#### Webform Confirmation

Workflow

**Edit Details** 

**Templates** 

Actions -

#### Correspondence

Status: Sent

Details 11C (b) - Business Information

Attachments 11C (b) - Business Information

Activity Involvements 11C (b) - Business Information

Compliance 11C (b) - Business Information

Properties 11C (b) - Business Information

#### Details

#### Identifier

1C (b) - Business Information

Type

Webform Confirmation

Author

To

Section 47F - Personal privacy

CC

BCC

Subject

**Email Confirmation for Webform Submissions** 

Body

Your report has been submitted. Your reference for this report is 202461774220-2635

The information you have provided will now be assessed.

This assessment will identify if there is a corruption issue, within our jurisdiction. This is assessed according to the National Anti-Corruption Commission Act 2022 (NACC Act).

We may request additional information from you to help us to assess your allegation.

We aim to complete assessments within 90 days. See our Service Charter for more information.

Reply To

no-reply@argus.nacc.gov.au

Details

Correspondence Date

Recent Attachments

No Recent Attachments

Metrics

No metrics

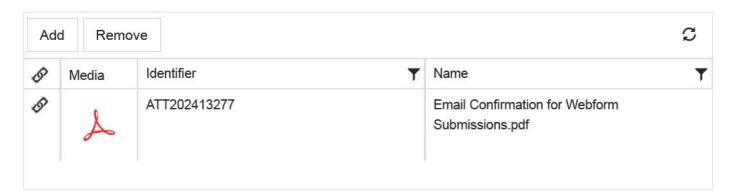
Workflow History

Destination	User	When	
Sent	WEBFORM	17/06/2024 17:45	View
Type was changed to Webform Confirmation	WEBFORM	17/06/2024 17:45	
Initial	WEBFORM	17/06/2024 17:45	View

#### Subjects

Identifier Name Email Addresses

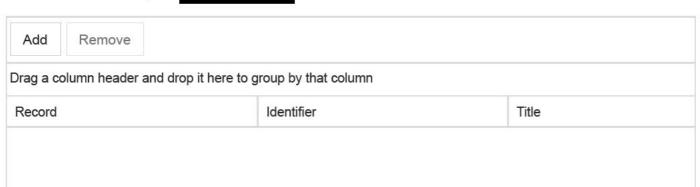
#### Attachments to Include



Comments Add Comment

No items

#### Relevant Records (from (from Fusioness Information



#### Tasks

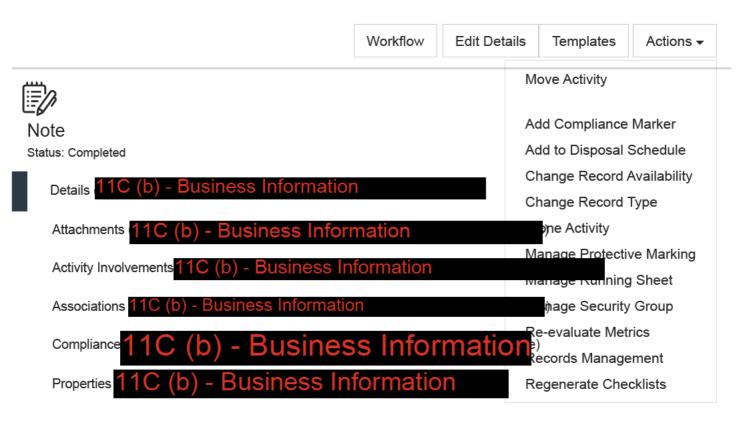
Open New Move					$\mathfrak S$
Task	Identifier	Assignee	Due	Status	Priority
			'		

#### ♠ (/App/error) / 11C (b) - Business Information ASM Notes - 15-Jul-24 OFFICIAL Edit Details Workflow Templates Actions ▼ Note Status: Completed Details (11C (b) - Business Informatio Activity Involvements 11C (b) - Business Information Associations (11C (b) Properties 11C ( Details Identifier Type Assessment Note Author Title ASM Notes - 15-Jul-24 Content ASM attended by: acting GM-E, Director cy, Section 4), acting A/D Section 47F , acting SAOs (Section 47F - Pe Date 15/07/2024 13:25 Recent Attachments $\mathcal{C}$ No Recent Attachments Workflow History Destination User When Type was changed to Assessment Note 15/07/2024 13:25 Completed 15/07/2024 13:25 View Relevant Records (from Add Remove Drag a column header and drop it here to group by that column Title Record Identifier Comments Add Comment No items Tasks Move C Open New

Task	Identifier	Assignee	Due	Status	Priority

### Case Update from Reporter

#### **OFFICIAL**



#### Details

#### Identifier

1C (b) - Business Information

Туре

Phonecall

Author

Title

Case Update from Reporter

Content

Reporter Called 16:38 AEST

Reporter wanted to inform NACC that Corruption is Currently Ongoing and NACC needs to act fast. Reporter was informed that NACC cannot expedite the process and was informed of our processes. Reporter seemed dissatisfied with this answer and alleged the NACC was "as toothless as expected to be".

