



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 will receive 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'), when your correspondence raises material concerns or issues, 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 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 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, we aim to acknowledge your correspondence 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.

Screen Australia welcomes feedback at all times. Feedback is an informal way to communicate views to Screen Australia and can be provided by email, letter, social media or by telephone. Feedback is distinguished from complaints (which refer to formal complaints regarding Screen Australia) and are handled in accordance with this policy as set out below.

Complaints

If you have made a complaint, Screen Australia undertakes to keep complainants informed of the progress of their complaints and will respond to complaints received 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.

Screen Australia will not respond to complaints that it deems to be offensive, abusive, frivolous, vexatious or not made in good faith. In addition, Screen Australia may elect not to respond to complaints and demands which are unreasonable (including for example complaints which would substantially and unreasonably divert Screen Australia resources from its other operations or complaints raising issues which have already been responded to and/or do not provide new issues or evidence).

Privacy

For privacy reasons, Screen Australia cannot provide industry contact information. For similar reasons, we will not forward your 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.

Complaints arising from funding decisions

All funding program decisions made by Screen Australia are, in principle, final. Complaints about funding decisions, whether they relate to the handling or assessment of an application can only be reviewed on grounds where the procedural integrity of the process is called into question or where there is a perceived issue relating to the probity of the process. Such consideration may only arise from one or more of these circumstances:

- The decision has failed to consider relevant information included in the application
- The decision makers have misinterpreted evidence or information included in the application
- There is a perceived or apparent influence of bias or favouritism in the decision making.

Requests for a review of a decision must be made in writing by the applicant and be made within 30 calendar days of the applicant being notified of the initial outcome.