

DEEWR Service Charter

What is DEEWR's Service Charter?

This service charter sets out the standard of service the general community can expect in its dealings with us. Services delivered on our behalf by our contracted partners may be covered by other service level arrangements.

How the department supports the Australian community

DEEWR develops and implements Australian Government policies and programs to:

- ensure high quality child care and early childhood education is available to parents
- provide education and training opportunities for everyone
- increase employment participation and
- promote fair, safe and successful workplaces.

We seek and welcome your views in helping us to shape and improve our service.

Service Charter Commitments

Our staff are committed to providing quality services responsive to the Australian community's needs.

In our dealings with you we will:

- be honest, courteous and respectful
- deal with your requests promptly
- be responsive to your feedback and enquiries
- inform you of your rights, obligations and entitlements
- respect your privacy
- use easily understood language and communication, including translation services.

You can help us by:

- treating us with courtesy and respect.

Providing feedback

We would like to know if:

- you are satisfied with our service
- you think we are not meeting our Service Charter Commitments
- you have ideas about how we can improve our services
- you have a comment or feedback on the service we have provided.

If you feel that the standard of service you have received from the department has not been satisfactory, or you have a comment about our Service Charter, please contact the department's Service Charter Bureau on 1300 363 079.

If you are still dissatisfied with our handling of your enquiry, please contact the Commonwealth Ombudsman's Office on 1300 362 072, or if your enquiry relates to the Department's handling of your personal information, please contact the Office of the Federal Privacy Commissioner on 1300 363 192.

Hearing or speech impaired

If you use a TTY (telephone typewriter) or a computer with a modem as a main means of telephone conversation and want to call someone in the department, call the National Relay Service (NRS) on 133 677 and quote the number you wish to call. If you are phoning a toll free number (i.e. a 1800 number) then the NRS number to call is 1800 555 677.

Interpreter assistance

If you need an interpreter to assist you in accessing information or providing feedback, please phone the Translating and Interpreting Service on 131 450.

Enquiries

The department operates a number of enquiry lines which are open during normal business hours:

Telephone: 1300 363 079
(Local call charges apply. You can also leave a message after hours)

TTY: 1800 554 609

Fax: 1300 367 806

Email: webenquiries@deewr.gov.au

If you would like to enquire about our service levels:

Email: deewrcharter@deewr.gov.au

Mail: DEEWR Service Charter Bureau
GPO Box 9880
Canberra ACT 2601

Performance reporting

We report on how we are meeting our charter standards in our Annual Report.

You can find our Annual Reports at:
www.annualreport.deewr.gov.au

