



Australian Government

Department of the Environment, Water, Heritage and the Arts

DEWHA Service Charter

2009–2012

From the Secretary

I am pleased to present the service charter for the Department of the Environment, Water, Heritage and the Arts.

Our charter 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 you to give feedback on our performance.

The department has a wide range of clients—other Australian Government departments and agencies; state, territory and local government bodies; non-government organisations, industry and members of the wider community.

We work closely with other parts of the Australian Government, in particular with the Department of Agriculture, Fisheries and Forestry and the Department of Climate Change, in delivering integrated environment and natural resource management outcomes. The department also works closely with portfolio agencies, other departments, and state and territory agencies, to develop and implement national arts and cultural policies and programs.

Our clients interact with us in a variety of ways—as partners, applicants, visitors, information seekers, so this charter is necessarily broad in content.

We welcome your comments and suggestions on how successful we are in meeting our standards.

Robyn Kruk AM
Secretary



Our mission

Protecting and enhancing Australia's environment, heritage and culture.

What we do

The department's primary roles are best conceptualised through the five outcomes we aim to achieve and an overarching corporate outcome:

Outcome 1: Conserving our natural assets

Outcome 2: Living and working sustainably

Outcome 3: Protecting Antarctica

Outcome 4: Adapting to a future with less water

Outcome 5: Protecting and enhancing Australia's culture and heritage

Corporate Outcome: Improving Organisational effectiveness

Our Client Service values

We share the ethical values and code of conduct of the Australian Public Service and are specifically 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.

We strive to incorporate these values in all dealings with our clients.

Our clients

The department's activities benefit all Australians. Our clients include anyone who we provide a service to, works with us in delivering results or who has an interest in what we do.

They include:

- Ministers
- Commonwealth, State and Local governments and agencies
- people and organisations responsible for managing Australia's natural resources
- industry and community representative bodies
- traditional owners of Indigenous land and other private landholders
- educational organisations
- artists, performers and cultural practitioners, and
- the wider community.

Our clients seek widely differing services and outcomes which include:

- consultation as part of the development or review of policies and programs
- approvals or permits under legislation we administer
- grants under the wide range of grant programs we administer
- developing partnerships for particular initiatives or programs
- obtaining information for organisations or personal use
- rent of Australian artwork in Artbank's collection
- enjoying and experiencing access to our national cultural institutions, and
- enjoying and experiencing the national parks we manage jointly with traditional owners.



Our availability

We are easily contactable by phone during normal office hours and by fax, e-mail, letter or completion of an online form at our internet site.

We will respond in a timely fashion when answering your requests or queries.
We will continue to improve access and service in recognition of the particular needs of our diverse client base.

If we are unable to provide you with the information or the service that you need, we will try to refer you to an appropriate contact point in another agency or organisation.

Contact details for our central office in Canberra are as follows:

Department of the Environment, Water, Heritage and the Arts
John Gorton Building
King Edward Terrace
Parkes ACT 2600
Phone: 02 6274 1111 (Switchboard)
Fax: 02 6274 1666

Or you can write to us at the following address:

Department of the Environment, Water, Heritage and the Arts
GPO Box 787
Canberra ACT 2601

Contact details for our portfolio agencies and remote locations can be accessed through our website at: www.environment.gov.au

Our service standards

We will:

- provide you with the most accurate, up to date information available to us where this information is not sensitive or classified
- answer you as fully and precisely as possible
- be respectful and sensitive to your needs and respond in a culturally sensitive way
- answer phone calls promptly during normal office hours and identify ourselves
- reply to correspondence within 20 working days of receipt or, if we cannot answer within that time, send you an acknowledgment and let you know when you can expect a reply, and
- respond promptly to requests for publications, reference material, fact sheets or other printed information.

When developing policy we will, wherever possible:

- consult widely to make sure that the views of industry, environmental, arts and cultural organisations, interested members of the community, and other government agencies are properly considered, and
- provide reasonable time for comment on policy proposals.

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

- administer provisions lawfully, fairly and objectively, and
- give you up to date and accurate information about the relevant legislation to clarify your, and our, obligations.



How well do we provide our service

We aim to be a best practice organisation. Assessing how well we perform against our standards will help us achieve this goal.

We will assess our performance through:

- the responses of the public and key stakeholders to our information strategies, education strategies and products
- surveys of key clients and users of our products and services, and
- monitoring and evaluating our services against our standards.

We welcome comments and feedback on how successful we are in meeting our service standards as an ongoing part of this process.

We will publicly report on our client service performance in our annual report. We will review this charter every three years.

How you can help

You can help us to meet our standards by:

- giving us sufficient and accurate information for us to provide the service you require
- providing feedback and comments on the service we provide, and
- treating our staff courteously.

