

**Senate Standing Committee on Environment and Communications  
Legislation Committee**  
Answers to questions on notice  
**Environment and Energy portfolio**

**Question No:** 213  
**Hearing:** Supplementary Budget Estimates  
**Outcome:** Outcome 2  
**Program:** International Climate Change and Energy Innovation Division (ICCEID)  
**Topic:** Accountability and quality assurance measures  
**Hansard Page:** N/A  
**Question Date:** 28 October 2016  
**Question Type:** Written

**Senator Back, Chris asked:**

What are the accountability and quality assurance measures that you have in place?

**Answer:**

The office of the National Wind Farm Commissioner is supported by the Department of the Environment and Energy and relies on the Department's policies, systems and processes for the operation, management and oversight of the office.

The office also relies on specific policies such as the National Wind Farm Commissioner's Information Handling Policy (which outlines how information received by the office for the purposes of handling complaints will be managed by the office), and the Complaints Handling Policy (which advises that 'all information received by the office for the purposes of handling these complaints will managed by the Commissioner and staff in accordance with The National Wind Farm Commissioner Information Handling Policy'. These policies are available on [www.nwfc.gov.au](http://www.nwfc.gov.au). In addition, the Commissioner chairs a weekly meeting of the office to review all open cases and the status of cases.