



Australian Government

Department of Infrastructure and Transport



Client Service Charter





The Department of Infrastructure and Transport is committed to maintaining a culture of strong client-focused service.

This Charter explains who we are and establishes the high standards of service that you, our clients, can expect from us.

This Charter also provides information about how you can comment on our service and performance against the standards; including any complaints, compliments or suggestions you may have.

To ensure we continuously improve our service delivery we welcome your feedback. The ways in which you can contact us are set out in this Charter.

Mike Mrdak
SECRETARY

As the Australian Government Department with responsibility for infrastructure and transport, we contribute to the well-being of all Australians by delivering a range of programs that support investment in and coordination of transport and other infrastructure, and by ensuring an efficient, sustainable, competitive, safe and secure transport system.

We focus on making a difference by:

- delivering the Government's infrastructure agenda through investment and policy development and reform
- improving the integration, efficiency and safety of Australia's land transport infrastructure
- maintaining and improving the performance, sustainability, safety and security of Australia's transport systems, and
- facilitating access to competitive international and domestic air services.

Our main responsibilities are to:

- develop and provide national policy advice to enhance transport safety and security
- invest in infrastructure and strengthen social and economic opportunities and administer programs to enhance the safety of the road transport system
- conduct research to improve the performance, safety and security of our transport systems, support policy development and inform the wider community
- provide regulatory frameworks to ensure a clear and robust transport environment, and
- work with other levels of government and engage domestically and internationally with stakeholders to facilitate outcomes for all Australians.

Our clients and our stakeholders

Our clients and our stakeholders include any person or organisation we provide a service to or who has an interest in what we do. They include:

- Ministers
- Australian Government agencies
- state, territory and local governments and agencies
- industry bodies, transport operators and user groups
- regional communities, businesses and organisations
- research organisations and education providers
- other interest groups and individuals, and
- other agencies within the portfolio.

In recognising the diverse needs of our clients we:

- make our documents and procedures straightforward
- ensure our public information is easily accessible, and
- work to improve access for those with particular needs.

Our values

Our employees conduct their duties in accordance with the Australian Public Service Code of Conduct and the Australian Public Service Values. These are the foundation for our work and govern the way we relate to our stakeholders and to each other.

Whilst showing respect, professionalism, honesty, fairness and integrity we will:

- be sensitive to the needs of others and to diverse beliefs and opinions
- deal competently with our clients and our colleagues
- be accessible and communicate clearly
- be objective and impartial in our decision-making, and
- be accountable and observe sound business practices in accordance with the *Public Service Act 1999* and other legislation.

The Code of Conduct and Australian Public Service Values can be found at <www.apsc.gov.au> and <www.apsc.gov.au/values>.

Our service standards

The service standards outlined below provide the benchmark against which our performance can be measured. They apply to all areas of the Department.

Results oriented

We:

- provide a prompt, accurate and relevant response to enquiries from our clients, and
- include contact names and details in our communications to enable our clients to contact the person best able to assist them.

Honest, professional and accountable

We:

- behave honestly and ethically, accept responsibility for our actions and learn from our mistakes
- inform our clients about, and explain, decisions that affect them
- provide information to assist our clients and stakeholders to understand Government policies, and
- give our clients and stakeholders reasonable time to comment on policy proposals whenever possible.

Client and stakeholder focused

We:

- work with our clients and stakeholders to deliver outputs for the Australian Government that achieve the outcomes it seeks for the community
- consult widely to gain the views of our clients and stakeholders about future policy directions and delivery strategies, and
- use your feedback to monitor and improve our performance.

In line with the Government's commitment to deliver all appropriate Australian Government services online, we ensure that major departmental publications, information and policy statements are accessible on our websites and also available in hardcopy form.

Committed to improving our skills

We:

- are open to new ideas, originality and vision, and
- share information with our clients and stakeholders to build knowledge and achieve our mutual goals.

Diverse, trusting and respectful of each other

We:

- treat our clients with dignity and respect
- accommodate differences – acknowledging and exploring a range of perspectives with our clients
- ensure that the information we provide is easily accessible for our clients, and
- respect our clients' confidentiality.

We have specific standards for some of the services we provide, including for vehicle importing and certification. These standards can be accessed at our website <www.infrastructure.gov.au> or by telephoning 1800 075 001.

How we measure, monitor and report on our performance

We measure and monitor performance against our service commitments and standards by:

- recording and acting on your feedback and complaints about our service, and
- regularly reviewing the terms and effectiveness of this Charter.

