



Australian Government

Office of the Registrar of Indigenous Corporations

Our client service charter

What you can expect from ORIC



Who we are

The Registrar of Indigenous Corporations is an independent statutory office holder appointed by the Minister for Indigenous Affairs. The Office of the Registrar of Indigenous Corporations (ORIC) supports the Registrar to regulate and deliver services to corporations under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (CATSI Act). ORIC is part of the Department of the Prime Minister and Cabinet.

What we do

ORIC supports the Registrar of Indigenous Corporations to:

- make sure corporations registered under the CATSI Act follow the law
- advise Aboriginal and Torres Strait Islander groups on how to become corporations and help them register
- help Aboriginal and Torres Strait Islander corporations understand, create and adopt their own rule book according to their needs and values
- offer support services, advice and corporate governance training to help corporations do the best job for their members and communities
- record public information about corporations
- help corporations with complaints and provide mediation and dispute resolution services.

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Images on cover and throughout are detail from
Jim Williams, *The ORAC story*, acrylic on canvas, 2005.





The CATSI Act

The CATSI Act allows Aboriginal and Torres Strait Islander corporations to be registered and guides how they are run. The CATSI Act also sets out what services the Registrar provides and what powers the Registrar has to enforce this law.

ORIC maintains a public Register of Aboriginal and Torres Strait Islander Corporations. The public register provides useful information about corporations and can be accessed from our website.

Who are ORIC's clients

Our clients include:

- Aboriginal and Torres Strait Islander individuals, groups, corporations and their members
- the Minister for Indigenous Affairs and agencies supporting the minister
- people accessing the public Register of Aboriginal and Torres Strait Islander Corporations and Register of Disqualified Officers
- Australian, state and territory governments and funding agencies

Service charter

This service charter sets out:

- the services we provide
- our commitment to you
- how you can help us to serve you
- a feedback form for your comments.

Our aim

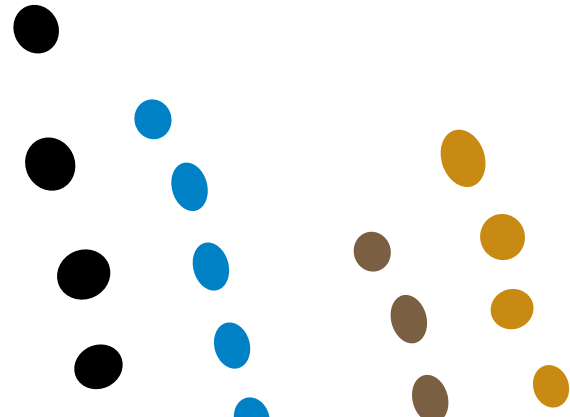
To provide services that are:

- relevant to your needs
- effective
- efficient.

Our vision

Aboriginal and Torres Strait Islander people building strong communities through strong corporations.

Strong corporations, strong people, strong communities.



Services that ORIC provides

Information before becoming a corporation

ORIC works with Aboriginal and Torres Strait Islander groups who want to register as a corporation to look at:

- whether incorporation is required
- the costs involved
- how to develop good corporation rules
- how to register under the CATSI Act
- what the legal requirements are
- other options for incorporating under state or federal law.

Support for corporations

ORIC also gives information and support to corporations and their members to improve their corporate governance. This includes:

- helping directors better understand their roles, duties and responsibilities under the CATSI Act and their rule book
- helping corporations make changes to their rule book and name
- helping corporations to understand and lodge their reports
- advising members of their rights and obligations under the CATSI Act
- helping corporations manage problems, disputes and complaints
- closing corporations that are no longer operating
- making information and documents available from the public Register of Aboriginal and Torres Strait Islander Corporations.

Regulation

To make sure corporations are run properly, ORIC:

- regularly assesses the governance standards of corporations
- issues warnings to corporations that do not follow the CATSI Act or their rule book
- steps in if a corporation can't solve its problems, but only if nothing else will work
- investigates and refers alleged breaches of the CATSI Act to the appropriate people.



