



# Australian National Contact Point

for the OECD Guidelines for Multinational Enterprises

Promoting responsible business conduct

## What does the AusNCP do?

The AusNCP promotes responsible business conduct (RBC) consistent with Australia's obligations as an OECD member, by:

- Promoting and providing advice about the [OECD Guidelines for Multinational Enterprises](#) (the Guidelines) to all sectors.
- Handling complaints against multinational enterprises in a non-judicial setting where alleged non-observance of the Guidelines are brought to the Australian Government by persons alleging negative impacts.
- Working with businesses, governments, non-government organisations and the OECD to meet Australia's obligations under the Guidelines.

## Who are we?

Australia's NCP function is structured to promote RBC and help resolve complaints by drawing on independent expertise to ensure we are visible, accessible, transparent and accountable.

### Management

Treasury manages the AusNCP, provides Secretariat services and represents Australia internationally.

### Independent Examiner

Independent Examiners manage complaints against multinational enterprises and promote the Guidelines.

### Governance and Advisory Board

Board members include government and non-government representatives, who provide advice to the Independent Examiner on the management of complaints and promote the Guidelines.

## OECD GUIDELINES FOR MULTINATIONAL ENTERPRISES

### What are the Guidelines?

- Internationally agreed framework of responsible business conduct standards that governments expect multinational enterprises to comply with. The standards supplement domestic laws but do not override them.
- Standards covered include disclosure, human rights, employment and industrial relations, environment, bribery and extortion, consumer interests, science and technology, competition and taxation.
- The Guidelines apply to multinational business activity both onshore and offshore.

### How can businesses ensure they comply with the Guidelines?

The OECD provides due diligence guidance for RBC on specific sectors:

- [Due Diligence Guidance for Responsible Business Conduct](#)
- [Extractive Sector](#)
- [Financial Sector](#)
- [Garment and Footwear Sector](#)
- [Agricultural Supply Chains](#)
- [Mineral Supply Chains](#)
- [Child Labour in Minerals Supply Chain](#)
- [Artisanal and Small-Scale Gold Mining](#)
- [Sport and Corruption](#)
- [Criminal Exploitation of Natural Resources](#)
- [Responsible Corporate Lending and Securities Underwriting](#)

## Complaints

### What happens if a multinational enterprise breaches the Guidelines?

The AusNCP helps parties resolve complaints by providing conciliation services to facilitate dialogue between parties. We can help broker outcomes where other attempts to resolve issues have failed.

The AusNCP follows-up on its recommendations. AusNCP complaints are a non-judicial mechanism with no authority to impose orders or sanctions on enterprises, or force them to participate in the process. However, consequences for non-compliance are largely reputational.

### Who can make a complaint?

Any individual, group or organisation that demonstrates a direct interest in the impacts can file a complaint.

### How are complaints made?

Complaints are submitted through the AusNCP website at [www.ausncp.gov.au/complaints/submit-complaint](http://www.ausncp.gov.au/complaints/submit-complaint).

### Filing a complaint requires:

- Information about the notifier, such as their name, contact details, organisation and authority to represent the impacts in the complaint.
- Information about the multinational such as their name, location, where the impact occurred, details of the impact(s) and how the impacts relate to the OECD Guidelines.
- What actions the notifier thinks the multinational enterprise should take to resolve the situation or prevent it from occurring again.
- Other information related to the complaint and supporting documentation, including details of any parallel proceedings.

## Complaints Process

**Phase 1 (3 months):**  
Submission and Initial  
Assessment

An Independent Examiner will analyse if the issues raised merit further examination.

Accepted --> Phase 2  
Rejected --> Phase 3

**Phase 2**  
**(6-12 months):**  
Good Offices and  
Examination

Independent Examiner engagement with both parties to facilitate a conciliation process, which may result in an agreement.

**Phase 3**  
**(3 months):**  
Final Statement

A public statement is published which provides an overview of the complaint and can include recommendations.

The Final Statement specifies a timeline for follow up after completion, often after 12 months.  
A procedural review process is available upon request.  
All timeframes are indicative.

For more information on the complaints process please refer to the AusNCP [Procedures](#).