How you can help us

We ask you to help us provide a high standard of service.

You can do this by:

- providing us with timely, necessary and accurate information
- helping us establish a reasonable time for our response to you, and
- treating our employees with courtesy and respect.

Your feedback and making a complaint

We value and appreciate your feedback on the quality, timeliness and responsiveness of our services.

We would be pleased to know if:

- you are happy with our service
- you feel we are not meeting our service commitments to you, and/or
- you have ideas on how we can improve our service to you.

If you have a complaint, or you are unhappy with how we have handled your complaint, please let us know so we can improve our service.

You should first contact the area you have been dealing with to resolve the problem.

If the complaint has not been resolved contact the Governance, Planning and Reporting Section:

by telephone:
1800 075 001

in writing:
Section Head
Governance, Planning and Reporting
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

or by email:
<clientservice@infrastructure.gov.au>

If you have a complaint:

- we will investigate your complaint
- we will reply within 10 working days of receipt of your complaint, or inform you of progress in resolving the complaint if it is more complex, and
- if we are at fault we will provide a solution to prevent it happening again.

If you are dissatisfied with how we have handled your complaint you may wish to contact:

Commonwealth Ombudsman
GPO Box 442
CANBERRA ACT 2601
Telephone: (02) 6276 0111
Email: <ombudsman@ombudsman.gov.au>
Website: <www.ombudsman.gov.au>

What is not covered by this Charter

Employment-related complaints or disputes

Employment-related complaints or disputes do not fall under this Charter. These should be directed to the General Manager, People and Performance Branch.

by telephone:
02 6274 7077

in writing:
General Manager
People and Performance
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

Administrative decisions

This Charter deals with the quality of service we provide. If you are not satisfied with an administrative decision that affects you (for example, an unsuccessful grant application), you may have the right to seek a review of the decision. You will be notified of any rights of review and appeal when you are advised of the administrative decision.

Government policy

If you would like to comment on Government policy you can contact:

- your local Member of Parliament
- the Office of the Minister for Infrastructure and Transport on telephone (02) 6277 7680 or at the website <www.minister.infrastructure.gov.au>, or
- the Office of the Parliamentary Secretary for Infrastructure and Transport on telephone (02) 6277 4230 or at the website <www.minister.infrastructure.gov.au>

Contacts and information

Our central office is located at:

111 Alinga Street
CANBERRA ACT 2601

You can telephone us during business hours
(except public holidays) on:
(02) 6274 7111 or Toll Free on 1800 075 001

You can write to us at:

GPO Box 594
CANBERRA ACT 2601

Our website is <www.infrastructure.gov.au>

This Charter and any updates are available at
<www.infrastructure.gov.au/department/about/charter.aspx>

General enquiries about the work of the Department can be
emailed to <publicaffairs@infrastructure.gov.au>

Media enquiries can be emailed to
<media@infrastructure.gov.au>

Contact numbers for specialist areas and sources of information
are below.

Nation Building – Economic Stimulus Plan

<www.infrastructure.gov.au/esp> 1800 075 001

Vehicle Imports

<www.infrastructure.gov.au/roads/vehicle_regulation/bulletin/importing_vehicles/index.aspx>

1800 815 272

More information about the Department can be found in our:

Portfolio Budget Statements

<www.infrastructure.gov.au/department/statements/index.aspx>

Annual Reports

<www.infrastructure.gov.au/department/annual_report/index.aspx>

Portfolio agencies

The portfolio includes a number of agencies that have responsibility for their service charters. For information about their services, please contact them directly.

Civil Aviation Safety Authority Telephone: 131 757 Website: < www.casa.gov.au >	16 Furzer Street PHILLIP ACT 2606 GPO Box 2005 CANBERRA ACT 2601
Airservices Australia Telephone: 1300 301 120 Website: < www.airservicesaustralia.com >	25 Constitution Avenue CANBERRA ACT 2600 GPO Box 367 CANBERRA ACT 2601
Australian Maritime Safety Authority Telephone: (02) 6279 5000 Website: < www.amsa.gov.au >	82 Northbourne Avenue BRADDON ACT 2612 GPO Box 2181 CANBERRA ACT 2601
Australian Transport Safety Bureau Telephone: (02) 6257 4150 or 1800 020 616 Website: < www.atsb.gov.au >	62 Northbourne Avenue CANBERRA ACT 2601 GPO Box 967 CIVIC SQUARE ACT 2608

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