

# Client Service Charter

## *Our Values*

In DPIFM we believe in:

**D Dedicated professionalism**

– maintains highest professional standards and delivers excellent customer service.

**P Passion with purpose**

– demonstrates drive, energy and enthusiasm.

**I Individual accountability**

– acts ethically and genuinely and accepts personal responsibility for their actions.

**F Fun and celebrating success**

– has fun and celebrates success.

**M Motivation to lead**

– takes an active leadership role regardless of formal position or level.

Our values are underpinned by mutual respect and ethical behaviour.

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## **Purpose of this document**

The Department of Primary Industry, Fisheries and Mines (DPIFM) is always seeking to improve and to be innovative in delivering services to its clients.

Our staff strive to deliver a high level of client service. This charter outlines the type and standard of services that DPIFM clients can expect.

## **About DPIFM**

### ***Our Vision***

Successful resource-based industries that operate to benefit Territorians.

### ***Our Business***

DPIFM facilitates the optimal use of fisheries, primary industry, minerals and energy resources in the Northern Territory.

We do this by innovatively:

- facilitating industry development;
- having appropriate regulatory frameworks;
- encouraging participation of Indigenous and regional Territorians; and
- providing quality information.

Our approach reflects our commitment to optimising social, economic and environmental benefits.

## **What services do we provide?**

DPIFM has three main business divisions that develop, advise and service the needs of primary industry, fisheries, and minerals and energy stakeholders in the Northern Territory.

### ***Primary Industry***

The Primary Industries group delivers strategic services that support profitable and sustainable primary production.

It works in partnership with producers, industry bodies, community groups and related agencies to promote industry growth and ensure access to markets for animals, plants, and animal and plant products.

The main services are:

- inspection, treatment and certification services for animals and animal products;
- inspection, treatment and certification for plant and plant products;
- research and extension programs to help producers sustainably lift crop and stock yields and capacity;
- development of best-practice farming methods and new crop products;
- Indigenous pastoral and horticultural development;
- biosecurity and laboratory services for plant and animal health; and
- monitoring of, and response to, emergency and endemic animal and plant pests and diseases.

### ***Fisheries***

The Fisheries group works in partnership with commercial and recreational fishers, fishing organisations, the aquaculture sector and Indigenous communities to manage aquatic resources on an ecologically sustainable basis.

The main services are:

- protecting and managing fisheries and aquatic resources, using innovative research and management;
- administration of licences and permits;

- research and development programs to nurture industry growth in commercial fishing, aquaculture, recreational fishing and fishing-based tourism;
- minimising the risk of introduction of aquatic pests;
- undertaking aquaculture research and development including supplying barramundi fingerlings for commercial and recreational needs, and mud crabs to assist Indigenous and other groups;
- liaising with coastal Indigenous communities, including assistance with the marine ranger program;
- assisting in the protection of fisheries resources from illegal foreign fishing; and
- delivering education and extension services.

### ***Minerals and Energy***

The Minerals and Energy group provides strategic services to support exploration and sustainable development of mineral and petroleum resources and the efficient and economic use of energy.

It regulates mining and petroleum tenure, and conducts inspections and audits to ensure best practice in environmental management and the evaluation and reduction of environmental impacts arising from mine sites.

The main services are:

- investment attraction, promoting mineral prospectivity and mining opportunities to explorers and investors;
- facilitate development projects;
- supply of new and historical geoscientific data to prospective explorers and investors, through publications, maps and reports, online and on loan;
- management of, and access to, offsite drill core collections;
- support for companies in the application, granting and maintenance of exploration licences, petroleum and mining titles;
- administering the granting and maintenance of exploration licences, mining and petroleum titles;
- assistance and advice in Indigenous liaison to facilitate land access and ensure compliance with the Commonwealth *Aboriginal Land Rights Act (NT)* and the *Native Title Act 1993*;

- promotion of opportunities in energy-related areas, including oil, gas, petroleum, geothermal and alternative energy;
- enforcing the mining and petroleum legislation, conducting audits and inspections to ensure compliance with Mining Management Plans and relevant standards;
- maintaining records of all granted exploration, mining and petroleum titles; and
- authorisation/assessment/review of mining and petroleum documentation, rehabilitation security liabilities, and monitoring and evaluation of data to identify environmental aspects associated with operational activities to enable early intervention and minimise post operational legacies.

### **Corporate Groups**

Five corporate groups provide strategic services and support to these three sectors. These groups are:

- **Finance:** Provides a range of corporate support and related services, including strategic advice and training on its core business of budget management, financial reporting, accounting, travel, procurement, infrastructure and asset management.
- **Human Resources:** Provides strategic client-focused support services for the effective management of DPIFM employees.
- **Information Management:** Manages and implements appropriate systems to keep track of information generated by the department, including freedom of information and privacy issues.
- **Marketing and Communications:** Works to promote DPIFM products and services through advertising and public relations.
- **Policy, Planning and Review:** Delivers internal governance and planning advice, provides analysis and advice on cross portfolio policy issues, as well as whole-of-government policy issues affecting the primary industries, fisheries and minerals and energy sector, and coordinates internal reviews.

## **Who are our clients?**

Our clients are members of the NT community including:

- commercial and recreational fishers;
- traditional and other landowners;
- ecotourism and aquacultural industries;
- agricultural, horticultural and pastoral industries;
- mining and petroleum industries;
- investors;
- local government; and
- other government departments.

