



## Correspondence and Email Policy

Before sending correspondence or an email to Screen Australia, please read this page.

Screen Australia receives a large volume of correspondence and not all correspondence requires a response. We will respond to you when Screen Australia is the primary recipient of the correspondence (ie not copied as a 'cc' or 'bcc') and on the basis set out below.

Funding requests must be made through the Screen Australia Application Portal, we do not accept unsolicited scripts and storyline ideas.

### Conduct

Screen Australia expects that all communication between you and Screen Australia to be respectful and courteous at all times.

Screen Australia reserves the right to not accept applications for funding or correspondence from any person who Screen Australia forms the view persistently treats our staff in a discourteous, hurtful or intimidating fashion, nor will Screen Australia enter into correspondence with any such person.

### General enquiries & feedback

For general enquiries and feedback, we aim to respond to you within 10 working days of receipt. If it is likely to take us longer than 10 business days to provide you with a full response to the issues you have raised, we will advise you of when you can expect a reply.

### Complaints

If you have made a complaint, Screen Australia undertakes to keep complainants informed of the progress of their complaints and will respond to all correspondence received within 10 working days, and action within 30 working days depending on the nature of the complaint. If this is not possible, we will provide an update to you. 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.

### Privacy

For privacy reasons, Screen Australia cannot provide industry contact information or forward correspondence to a production company or producer.

Your correspondence and email will become a formal agency record. We will treat this with the appropriate level of confidentiality consistent with the *Privacy Act 1988* (Cth). For further information see the Screen Australia Privacy Policy. The record will become a Commonwealth record under the *Archives Act 1983* (Cth).

Your correspondence may be used for statistical reporting purposes.