

## Correspondence and Email Policy

Before sending correspondence or an email to the Office of the Children's Guardian, please ensure you are familiar with the following policy:

- The Office of the Children's Guardian receives a large volume of postal and email correspondence and not all correspondence requires a response.
- We treat emails the same as posted correspondence.
- We aim to open all correspondence within one business day of receipt, and respond where required, within 20 working days of receipt.
- If you require a response and it is likely to take us longer than 20 working days to provide a full response to all the issues you have raised, we will advise you of when you can expect a reply.
- We will not respond to correspondence where the Office of the Children's Guardian is not the primary recipient but marked as carbon copy (i.e. CC) or blind copy (BC). We will only respond to items where the Office of the Children's Guardian is the primary recipient.
- Invoices or other documents involving payments should be emailed, in PDF format, to [Invoices\\_OCG@govconnect.nsw.gov.au](mailto:Invoices_OCG@govconnect.nsw.gov.au). We accept no responsibility for invoices or other documents involving payments sent to other email addresses.
- We will delete unsolicited advertisements without response.
- We will forward any correspondence containing threatening content or advocating illegal activities to the NSW Police Force. We will not respond to correspondence containing offensive language or content.
- Your correspondence and email, once sent, will become a formal agency record. We will treat this with the appropriate level of confidentiality consistent with NSW Privacy and Personal Information Act provisions. For further information see the [OCG Privacy Statement](#).
- Your correspondence may be used for statistical reporting purposes.

