



Department of
Primary Industries and
Regional Development

Protect
Grow
Innovate

Customer Service Charter

March 2026



The DPIRD Customer Service Charter outlines what we do and the standards you can expect from us, as well as what you can do as a member of the public to help us provide professional and quality services.

Our purpose

Enable enduring prosperity for all Western Australians through our work with regions and primary industries.

Our role

DPIRD leads sustainable development of WA's regions and agriculture, aquaculture, food and fisheries sectors.

We unlock and guide economic opportunities for these sectors and regions, balanced with the stewardship of our land and aquatic resources.

In everything we do we take the approach of:

- **Protect** through stewardship of our people, land and aquatic resources.
- **Grow** our primary industries and regions through balancing social, economic and environmental drivers.
- **Innovate** through a culture of inquiry and adaptation.

Our commitment to you

We uphold the [Public Sector Code of Ethics](#) and always adhere to our values of:

- **Working together** – we work collaboratively to achieve better outcomes for our customers
- **Acting with integrity** – we listen to our customers, building trust, while taking accountability for our actions
- **Responding with purpose** – we act with intention and consider the wider impact of our actions
- **Embracing curiosity and creativity** – we engage with our customers' ideas, knowledge and expertise, considering how to improve our services by applying their feedback
- **Aspiring for a better future** – we consider the impact of our choices on future generations and seek to deliver environmentally, socially and economically sustainable services.

The service you can expect from us

We strive to:

- provide you with the most accurate and up-to-date information reasonably available
- respond to your enquiries with care in a clear, timely and respectful manner
- engage genuinely when consulting on matters of importance to you
- acknowledge where we have made an error and strive to rectify
- continuously improve our services.

How you can help us

You can help us by:

- providing honest and constructive feedback
- treating our staff courteously and with respect
- reporting incidents such as biosecurity pests, animal welfare concerns, illegal agricultural activities, shark sightings and illegal fishing information through [make a report](#) on our website.

Privacy

We are committed to protecting your privacy. We handle your personal information in accordance with relevant privacy laws and departmental policies. For more details on how we collect, use and safeguard your information, view our [Privacy statement](#).

How you can provide feedback

Your feedback is important to us as it helps improve our services and help you.

If you are not happy with our services or if you have positive feedback, please use our [feedback page](#).

You can lodge a formal complaint through our [formal complaints form](#). We aim to complete an investigation and respond to formal complaints within 30 business days.

If you remain unsatisfied, you may also refer the matter to the [Ombudsman Western Australia](#).

Services available to help you

Interpreter services

- Interpreters can be organised on behalf of customers to assist those who may need help communicating with us.
- Documents can be translated into an appropriate language upon request.

National Relay Service (NRS)

- If you have a hearing, sight or speech impairment you can phone 13 36 77 (free call).
- Voice relay users can call 1300 555 727.
- Other services are available on the [NRS website](#).

Commitment to accessibility and inclusion

We are committed to providing accessible and inclusive environments where everyone feels included, valued and respected. Our commitments are detailed in our [Access and Inclusion Plan 2024–29](#).

Contact us

Contact details for specific areas of interest can be accessed through our website at dpird.wa.gov.au

General enquiries

- Phone: 1300 374 731
- Email: enquiries@dpird.wa.gov.au
- Post: Locked Bag 4, Bentley Delivery Centre, WA 6983, Australia

Important Disclaimer

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