GOVERNMENT OF WESTERN AUSTRALIA

Department of **Planning, Lands and Heritage**

Customer Service Charter

March 2021

SOLUTIONS FOCUSED FOR A
VIBRANT WESTERN AUSTRALIA



Acknowledgement of Country

The Department of Planning, Lands and Heritage acknowledges the Aboriginal people as the traditional custodians of Western Australia. We pay our respects to the Ancestors and Elders, both past and present, and the ongoing connection between people, land, waters and community. We acknowledge those who continue to share knowledge, their traditions and culture to support our journey for reconciliation. In particular, we recognise land and cultural heritage as places that hold great significance for Aboriginal people.

Disclaimer

This document has been produced by the Department of Planning, Lands and Heritage. Any representation, statement, opinion or advice expressed or implied in this publication is made in good faith and on the basis that the State Government, its employees and agents are not liable for any damage or loss whatsoever which may occur as a result of action taken or not taken, as the case may be, in respect of any representation, statement, opinion or advice referred to herein. Professional advice should be obtained before applying the information contained in this document to particular circumstances.

© State of Western Australia

Published by the
Department of Planning, Lands and Heritage

Gordon Stephenson House
140 William Street
Perth WA 6000

Locked Bag 2506,
Perth WA 6001

Published March 2021

Website: www.dplh.wa.gov.au
Email: info@dplh.wa.gov.au
Tel: 08 6551 8002

National Relay Service: 13 36 77

The Department of Planning, Lands and Heritage owns all photography in this document unless otherwise stated.

This document is available in alternative formats on application to the Department's Communications and Engagement directorate.

Our customer service charter sets out our commitment to provide you, our customer, with the service you can expect.

Our customer service approach



Our corporate values and guiding principles inform our behaviour at work, our decision-making, how we engage with stakeholders, our conduct and our performance. Primarily our customer service approach is based on the values of **respect** and **professionalism.**

The Department of Planning, Lands and Heritage is a large Department responsible for planning and managing land and heritage for all West Australians. The Department deals with a diverse range matters and a high volume of enquiries covering a number of areas such as:

- Aboriginal heritage and lands management
- Crown land administration
- historic heritage conservation services
- integrated land and infrastructure policy development
- land use planning and policy development.

To assist you in a timely manner please provide us with as much information as you can so we can direct your query to the most appropriate business area.

Our commitment to service standards

We recognise that the customer service we provide you is integral to your needs and may impact upon our ability to resolve your enquiry. We are committed to meet these obligations in a responsive and professional manner to a high standard.

The Department's service charter is driven by our values to guide our relationship with you.
We endeavour to:

- deliver quality service with courtesy and minimum delay
- listen to what you have to say and be understanding of your needs
- treat you with courtesy and respect
- follow through on commitments we make
- provide clear, concise and accurate information and advice
- value and encourage your feedback
- continually improve our service delivery
- manage complaints in a timely manner.

Our service standards to you

We are committed to:

- providing prompt, accurate and accessible customer service
- ensuring universal access to high standards of customer service for all members of the community
- answering phone calls and emails during business hours (8.00am to 5.00pm) and responding within 24 hours
- acknowledging or responding to written correspondence within 10 business days of receipt
- providing information in alternative formats where required
- our phone services being readily accessible via the National Relay Service (a phone solution for people who are deaf or have a hearing or speech impediment) or the Translating and Interpreting Service (a phone solution for people who do not speak English)
- being consultative by fostering a coordinated and integrated approach to the delivery of our service.

Some enquiries may be more complex than others. In these cases, we will notify you if there is a delay in delivering on our service commitment.

Feedback and complaints

Customer service standards for complaints

When we receive your complaint, we will:

- acknowledge its receipt
- treat your concerns with respect and confidentiality
- treat you with courtesy and respect
- provide an interpreter or other specific communications requirements if required
- examine your complaint impartially
- inform you and any relevant officers of our findings
- use your complaint to help improve our products or services.

Seeking further assistance or action

If you are still unhappy you can:

- ask for the Department to review the complaint and the outcome
- contact the **Ombudsman Western Australia.**