

Work Instruction: Advice Services Concerns Process

This work instruction is issued under the authority of the Assistant Commissioner, Charity Services and should be read together with the ACNC Policy Framework, which sets out the scope, context and definitions common to our policies.

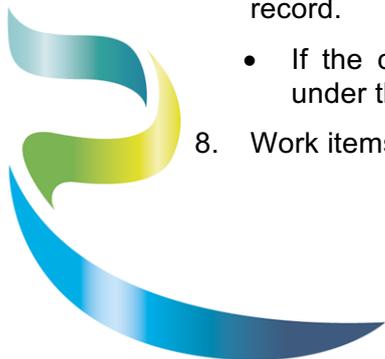
Background

1. This work instruction sets out the way Advice Services deals with charity concerns that come into Advice via:
 - Phone 13 22 62
 - White Mail GPO Box 5108, MELBOURNE 3001
 - Fax 1300 232 569
 - Email (both advice@acnc.gov.au or charityconcern@acnc.gov.au)
 - Referred from Communications or another ACNC directorate
2. If the concern has the potential to create media interest, discuss it with an Advice Manager.
3. If a concern is within jurisdiction and assigned to Compliance, no response is sent from Advice.

Processing a concern

Written Concerns

4. Written concerns do not need to be in the Form 6A Raise a concern about a charity; a letter, a call or email is sufficient.
5. Search for any previous work items with complaints from the same person (this may be a Call work item).
6. If the concern relates to a previous concern and is from the same person, add the information to the existing work item and email the person or directorate that the work is assigned to. In most cases this will be the Advice Services Senior Manager.
7. If there is no previous work item, create or reopen a work item under the charity record.
 - If the concern is regarding a non registered entity, then create a work item under the relevant orphan profile
8. Work items should be:



- Type = Community correspondence
 - Title = COMP
 - Work item status = unassigned
 - Assigned to =
 - Compliance (if clearly within jurisdiction), or
 - Advice corro (if clearly out of jurisdiction), or
 - Senior Manager or a delegate (if unsure of jurisdiction)
 - In the notes include the name of sender of the concern and type of concern raised (e.g. allegations of fraud)
9. If the concern is assigned to the Advice Services Senior Manager, they will assess the concern to determine if it falls within ACNC jurisdiction.
10. If the concern is assigned to Advice corro:
- A response is sent from Advice within the Community Corro service standards
 - The response should:
 - acknowledge the customers concerns
 - explain why it is out of jurisdiction
 - provide alternative options for their concerns.

Telephone Concerns

11. Concerns should be taken over the phone where the ASO identifies it as appropriate.
12. If the concern is not within ACNC jurisdiction:
- Create a COMP call activity in the charity record or orphan record if the entity is not ACNC registered
 - Provide the customer with an explanation of why it is out of jurisdiction and provide alternate options.
13. If the concern appears to be within jurisdiction, decide whether the most appropriate action is to:
- a complete the Form 6A over the phone (additional evidence can be emailed to Charity Concern inbox citing the work item number as their reference), or
 - b request that they complete the form and email to charityconcern@acnc.gov.au.
14. If the 'within jurisdiction' concern is taken over the phone, create work item:
- Type = Call
 - Title = COMP
 - Work item status = Unassigned
 - Assigned to = Senior Manager (or a delegate) or Compliance*.
 - In the notes include:
 - the name of customer,

- that the concern was taken over the phone,
 - the type of concern raised (e.g. allegations of fraud)
 - all details provided by customer,
 - whether the customer intends to send additional information (such as a form 6A).
- If additional information is sent in, attach it to this work item.

*If unsure if matter is within ACNC jurisdiction, 'assigned to' Senior Manager, and if confident that the matter is within jurisdiction, 'assigned to' Compliance.

References

Commissioner's statement: Complaints about charities

Operational Procedure 6: Complaints about registered charities