Date

19/06/2024 16:49

Caller



Phone Number

Duration (Mins)

8

Recent Attachments

No Recent Attachments

#### Workflow History

Destination	User	When	
Type was changed to Phonecall	Section 47E - Certain operations of ag	19/06/2024 16:56	
Completed	Section 47E - Certain operations of ag	19/06/2024 16:56	View

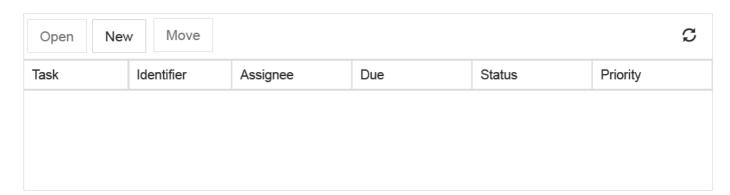
## Relevant Records 11C (b) - Business Information

Add Remove		
Drag a column header and drop it here to g	roup by that column	
Record	Identifier	Title

Comments Add Comment

No items

Tasks



# Reporter asked why they had not been contacted. OFFICIAL

Workflow

**Edit Details** 

**Templates** 

Actions -



Status: Completed

Details 11C (b) - Business Information

Attachments 11C (b) - Business Information

Activity Involvements 11C (b) - Business Information

Associations 11C (b) - Business Information

Compliance 11C (b) - Business Information

Properties 11C (b) - Business Information

Details

Identifier

1C (b) - Business Information

Type

Phonecall

Author
Section 47E - Certain operations of

11C (b) - Business Information

Title

Reporter asked why they had not been contacted.

Content

Summary:

- was called back at 10:20 am AEST and the reporter was ID checked following the standard procedure.
- · During the call the reporter ask/stated:
- stated that they had contacted the inspector as they had not been contacted by the Commission and their report had been with the Commission for over 90 days.
- Stated that they had emailed the General Manager for Evaluations and NACC Inquiries to ask when they should expect a response from the triage process but had not received a response.
- asked why they had not received a response from and whether I could pass on their concerns.
- stated that they triage process is supposed to take 90 days.
- asked when they should contact the inspector again given their concerns.

During the call the reporter was informed:

- That I could not comment on why they had not received a response from their emails but I would put a note of their concerns on their referral.
- That the service charter stated that we would respond within 30 days where the report is not within jurisdiction, does
  not relate to corrupt conduct, and we need more information to assess the report. But that we aim to assess all reports
  within 90 days, and I could not comment on the report or provide an update.
- I reiterated that we aim to assess reports within 90 days but that this was not a guarantee, and reiterated the reasons that we would respond.
- That they could contact the Inspector if they would like and informed them that the Inspector is aware of our Service Charter

appeared to appreciate that I would put a note of their concerns on their referral and informed me that they would again email and cc the inspector.

appeared to acknowledge that I could not provide them an update on their referral.

Date

14/11/2024 10:53

Caller Section 47E - Certain

11C (b) - Business Information

Recipient

11C (b) - Business Information

Phone Number

11C (b) - Business Information

Duration (Mins)

0

Recent Attachments

 $\mathcal{Z}$ 

No Recent Attachments

Workflow History

Destination	User	When	
Type was changed to Phonecall	Section 47E - Certain operations of agendes, Section 47F -	14/11/2024 10:55	
Completed	Section 47E - Certain operations of agendes, Section 47F -	14/11/2024 10:55	View

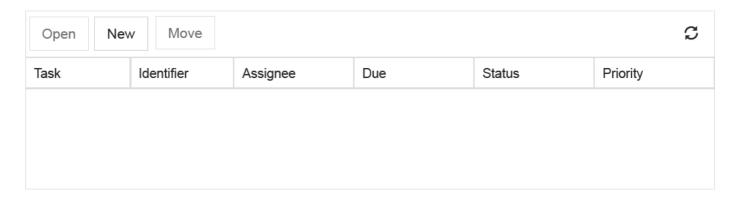
#### Relevant Records (from 11C (b) - Business Information

Add Remove		
Drag a column header and drop it here to g	roup by that column	
Record	Identifier	Title

Comments Add Comment

No items

#### Tasks



# Call back attempt made at 15:03 4/10/2024 OFFICIAL

Workflow

**Edit Details** 

**Templates** 

Actions -



Note

Status: Completed

Details 11C (b) - Business Information

Attachments 11C (b) - Business Information

Activity Involvements 11C (b) - Business Information

Associations 11C (b) - Business Information

Compliance 11C (b) - Business Information

Properties 11C (b) - Business Information

Details

Identifier

1C (b) - Business Information

Туре

Phonecall

Author

Title

Call back attempt made at 15:03 4/10/2024

Content

Callback attempt made at 15:04 wst on 4/10/2024. Call went straight to voicemail and the following message was left "I am calling from the National Anti-Corruption Commission. I will make another attempt at a later time". Call back rescheduled for 10:30 am 8/10/2024

