rights
- help to resolve land disputes
- assist in the management and distribution of royalties and other income

Information

More information on our services and activities are available from a variety of sources including our staff, publications and electronic media. Specifically, these sources include:

- CLC Corporate Plan
- CLC Annual Report
- Land Rights News
- Council News
- Community Development News

The publications detailed above are available on the CLC web site, <https://www.clc.org.au>.

What you can expect from us

In dealing with our staff you can expect that:

- you will be treated in a professional way with courtesy, impartiality, fairness and honesty
- privacy and confidentiality will be observed
- any advice given to you by staff is accurate, consistent and in language that is clear and easy to understand
- staff will respond to your inquiries in an orderly and timely manner
- staff will at all times be sensitive to cultural protocols and issues

All consultants we engage shall also be bound by these service standards.

What we expect from you as an Aboriginal resident of Central Australia

We expect that you are respectful and courteous in your treatment of our staff and provide them with any relevant information needed to deal with your inquiry.

What we expect from you as a member of the wider community who wishes to conduct business with us

- that you will obtain a permit from the CLC before entering onto Aboriginal land. This permit must state clearly what your reason is for visiting Aboriginal land
- that you will observe any limits placed by traditional owners on your CLC permit
- that you will observe the research and intellectual property protocols of the CLC
- that you will be respectful and courteous in your treatment of our staff
- that you will provide staff with any relevant information needed to deal with your inquiry
- that you do not remove anything from Aboriginal land without first obtaining permission

Feedback

We want to improve our services, and your views and feedback are therefore very important to us. We welcome any comments, suggestions or complaints you may have about any of our services or our charter.

There are three levels at which your feedback can be addressed:

1. You can contact the relevant CLC manager or section head (refer below)
3. If you are dissatisfied with the result or have other concerns or comments relating to the delivery of services then you can contact our chief executive officer (CEO).
4. If our CEO is unable to resolve the issue then the next option is to contact the National Indigenous Australians Agency at <https://www.niaa.gov.au/who-we-are/contact-us>

CLC SECTION

- Anthropology
- Community development
- Directorate including policy and communications
- Economic participation
- Finance
- Human resources

- Land management
- Legal
- Mining and energy
- Native title
- Property
- Regional services

Contact:

Central Land Council

27 North Stuart Hwy
Alice Springs, NT 0870
0889 516211

Aboriginal Associations Management Centre

Bath Street
Alice Springs
NT 0870
(08) 89524566 (ph)
(08) 89534346 (fax)

CEO

Central Land Council
PO BOX 3321
Alice Springs 0871

Monitoring and Review

We will monitor feedback and complaints in order to improve our service delivery. We will also monitor our performance in relation to the standards set out in this charter and report on this in our annual report.

Your comments

Please direct your feedback or enquiries regarding this charter to our CEO.

CEO
Central Land Council
PO BOX 332
Alice Springs 0871