

Feedback Management Policy

1. Purpose

The purpose of the Feedback Management Policy is to:

- provide guidance and assistance to stakeholders who wish to provide feedback to us; and
- foster a culture of continuous improvement by encouraging and responding to feedback provided on the operations of Creative Australia.

2. Policy statement

We welcome any opportunity to improve on our services and overall experience in dealing with us. Complaints as well as positive feedback help us to identify areas where there might be a shortfall or where we can do better, as well as what we are doing right.

3. Providing feedback

Feedback can be delivered either verbally or in writing.

Verbally

Local phone call	(612) 9215 9000
Toll-free	1800 226 912
National Relay Service (NRS)	1800 555 677

In writing

Street address	Creative Australia Level 5, 60 Union Street, Pyrmont NSW 2009
Post Office box	Creative Australia PO Box 576 Pyrmont NSW 2009
Email	feedback@creative.gov.au

We will endeavour to respond as soon as possible to your feedback, and to keep you updated on the progress of your feedback if required.

You can also lodge a complaint with the [Commonwealth Ombudsman](#) (1300 362 072 for the cost of a local call) if you are dissatisfied with our complaints-handling procedures or if a complaint is not resolved to your satisfaction.

Please note abusive or aggressive behaviour or verbal or physical abuse towards Creative Australia Officials will not be tolerated.

4. Modern Slavery

We recognise the ethical and legal importance of protecting human rights and are committed to mitigating and addressing risks of modern slavery practices in our supply chains.

We also acknowledge that modern slavery is often hidden and difficult to detect. We strongly encourage feedback on instances where there are suspected or actual risks of modern slavery, or where modern slavery practices may be occurring, within our operations or supply chains.

5. Our response to feedback

Upon receipt of your feedback, it will be forwarded to the most appropriate Creative Australia Official who will then take ownership and responsibility for documenting, resolving and responding to the feedback. The decision as to who is the most appropriate Official to respond will be dependent upon the nature and seriousness of the feedback.

The Creative Australia Official responsible for responding to your feedback will do the following:

- Review the feedback and determine a next course of action when required.
- Consider whether they need to consult with other divisions of Creative Australia to ensure there is a holistic response.
- Escalate to senior management or the Executive if required.
- Respond to your feedback within 14 days. Sometimes this will only require an acknowledgement but sometimes a more detailed response will be necessary.
- If you have made a complaint, depending on the nature of the complaint, we will attempt to resolve this within 14 days. If this is not possible, we will provide an update to you within 14 days. If we can't resolve your complaint, we will contact you to explain why and let you know what other options may be available to you. If you make an anonymous complaint, we are likely only going to be able to respond with general information.
- Document all correspondence and relevant actions taken.
- Maintain confidentiality when appropriate.

6. Your right to privacy

If you contact us with feedback or a complaint, we are required to protect your personal information under the *Privacy Act 1988*. Creative Australia's Privacy Policy is on our website.

When you provide us with your email address, residential address and/or phone number you are permitting us to contact you in response by using the same email or residential address or phone number. You need to be satisfied with the security and privacy of this information when you provide it to us.

If you have any concerns with the way we have collected or managed your personal information, you can refer to our Privacy Policy to inform yourself on how we manage personal information.

You can also email Creative Australia's Privacy Officer: privacyofficer@creative.gov.au

7. Interacting policies and information

- Code of Conduct
- Conflicts of Interest & Confidentiality Policy
- Information Management Policy
- Modern Slavery Policy
- Privacy Policy

Change history

Date	Change description	Reason for change	Author	Issue No:
June 2016	Document creation		Rebecca Kenny, General Counsel	1
September 2018	Minor amendments	Scheduled review	Rebecca Kenny, General Counsel	2
September 2020	Modern Slavery clause inserted and other minor amendments	Scheduled review	Rebecca Kenny, General Counsel	3
September 2022	Minor amendments/updates	Scheduled two-year review	Rebecca Kenny, General Counsel	4
August 2023	Updated to reflect Australia Council's transition to Creative Australia	Commencement of the <i>Creative Australia Act 2023</i>	Rebecca Kenny, General Counsel	5