Date

04/10/2024 17:06

Caller

Recipient

Phone Number

Duration (Mins)

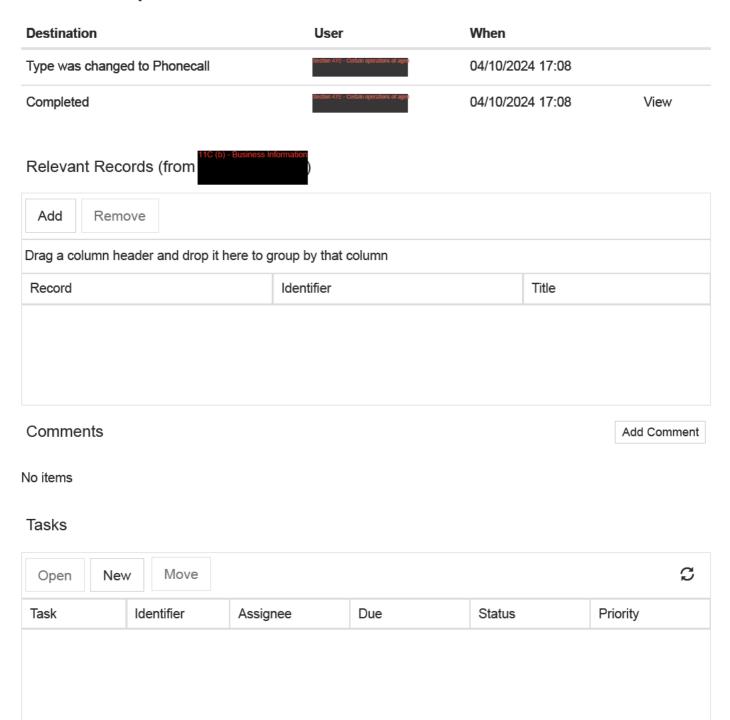
0

Recent Attachments

No Recent Attachments

S

#### Workflow History



**OFFICIAL** 

Call back to at 15:17 on 4/10/2024 OFFICIAL

Workflow Edit Details Templates Actions ▼



Status: Completed

Details 11C (b) - Business Information

Attachments 11C (b) - Business Information

Activity Involvements 11C (b) - Business Information

Associations 11C (b) - Business Information

Compliance 11C (b) - Business Information

Properties 11C (b) - Business Information

#### Details

# Identifier Type Phonecall Author Title Call back to Content Call back to Successful - may disregard previous requests from 4/10/2024 identified through email address, webform ID and address. wanting an update on submitted webform was advised that the submission is currently being assessed and have no further information. was advised that they would receive outcome via email asked how long it would take as it has been over the 90 days.

was advised unable to put him in contact with assessment to discuss.

advised would be lodging a complaint with the inspector regarding the delay

was advised that no time frame could be given and some assessments can go over the anticipated 90 days.

queried when lodged. Advised 17/6/2024. explained reports dont necessarily get allocated the day they are lodged.

Date

Task

Identifier

Assignee

Due

Status

Priority

# Caller concerned about lack of action/contact from the NACC OFFICIAL

Workflow Edit Details Templates Actions ▼



Status: Completed

Details 11C (b) - Business Information

Attachments 11C (b) - Business Information

Activity Involvements 11C (b) - Business Information

Associations 11C (b) - Business Information

Compliance 11C (b) - Business Information

Properties 11C (b) - Business Information

#### Details

#### Identifier

Туре

Phonecall

Author

11C (b) - Business Information

Title

Caller concerned about lack of action/contact from the NACC

Content

A callback was made to at 14:20 AEST on the 2/12/24. The caller was identified as

#### During the call, the caller stated:

- That they wanted me to confirm that section for a confirm that
- · That they have been in contact with the Inspector regarding the service and lack of action by the Commission

#### The caller was informed:

- That I could not comment on, or confirm anything regarding emails sent to
- · That I cannot provide an email address
- That I noted his previous correspondence, and could only restate what he has been told in previous calls; that his
  matter is still under assessment
- That I was sorry for the delay, however, sometimes matters can take longer than 90 days to be assessed

Date 02/12/2024 14:41 Caller Recipient Phone Number  Duration (Mins) 6 Recent Attach No Recent Attach Workflow Hist	nments ments	ess Informatio	n			S
Destination		Use		Vhen		
Type was change	ed to Phonecall	Section 4	17E - Cerlain operations	)2/12/2024 14:	:54	
Relevant Rec	ords (from	- Business Information				
Drag a column he	eader and drop it h	nere to group by that	column			
Record		Identifier		Tit	tle	
Comments No items Tasks						Add Comment
Open New	w Move					S
Task	Identifier	Assignee	Due	Status	Pr	iority