## **Our commitment to good service**

DPIFM is committed to providing consistent and professional client service in all areas. We strive to deliver relevant products and services in a timely and specialised manner by:

- providing staff with skills and knowledge to confidently execute their duties;
- respecting clients' confidentiality and privacy;
- keeping our information and products up-to-date and relevant;
- acting with impartiality, integrity, professionalism and according to the law.

We also aim to be easily accessible and to provide an efficient and responsive service.

### ***Easy accessibility***

- Providing various avenues through which to contact us.
- Providing documentation in plain language and striving to be clear, concise and easily understood by clients in all communications.
- Having general information and advice available online.
- Offices open for business between 8am and 4pm on weekdays.

### ***Efficient and responsive services***

- Ensuring that appropriately skilled and knowledgeable staff are available for clients.
- Aiming to finalise requests in the presence of the client.
- Keeping clients informed of progress if their request is not answered within a specified time, and continuously follow up.
- Providing responses to written communication within 14 days.
- Providing reasons for our decisions.
- If we are unable to help, informing the client why and referring them to another organisation or department that may be able to help (if applicable).
- Ensuring that staff on leave, or unavailable, place an out-of-office message on their email and telephone service advising of the period of absence and giving details of an alternative contact person.

DPIFM staff will conduct themselves in accordance with this client service agreement and, in return, expect clients to treat them with courtesy and respect.

### **Feedback**

DPIFM recognises the importance of receiving feedback. Clients' comments about the quality of our products and services can help us make improvements. We also have set up a system for handling clients' complaints. We will also encourage positive feedback to ensure the efforts of staff are recognised where appropriate.

## **Monitoring and improving our service procedures**

We obtain feedback through:

- client surveys;
- regular meetings with our stakeholder groups;
- attending relevant conferences and forums in the Territory, interstate and overseas; and
- regular staff contact and briefings with our clients.

Feedback helps us improve our customer service. It helps us to:

- closely monitor our performance and review our service commitments to ensure we are meeting clients' needs;
- ensure a consistent standard of service is applied throughout the department; and
- ensure staff receive ongoing and up-to-date training in effective delivery of services.

## **CONTACTS**

### **General Enquiries**

Phone: +61 8 8999 5511  
Fax: +61 8 8999 1725  
Email: info.dpifm@nt.gov.au  
Postal Address: GPO Box 3000  
Darwin, NT 0801  
Location: Centrepoint Building, cr Knuckey  
St and Smith St Mall, Darwin, NT

### **Primary Industry**

Phone: +61 8 8999 2202  
Fax: +61 8 8999 2010  
Email: info.dpifm@nt.gov.au  
Postal Address: GPO Box 3000  
Darwin, NT 0801  
Location: Berrimah Farm, Makagon Rd,  
Berrimah, NT

### **Fisheries**

Phone: +61 8 8999 2144  
Fax: +61 8 8999 2065  
Email: fisheries@nt.gov.au  
Postal Address: GPO Box 3000  
Darwin, NT 0801  
Location: Berrimah Farm, Makagon Rd,  
Berrimah, NT

### **Minerals and Energy (Darwin)**

Phone: +61 8 8999 6443  
Fax: +61 8 8999 5221  
Email: minerals@nt.gov.au  
Postal Address: GPO Box 3000  
Darwin, NT 0801  
Location: Centrepoint Building,  
Cr Knuckey St and Smith St Mall,  
Darwin, NT

### **Minerals and Energy (Alice Springs)**

Phone: +61 8 8951 8177  
Fax: +61 8 8951 8193  
Email: minerals@nt.gov.au  
Postal Address: PO Box 8760  
Alice Springs, NT 0870  
Location: Arid Zone Research Institute,  
South Stuart Highway, Alice Springs

## **REGIONS**

### **Katherine Regional Office**

Phone: +61 8 8973 9739  
Fax: +61 8 8973 9777  
Postal Address: PO Box 1346  
Katherine, NT 0851  
Location: 4 km South Stuart Highway,  
Katherine, NT

### **Tennant Creek Regional Office**

Phone: +61 8 8962 4488  
Fax: +61 8 8962 4480  
Postal Address: PO Box 159  
Tennant Creek, NT 0861  
Location: Barkly House, 99 Paterson St,  
Tennant Creek, NT

### **Alice Springs Regional Office**

Phone: +61 8 8951 8111  
Fax: +61 8 8951 8112  
Postal Address: PO Box 8760  
Alice Springs, NT 0871  
Location: Arid Zone Research Institute  
South Stuart Highway, Alice Springs, NT

**DPIFM website:** [www.nt.gov.au/dpifm](http://www.nt.gov.au/dpifm)

## **EMERGENCY CONTACTS**

### **Primary Industry**

Exotic Animal Disease Hotline: 1800 675 888

Plant Pest Hotline: 1800 084 881

### **Fisheries**

Aquatic Pest Management: 0413 381 094 (a/h duty phone)

Pollution Hotline (Berrimah Police Station): 1800 064 567 (24 hrs)

Fishwatch (Reporting Fisheries Offences): 1800 891 136 (24hrs)

### **Minerals and Energy**

Mining Incidents: 0401 119 450 (a/h)

Petroleum Incidents: 0401 119 456 (a/h)