



DEPARTMENT OF INDIGENOUS AFFAIRS CUSTOMER SERVICE CHARTER



Introduction

The Department of Indigenous Affairs (DIA) works to improve outcomes for Indigenous people based on trust, respect, equity and inclusiveness.

DIA builds and supports partnerships with and between Indigenous Australians and Commonwealth, State and Local Government agencies.

DIA works towards a society where there is equality, mutual respect and understanding between Aboriginal and non-Aboriginal people, through strategic leadership in the areas of land, heritage and culture, and whole of government coordination of Indigenous issues.

This Charter covers the following areas:

[Core Business](#) - describes our main service delivery areas and key objectives.

[Customer Service Guarantee](#) - describes how we deliver our standards of service and the level of service you can expect to receive.

[Customer Feedback](#) - explains how you can provide us with feedback. We aim to continuously improve our services and service delivery and welcome feedback from our customers.

Should you require further assistance, please do not hesitate to contact our office [Contact Details](#).



Core Business

DIA has three key strategic objectives to lead action that will enhance life opportunities for Aboriginal people.

STRATEGIC OBJECTIVE 1

Lead and influence the development of Indigenous policy, planning and improved delivery of services to Aboriginal people in Western Australia

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STRATEGIC OBJECTIVE 2

Promote reconciliation and respect for Aboriginal history, heritage and culture

STRATEGIC OBJECTIVE 3

Manage and protect places of significance to Aboriginal people in Western Australia and manage the Aboriginal Lands Trust estate

Our five main service delivery areas are:

1. Policy and Coordination
2. Regional Coordination & Engagement
3. Land
4. Heritage
5. Executive and Business & Strategic Management



Customer Service Guarantee

DIA is committed to service excellence and staff follow the standards described in the Western Australian Public Sector [Code of Ethics](#), [Australian Standard AS 4269-1995](#) and our [Staff Code of Conduct](#).

DIA respects Indigenous cultures and promotes understanding in the wider community. Where our customers are from a culturally and linguistically diverse background we will try to provide information in an appropriate manner.

DIA's [Customer Service Standards](#) outline the quality of service our customers can expect. Our staff will deal with you in a professional manner. Please treat our staff with courtesy.

To ensure continuous improvement in customer service delivery, we monitor our performance through a [Customer Feedback](#) process. This process enables our customers to contact us with their suggestions, compliments, concerns or complaints.



Customer Service Standards

We will endeavour to provide a high level of customer service and satisfaction according to the following standards:

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Courteous, Competent and Confidential Service

- We will welcome you to our agency in a prompt, friendly and professional manner, clearly identifying ourselves.
- Our staff will be highly trained, courteous, efficient and committed to customer service.
- We will deal with you with sensitivity and respect your privacy.
- We will help you understand your rights and responsibilities in accordance with this Charter.

Accurate, Timely and Reliable Advice

- Our offices are open between the general business hours of 8.30am and 5.00pm. Occasionally our regional offices may be unattended for short periods of time, when staff are in the field.
- We will respond to telephone calls or messages within 24 hours.
- We will endeavour to action a response to your communication within 15 working days, or for more complex matters, we will provide an interim response advising of the reason for the delay.
- Government approval processes for development applications and other statutory requirements will be delivered as per advertised timelines.

Meeting Special Needs

We will endeavour to meet special needs of people with disabilities and people whose language is other than English or who have any other special needs. Further information is available in our [Disability Access and Inclusion Plan](#) and [Language Services Policy](#)

Monitoring of Performance Standards

- We will monitor our performance regularly by undertaking customer surveys and benchmarking against our previous performance as well as that of other agencies.



Customer Feedback

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DIA views feedback as an opportunity to monitor our service delivery and to apply the principles of continuous improvement. Please let us know if you find our service satisfactory, or if our service standards fail to meet our guarantee.

Comments, compliments, and complaints can be registered by calling our toll free number **1300 651 077** or by completing our interactive web form at www.dia.wa.gov.au.

We will give careful attention to your complaint. Our recommended approach is for you to speak, with the:

➤ **Officer handling the matter in the first instance**

In the first instance, we encourage you to contact the person who provided the service. The officer will listen to your concerns, and try to achieve a satisfactory solution. Sometimes matters cannot be immediately resolved and require further investigation. In this case the officer will document your concern, ask you for your contact details and advise you how we will further action the investigation. We aim to resolve your concerns within five working days or we will provide an interim response advising the reason for delay.

➤ **Manager**

If the matter remains unresolved, you should ask to speak with the Manager of the officer handling the matter. Managers have the authority to solve most concerns promptly.

➤ **Director**

If the issue remains unresolved after discussion with the Manager, you should contact the responsible Director.

If your complaint concerns the person you are speaking to please ask to speak to their immediate supervisor. If this person is a Director then in this instance the Director General of DIA can be approached.

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➤ **State Ombudsman**

The State Ombudsman is available to assist people who have complaints against administrative actions of State Government departments or agencies and can be contacted at the address below. The Ombudsman recommends you deal with the agency involved before lodging a formal complaint and we would appreciate your doing so.

STATE OMBUDSMAN

St Martins Tower 44 St George's Terrace PERTH WA 6000

Telephone (08) 9220 7555

Freecall 1800 117 000

Email mail@ombudsman.wa.gov.au

Internet www.ombudsman.wa.gov.au

[Home](#)



Contact Details

Perth Office

The Department of Indigenous Affairs
Level 1, 197 St George's Terrace
PO Box 7770 Cloisters Square,
PERTH 6850

TELEPHONE: 9235 8000

TTY: 9235 8089

FACSIMILE: 9235 8001

Website: www.dia.wa.gov.au

E-mail: admin@dia.wa.gov.au

Toll Free: 1300 651 077

Regional Offices

	TELEPHONE
Kimberley - Broome	9192 2865
Pilbara - Port Hedland	9140 2577
Gascoyne-Murchison - Geraldton	9964 5470
Goldfields - Kalgoorlie	9021 5666
Metropolitan, Wheatbelt - Midland	9274 4288
South West, Southern District - Albany	9842 3000