



Standard of Service Charter

This Standard of Service Charter describes the Western Australia (WA) Department of Justice's (the Department) commitment to service, and outlines the overall standard of service you can expect to receive.

Our Purpose

To provide high quality and accessible justice, corrective, legal, registry, guardianship and trustee services which meet the needs of the community and government.

Our Customers

The Department supports the community, WA Government, Judiciary and Parliament through the provision of access to high quality justice, corrective and legal services, information and products. The Department has many different customer groups, including children and young people across the diverse range of services provided.

Our Services

The Department is responsible for assisting the Attorney General and the Minister of Corrective Services in the development and implementation of Government policy and the administration and/or compliance with approximately 200 Acts. The Department also provides support to the justice system and community of Western Australia by ensuring the security and safety of detainees and prisoners as well as offenders on community-based orders.

The Department has a diverse range of services, which include:

- courts and tribunal services
- corrective services
- offender management and community safety
- victim support
- advocacy, guardianship and administration services
- trustee services
- birth, deaths and marriage registrations
- services to government, including policy, legal advice and representation, legislative drafting and related services.

Our Service Standards

The Department will:

- act ethically and legally with the utmost integrity, and treat people with impartiality, fairness and respect
- seek to understand clearly the services required by our customers and to meet those services where it is appropriate

- provide advice and decisions that are clearly explained, well founded and relevant
- acknowledge receipt of feedback within 5 working days
- aim to provide a response to correspondence and feedback provided to the Department within 10 working days
- regularly review and measure our service against published service standards
- ensure all people, including those with disability have equitable access to services, information, facilities and events
- be high performing and professional

Our Feedback Commitment

The Department welcomes your feedback and will use it to evaluate and improve the services provided to the community.

Feedback can be provided to the Department in several ways. To contact the Department, you can visit our website, send a letter, write an email, or telephone. The relevant contact details are listed in the table below.

ACCESS	Customer Feedback Management System (CFMS)
<p>ACCESS is a dedicated service within the Department of Justice, Corrective Services that manages complaints, compliments and suggestions for and related to prisoners and offenders state-wide. This service is created as part of the Department's commitment to delivering high-quality complaints management for prisoners and offenders and maintaining an agency that is open and honest.</p> <p>ACCESS is available to all prisoners and offenders and the general community who have something to report or say to the Department of Justice, Corrective Services in relation to prisoners or offenders.</p>	<p>CFMS is available to the general community who have complaints, compliments and suggestions on services provided by the Court and Tribunal Services, The Registry of Births Deaths and Marriages, the Office of the Public Advocate and the Public Trustee Office.</p> <p>This service is created as part of the Department's commitment to delivering high-quality complaints management for the general community and maintaining an agency that is open and honest.</p>
<p>Phone 1300 306 922 (toll free)</p> <p>Email: Compliants: complaints.access@justice.wa.gov.au</p>	<p>Phone 61 8 9264 6270</p> <p>Email: cfms@justice.wa.gov.au</p>

<p>Compliments: compliments.access@justice.wa.gov.au</p> <p>Suggestions: suggestions.access@justice.wa.gov.au</p> <p>Online form: Please use our online form.</p>	<p>Online form: Please use our online form.</p>
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Your feedback is managed in accordance with the Department's Customer Feedback Management Policy and Procedures, found on [Department of Justice CFMS Web Page](#).

Further information

To report suspected misconduct of the Department of Justice employees, visit the Public Sector Commission [minor misconduct by public officers](#) page.

For further information on the Department's Standard of Service Charter, contact:

Corporate Services Executive
 Department of Justice
 GPO Box F317
 PERTH WA 6841

Phone: 61 8 9264 6270
 Email: cfms@justice.wa.gov.au
 Website: www.justice.wa.gov.au

Approved by

Dr Adam Tomison
 Director General
 Department of Justice

Alternative formats of this document are available on request.