



**Australian Government**

**Department of the Environment and Energy**

*Department of the Environment and Energy*

# **Service Charter**



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## **ACKNOWLEDGEMENT OF COUNTRY**

The Department acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community.

We pay our respects to them and their cultures and to their elders both past and present.

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## FROM THE SECRETARY

This service charter for the Department of the Environment and Energy is a statement of what we do and the standards of service you can expect from us.

It tells you how you can find out more about us and encourages feedback on our performance.

I am pleased to present the service charter for the Department.

Finn Pratt AO PSM

April 2019

## OUR ROLE

<b>Department's role</b>	The role of the Department of the Environment and Energy is to advise our Ministers on, and implement, environment and energy policy, programs and regulation to support the Government in achieving a healthy environment, strong economy and thriving community now and for the future.			
<b>Purposes</b>	<b>Environment and heritage</b> Conserve, protect and sustainably manage our environment and heritage	<b>Climate change</b> Develop and implement a national response to climate change	<b>Antarctica</b> Advance Australia's strategic, scientific and environmental interests in the Antarctic	<b>Energy</b> Support the reliable, affordable, sustainable and secure operations of energy markets

## OUR CLIENTS

The Department's activities benefit all Australians. Our clients include people to whom we provide a service, those who partner with us in delivering results, and anyone who has an interest in what we do, including: other Australian Government agencies; state, territory and local government bodies; industry; non-government organisations; and members of the wider community.

## **OUR CLIENT SERVICE VALUES**

We uphold the [Australian Public Service Values](#) and [Code of Conduct](#) and are committed to:

- integrity—we will act honestly, ethically and lawfully
- responsiveness—we will respond effectively to the needs of clients
- responsibility—we will be accountable for our actions
- commitment—we will give our best to every task.

## **OUR SERVICE STANDARDS**

We aim to:

- provide you with the most accurate and up to date information available to us where information is able to be provided
- answer your questions as clearly as possible in a respectful way
- answer your phone call promptly during normal office hours
- reply to correspondence within 20 working days of receipt, or if we cannot answer within that time we will send you an acknowledgment and let you know when to expect a reply
- consult widely when developing policy to make sure that the views of all stakeholders are considered
- provide reasonable time for receiving comments on proposals.

When we are carrying out our legislative responsibilities, we will:

- administer provisions lawfully, fairly and objectively
- provide you with up to date and accurate information to clarify obligations of relevant parties.

We assess our performance through:

- the responses of our stakeholders to our services and products
- surveys of clients and users of our products and services
- monitoring and evaluating our services against our standards.

We are contactable by phone during normal office hours and by email, letter or completion of an online form on our website. Please see the Contact us section below.

## **HOW YOU CAN HELP**

You can help us by:

- giving us sufficient and accurate information for us to assist you
- providing feedback and comments on our service
- treating our staff courteously.

## **COMPLIMENTS, COMPLAINTS AND FEEDBACK**

Your feedback on how we are meeting our service standards is important in allowing us to improve our services. We report on our client service performance in our annual report.

If you have any general comments, suggestions for improvement, or you feel that the standard of service you have received has not been satisfactory, please let us know by completing the form at: [www.environment.gov.au/about/contact-us/service-level-feedback](http://www.environment.gov.au/about/contact-us/service-level-feedback).

If you wish to take the matter further or you would prefer to speak to someone else, please contact the general enquiries line in the Contact us section below and they will direct your call.

If you make a formal complaint:

- The Department will acknowledge that your complaint has been received and provide you with a response.
- If you are not satisfied with this response, you can request that the matter is internally escalated. The Department will reassess the matter and provide you with a response.
- If you are still unhappy with the Department's response you may wish to seek external review by contacting the Office of the Commonwealth Ombudsman.
- In addition to seeking review of the complaint response by the Commonwealth Ombudsman, you may request an internal review of how that response was handled, for example, where you feel that the Department took an excessive amount of time to respond. Your request must be in writing and must state the grounds for the review. Your request must be made within 60 calendar days of the Department's most recent response to you.
- A review of complaint handling will be conducted and you will be provided with a response from the Department. The internal review will be conducted by a senior officer who is independent of the matter being addressed.

## **YOUR PRIVACY**

We recognise the importance of protecting the privacy and rights of individuals in relation to their personal information. Our Privacy policy is available on the Department's website at: [www.environment.gov.au/privacy-policy](http://www.environment.gov.au/privacy-policy).

If you think we have breached the Privacy Act, please contact our Privacy Contact Officer listed in the Contact us section below.

## **REPORTING FRAUD**

Members of the public who suspect or have knowledge of fraudulent activity relating to the Department's business should contact the Fraud Liaison Adviser listed in the Contact us section below.

## **REPORTING SUSPECTED EMPLOYEE MISCONDUCT**

Members of the public who believe or suspect any fraudulent activity or any other misconduct by an employee of the Department should contact the Workplace Behaviour and Conduct Unit listed in the Contact us section below.

## **MAKING A PUBLIC INTEREST DISCLOSURE REPORT**

If you are a former or current public official (as defined in the *Public Interest Disclosure Act 2013*) and you wish to make a Public Interest Disclosure Report regarding serious wrongdoing by a former or current staff member of this Department, you may contact an Authorised Officer of this Department. Authorised officers have been appointed under the Act and are listed on our website at [www.environment.gov.au/public-interest-disclosure](http://www.environment.gov.au/public-interest-disclosure).

A copy of the Department's Public Interest Disclosure Procedures is also published on this site. General information about public interest disclosures can be obtained from the Workplace Behaviour and Conduct Unit listed in the Contact us section below.

## **CONTACT US**

Contact details for our portfolio agencies and remote locations can be accessed through our website at: [www.environment.gov.au](http://www.environment.gov.au).

To connect with us on social media find our details at:  
[www.environment.gov.au/about-us/media-centre/connect](http://www.environment.gov.au/about-us/media-centre/connect).

### **General enquiries**

Phone 1800 803 772 (Toll Free within Australia)  
Monday to Friday 9 am to 4 pm Canberra local time excluding national and ACT public holidays  
Email: [ciu@environment.gov.au](mailto:ciu@environment.gov.au)

### **Postal address**

GPO Box 787  
Canberra ACT 2601  
Australia

### **Switchboard**

Phone: 02 6274 1111

### **Privacy Contact Officer**

Phone: 02 6275 9224 / 02 6274 1345  
Email: [privacy@environment.gov.au](mailto:privacy@environment.gov.au)

### **Fraud Liaison Adviser**

Hotline: 1800 075 152 (reporting suspected incidences of fraud)  
Email: [fraudliaison@environment.gov.au](mailto:fraudliaison@environment.gov.au)

### **Workplace Behaviour and Conduct Unit**

Phone: 02 6274 1116  
Email: [behaviourandconduct@environment.gov.au](mailto:behaviourandconduct@environment.gov.au)

### **Procurement feedback**

Email: [procurement.feedback@environment.gov.au](mailto:procurement.feedback@environment.gov.au)