Reporting fraud

Members of the public who suspect or have knowledge of fraudulent activity relating to the department's business may contact the Fraud Liaison Officer by phone on **02 6274 1323** or in writing to the address given below.

Fraud Liaison Officer

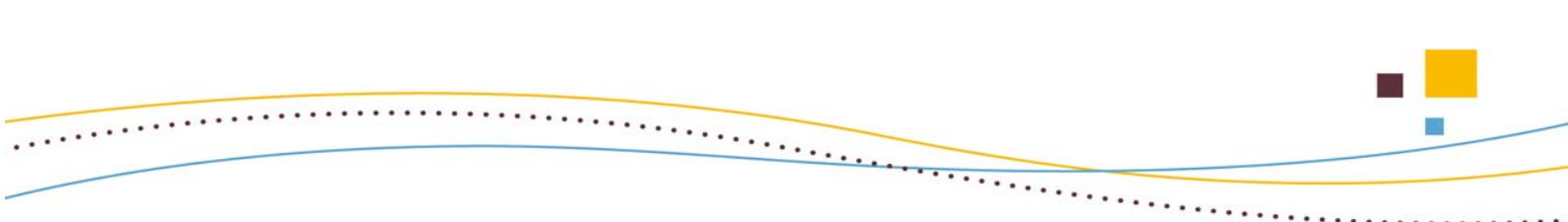
Department of the Environment, Water, Heritage and the Arts
GPO Box 787
Canberra ACT 2601
Fax: 02 6274 2837

Feedback and complaints about our service

Your feedback on our performance can help us improve our standards of service. If you have any general comments, suggestions for improvement or complaints, please let us know by completing the form at the department's website at:

<http://www.environment.gov.au/about/contacts/index.html>.

If you have specific feedback, are dissatisfied or have concerns about our day-to-day services, please raise this with the staff member concerned or their supervisor. We will try to resolve the problem immediately.



If you wish to take the matter further or you would prefer to speak to someone else please contact our client service officer:

Client Service Officer

Department of the Environment, Water, Heritage and the Arts
GPO Box 787
Canberra ACT 2601
Phone: 02 6274 1594
Fax: 02 6274 1970
Email: Client.Service@environment.gov.au

If you make a complaint we will:

- ensure the matter is dealt with by a senior officer who is independent of the matter being addressed
- inform you of who is dealing with your concern
- investigate the matter thoroughly and expediently, and
- reply within 20 working days, or inform you of progress in resolving your complaint.

If you remain dissatisfied with how we handle your complaint, please contact:

Office of the Commonwealth Ombudsman

GPO Box 442
Canberra ACT 2601
Phone: 02 6276 0111
Toll-free: 1300 362 072
Fax: 02 6249 7829
Email: ombudsman@ombudsman.gov.au

Your Privacy

In accordance with the Information Privacy Principles set out in the *Privacy Act 1988*, we will only use your personal information for the purposes for which you gave it to us.

We do not share information about you with other government agencies, other organisations, or other persons without your permission unless it:

- is necessary to provide you with a service that you have requested
- is required or authorised by law, or
- will prevent or lessen a serious and imminent threat to somebody's health.

You may gain access to personal information about you that we hold. You can have us correct any errors or delete the information we have about you. You may opt out of any further contact from us.

To protect your privacy and the privacy of others, we may have to gain evidence of your identity before we can give you access to information about you or change it.

To gain access to your personal information please contact the Privacy Contact Officer:

Privacy Contact Officer

Department of the Environment, Water, Heritage and the Arts
GPO Box 787
Canberra ACT 2601
Phone: 02 6274 1578
Fax: 02 6274 1587
Email: privacy@environment.gov.au



Further Information

For further information about the Department of the Environment, Water, Heritage and the Arts please contact:

Community Information Unit

Information Services Branch

DEWHA

GPO Box 787

CANBERRA ACT 2601

Phone: 02 6274 1221

Toll-free: 1800 803 772

Email: ciu@environment.gov.au

Website: www.environment.gov.au

Service across the Environment, Water, Heritage and the Arts Portfolio

This charter covers the Director of National Parks and staff. Additional Service Charters have been developed for:

[The Australian Antarctic Division](#)

[The Great Barrier Reef Marine Park Authority](#)

[The Bureau of Meteorology](#)

[The Sydney Harbour Federation Trust](#) (*Charter of operations*)

[The National Water Commission](#)

[National Library of Australia](#)

[National Gallery of Australia](#)

[National Museum of Australia](#)

[Australian National Maritime Museum](#)

[Australia Council](#)

[Australian Film, Television and Radio School](#)

[National Film and Sound Archive](#)

[Screen Australia](#) (*Corporate information*)

[National Portrait Gallery](#) (*Charter of operations*)

Review of the DEWHA Service Charter

This service charter will be reviewed in July 2012.