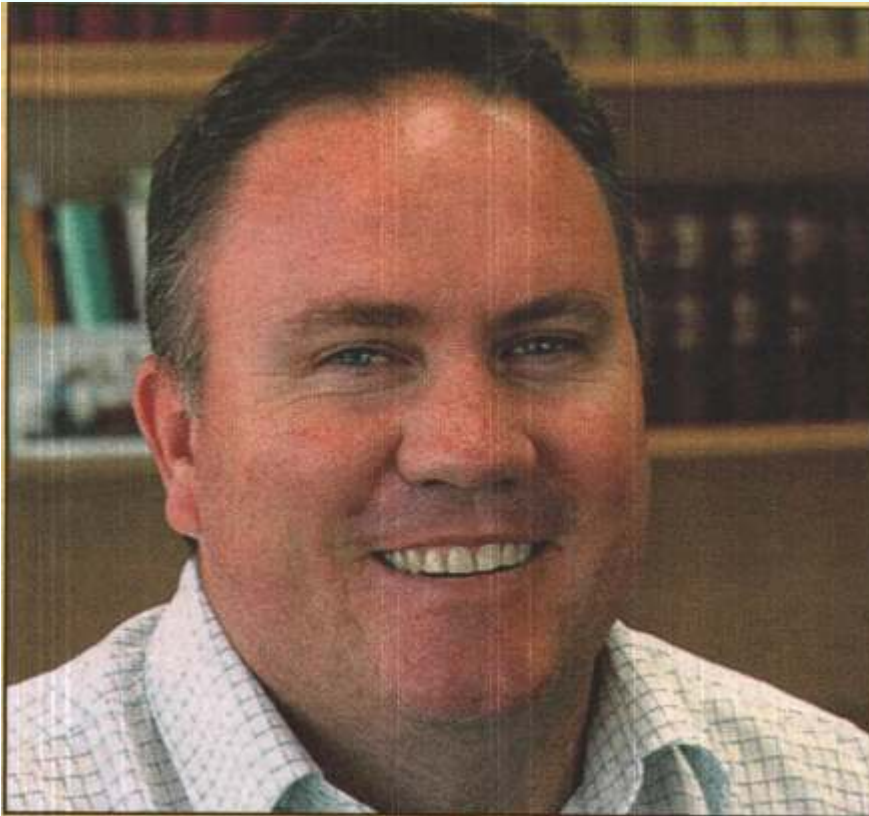




# Tribunal surveys views of clients



## NATIVE TITLE AND YOU

With National Native Title Tribunal Workplace Planning and Communications Manager TIM EVANS

**A** boriginal representative bodies, land councils, community organisations, mining companies, local governments, pastoralists, the fishing industry ... these are some of the diverse groups of people serviced by the National Native Title Tribunal.

Our responsibility is to provide services to groups and individuals involved in the process of determining native title and access for activities on land where native title may exist.

This diverse range of clients requires broad expertise, which we provide in our professional teams in specialist business

areas.

To help ensure our ongoing ability to provide high level service, we regularly survey our clients for their satisfaction.

This month we began a client satisfaction survey of our level of service in 2009 and I encourage all clients with an interest in native title to take part.

We're keen to hear what you think about how we do business so we can continue to improve the delivery of our services.

The Tribunal's role is outlined in the *Native Title Act* and it explains that we are required to carry out our functions in



a fair, just, economical, informal and prompt way.

These functions are to assist parties and others in the native title process, provide registration-testing of native title applications, maintain native title registers, mediate native title claimant applications, mediate and arbitrate future acts, assist in the negotiation of indigenous land use agreements and conduct reviews and inquiries into native title matters.

Good communication between parties promotes positive native title outcomes. To assist this, the Tribunal takes a significant role in facilitating appropriate communication with and between clients and stakeholders.

Our mission is 'facilitating the achievement of timely and effective outcomes', an undertaking which emphasises the Tribunal's enabling and supporting role in the native title system.

One of our key responsibilities is to facilitate a collaborative approach by parties to the mediation process, and to support the parties in that process.

More information about our goals is provided in the Strategic Plan 2009-11, accessible on the Tribunal's website at [www.nntt.gov.au](http://www.nntt.gov.au)

The plan identifies eight strategic priorities for 2009-2011 and applies a 'balanced scorecard' strategic management tool to ensure that clear identified strategies and targets will achieve those priorities.

This client satisfaction survey is one way we can meet our priority to provide clients with a service that best meets their needs.

Your participation in the survey is one significant way you can feed back to us how we can improve and tell us what we are doing well or not so well.

The survey has been designed to be effective while not taking up too much of your time – it shouldn't take longer than 20 minutes – and you can take part by phone or online.

People who want to take part must first read and agree to the privacy notice, accessible on our website at [www.nntt.gov.au](http://www.nntt.gov.au), then complete and submit the online consent form.

Alternatively, email your consent to [publicaffairs@nntt.gov.au](mailto:publicaffairs@nntt.gov.au) or telephone Kezia Jacobs-Smith on (08) 9268 7285 to discuss how you can take part in the survey.

Once you give us your permission you may be contacted by GA Research, who will ask you to take part in a telephone interview, at a time that suits you.

GA Research is conducting the research so that your responses will not be identified and the privacy and integrity of people who respond will be maintained.

Your participation in this research provides an opportunity for you to make a difference to the quality of the Tribunal's services.