

EPA Customer Service Charter

ENVIRONMENT PROTECTION AUTHORITY





Our vision

A healthy environment that supports a liveable and prosperous Victoria.

Our role

We are an effective environmental regulator and an influential authority on environmental impacts.

Our commitment

We are passionately committed to protecting Victoria's environment to meet the needs of current and future generations.

Our guiding principles

EPA's guiding principles form the basis of our customer service standards and outline what Victorians can expect from us.

They state that our actions will be:

- Accountable
 - Transparent
 - Effective
 - Inclusive
 - Authoritative
 - Consistent
 - Targeted
 - Proportionate
- More detail inside.

Our Charter

EPA Victoria recognises that in order to be an effective environmental regulator we must provide quality customer service to the Victorian community.

We work within the Acts that we administer and strive for positive outcomes that protect the health of the community and the environment.

This Charter is our customer service commitment to the community, business, our partners and ourselves, and explains what you can expect from us.



Our customer service promise

In working with you we will:

- be fair and professional and treat you with respect and courtesy
- listen and question to ensure we understand your needs
- be clear about what you can and can't expect from us
- communicate clearly and directly to address all issues openly and honestly
- take responsibility and address your needs in a timely manner
- work with you to reach an outcome
- encourage your feedback so we can continually improve our service
- achieve better environmental outcomes for the Victorian community.

Our guiding principles

EPA's guiding principles form the basis of our customer service standards and outline what Victorians can expect from us. They state that our actions will be:

Accountable

If you're not happy with our services or the results of our actions we want to hear from you.

Transparent

We will provide regular updates on your enquiries and requests. We will explain our decisions, processes and actions clearly to ensure we share information and lessons learned.

Effective

We will be clear and timely in dealing with you to ensure we manage your needs, and expectations and our obligations.

Inclusive

Everyone will have access to EPA, including those with disabilities, those from culturally diverse backgrounds and those in rural and remote areas.

Authoritative

We will be an authoritative source of information on environmental matters. We will always act within our regulatory authority to ensure we protect the environment.

Consistent

Our service will be consistent and predictable. We will acknowledge receipt of your enquiry and requests within three business days. We will work to our statutory approval or alternatively agreed timelines. In the meantime you can expect us to keep you updated and informed.

Targeted

We engage the community on issues that affect them. Our work will be targeted at preventing the most serious environmental harm or risk.

Proportionate

When responding to all enquiries, we will be clear about how the actions we take will be proportionate to the risk and harm to the environment.

How you can help

To help us deliver customer service that meets your needs, we ask that you:

- provide us relevant and accurate information to support your pollution report, application or general enquiry
- treat our staff with courtesy and respect
- provide us with feedback when appropriate to help us improve our service.

Not satisfied with our service?

If you are not satisfied with our statutory decisions or the way we have managed your enquiry please contact us to lodge an internal review. We are committed to resolving all grievances within 10 business days or an alternatively agreed time frame.

If you are not satisfied with the outcome of the internal review, refer to the *Environment Protection Act 1970* S.32 for matters reviewable by Victorian Civil and Administrative Tribunal (VCAT) www.vcat.vic.gov.au

Alternatively you can register your concerns with the Victoria Ombudsman www.ombudsman.vic.gov.au

Your privacy is important to us

The *Information Privacy Act 2000* provides a legal framework for the collection, use, disclosure and holding of personal information. Under the *Freedom of Information Act 1982* there may be circumstances where we cannot grant access to information as it may compromise the privacy of an individual, or commercial in confidence of a business.

EPA's Privacy Policy is available at www.epa.vic.gov.au/privacypolicy. You can also contact us about privacy or freedom of information on **1300 EPA VIC (1300 372 842)** or write to our Freedom of Information Officer.



If you need interpreter assistance or want this document translated, please call 131 450 and ask to speak with the Environment Protection Authority (EPA).



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