

## **SA NT DATALINK DISPUTE MANAGEMENT PROCESSES**

SA NT DataLink seeks to resolve issues regarding a project managed by SA NT DataLink staff as speedily and as fairly as possible. In doing so, it always seeks to ensure its practices and processes are consistent with its principles and the SA NT DataLink Joint Venture Agreement under which it is established.

SA NT DataLink has responsibilities and legal obligations to a number of organisations. These include:

1. The University of South Australia in relation to its administrative operations.
2. The Department of Health and Wellbeing in relation to Client Services, Data Linkage and Data Integration staff.
3. The South Australian Health and Medical Research Institute (SAHMRI) because of its location in SAHMRI building. As a part of the SAHMRI community, it is also expected to manage these in a manner consistent with SAHMRI's principles.
4. Those organisations who have provided data to SA NT DataLink.

Where a dispute or an issue of concern arises and cannot be readily resolved, the matter should be raised with Director SA NT DataLink via [SANTDataLink@unisa.edu.au](mailto:SANTDataLink@unisa.edu.au).

Should the matter still not be resolved, it can be raised in writing with the SA NT DataLink Steering Committee and addressed to:

Chair, SA NT DataLink Steering Committee  
SA NT DataLink  
GPO Box 2471  
Adelaide SA 5001  
SAHMRI Building, Level 8  
North Terrace, Adelaide  
Telephone: 08 8302 1604

Should the Steering Committee be unable to resolve a dispute, it must seek the assistance of an independent third party appointed by the Steering Committee.