Training

ORIC delivers corporate governance training to cater for urban, regional and remote clients. The training includes:

- Managing in two worlds—targeting individuals (directors, key staff and members). This includes Introduction to Corporate Governance workshops (for regional audiences), Building Strong Corporations workshops (for remote audiences), Building Strong Stores, the Certificate IV in Business (Governance) and the Diploma of Business (Governance).
- Corporation-specific training—training tailored to the specific needs of individual corporations (focus on all directors, key staff and members).
- Training through partnerships with state and territory governments for all types of Indigenous organisations.

To apply for training through ORIC, you can register online, download a registration form from our website, email us or call our freecall number.



Our commitment to you



Good manners

- We will treat you with courtesy and respect.
- We will listen to you.
- We will be helpful.

Respect for culture and traditions

- We will respect your culture and traditions.
- We will write and talk to you in a way that is appropriate.

The right information

- We will give you accurate information.
- We will provide you with information from our public Register of Aboriginal and Torres Strait Islander Corporations within a reasonable timeframe.
- If we cannot help you we will refer you to someone who can.

Being fair

- We will be fair and act professionally.
- We will make decisions that are consistent with the CATSI Act and ORIC policies and procedures.
- We will make decisions based on all the information available to us at the time.

Accountability

- If you ask us, we will tell you how we make our decisions and the reasons for them.
- If you are not happy with our decision, we will tell you how you can complain or appeal the decision.

Privacy

- If you provide us with personal information we will handle it as required by privacy laws.

These standards of commitment apply to all staff and consultants engaged by the Registrar.



How you can help us

Meeting your legal requirements

- Make sure your corporation meets the requirements of your corporation rules and the CATSI Act.
- If you can't meet these requirements, let us know as early as possible.

Giving us good information

- When you contact us, give as much information as you can, so we can give you the right assistance.
- Give information promptly and make sure it is correct.
- Lodge reports when they are due.
- Make sure your corporation's contact details are up to date.

Helping us to help you

- Let us know if we should use an interpreter when doing business with your corporation.
- Give us your suggestions on how we can improve our services.
- Treat our staff with respect and courtesy.

Feedback

If you would like to give us feedback on any of our services, fill in the form on the back of this service charter and send it to us. It helps us understand what services are working well for you.

You can also contact us on our freecall number or by emailing us.

You will find our contact details at the back of this publication.

We respect and value your comments.



Complaints about ORIC

If you are not satisfied with our services you can complain:

- by phone
- in person
- or in writing by sending us a letter, email or fax.

ORIC has a complaints policy and the complaints officer will handle your complaint accordingly.

The Registrar will aim to investigate and respond to all complaints about staff and contractors within 20 working days of receiving the complaint.

If you are not happy with the Registrar's response to your complaint, we will advise you of where you can ask for an independent review of your complaint.

Policy statement 03: ***Complaints about the Registrar's staff and contractors*** has more information on how to make a complaint. You can get a copy from our website or by contacting us on our freecall number or by emailing us.

How to contact us

If you want to know more about this client service charter or would like to comment on our services, here's how you can contact us:

Freecall: 1800 622 431
(not free for mobiles)

Email: info@oric.gov.au

Website: www.oric.gov.au

Fax: (02) 6133 8080

Address: Office of the Registrar of
Indigenous Corporations

PO Box 29
WODEN ACT 2606

Level 1, Centraplaza
16 Bowes Place
WODEN ACT 2606



Feedback form

We would really like to hear what you think about our service. The following form will help you to give us your feedback. Please complete it and send it back to us.

Tell us what you think of our service

What services did you receive from ORIC?

When did you receive them?

What was good about the services you received?

What wasn't good about the services you received?

How can ORIC improve its service to you?

Name: (optional)

Corporation: (optional)

Fax: (02) 6133 8080

Post: PO Box 29 Woden ACT 2606



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www.oric.gov.au