


Work Instruction:

Allocation of incoming correspondence and Mail handling

This Operational Procedure 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.

s 22 (irrelevant information)



Scope

a) This Procedure outlines how all incoming information is triaged and allocated and includes all incoming mail, emails, and faxes. It does not include telephone calls.

NB Any enquiries that mention senate estimates or ministers need to be raised with the advice senior manager and advice director.

s 22 (irrelevant information)




Table 1: Correspondence not requiring a work item

Correspondence relates to	Action
s 22 (irrelevant information)	
Freedom of Information requests (FOI)	<p>If the correspondence appears to be an FOI request or it states that it is an FOI request, scan the correspondence, email it to the FOI officer, and provide them the hard copy immediately.</p> <p>If the FOI officer is absent, please see a manager.</p> <p>NB - Do this as soon as the appeal arrives.</p>
s 22 (irrelevant information)	

