

- Land Rights News
- Central Land Council Strategic Plan
- CLC pamphlet- an Introduction to the Central Land Council
- Central Land Council website.

The publications detailed above are available on request. The Central Land Council website address is: www.clc.org.au

What you can expect from us

In dealing with CLC 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 engaged by the Central Land Council shall also be bound by these service standards.

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

- That you are respectful and courteous in your treatment of CLC staff
- That you will provide staff 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 the Central Land Council

- 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 a permit obtained from the CLC.
- That you will observe the research and intellectual property protocols of the CLC.
- That you will be respectful and courteous in your treatment of Land Council 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, 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/Section Head
2. If you are not satisfied with the result or have other concerns or comments relating to the delivery of services then you can contact the Director of the CLC.
3. If the Director is unable to resolve the issue then the next option is to contact the Commonwealth Ombudsman.