



Client Service Charter

December 2023

Our role

Our vision is a more sustainable and prosperous Australia through biosecurity, agricultural production and trade.

We maintain and create agricultural export opportunities, to provide gains for Australian agriculture, fishing and forestry. We manage biosecurity risks to Australia to protect our multi-billion-dollar industries and our way of life. We engage with international counterparts to reinforce Australia's role in shaping how the global agriculture and fibre sector addresses food security, productivity, trade, sustainability and the impacts of climate change.

Our service

We aim to be professional, accountable and transparent in all our dealings with clients. In return, we ask for your honesty and respect in your dealings with us.

We individually and collectively uphold the Australian Public Service values. We are:

- **Impartial**—we are apolitical and provide the Government with advice that is frank, honest, timely and based on the best available evidence.
- **Committed to service**—we are professional, objective, innovative and efficient, and we work collaboratively to achieve the best results for the Australian community and the Government.
- **Accountable**—we are open and accountable to the Australian community under the law and within the framework of Ministerial responsibility.
- **Respectful**—we respect all people, including their rights and their heritage.
- **Ethical**—we demonstrate leadership, are trustworthy, and act with integrity, in all that we do.

We will provide you with accurate advice and information, timely responses and transparent decisions.

We will treat your information with privacy and respect and collect, store, use and disclose your personal information only in accordance with Australian law.

Our commitment

For our clients, we are committed to:

- Making our services easy to use, efficient, accessible and suitable to their needs.
- Being transparent in our processes, decision-making, conduct and performance.
- Respecting their privacy, confidentiality, rights and heritage.
- Working together to understand how to improve our services.

Our service standards

We are committed to providing quality services and regularly reviewing our service standards.

Services available to you to help you

Translating and Interpreter Service (TIS) – if you need help to communicate with us, you can contact us through TIS on 131 450.

National Relay Service (NRS)

- If you are deaf, or have a hearing, sight or speech impairment, you can phone 133 677.
- Speak and Listen users phone 1300 555 727.
- Internet Relay users connect to NRS.

How you can help us

We strive to provide a high level of service to our clients. In return, we ask you to:

- familiarise yourself and comply with Australian Government requirements and relevant legislation
- be open and honest with us
- tell us if you need an interpreter
- provide complete, accurate and timely information
- treat our staff with respect
- provide a safe working environment for our staff attending your premises.

Feedback

We value your suggestions, compliments, and complaints. Whether you wish to comment on our charter, have been satisfied with our performance or if we have not met your expectations, we value your feedback and you can contact us on:

Phone: (02) 6272 3084

Email: [Client Feedback](#)

Online feedback: Complete the online [Suggestions, Compliments and Complaints form](#).

Should you wish to take your complaint outside the department, you can contact the [Office of the Commonwealth Ombudsman](#) or by phone on 1300 362 072.

Reporting of legislative breaches

Department of Agriculture, Fisheries and Forestry Redline (1800 803 006) is a free call service for people to confidentially report information about suspected breaches of our regulatory legislation. You can also write confidentially to:

Department of Agriculture, Fisheries and Forestry Compliance and Enforcement
GPO Box 858 Canberra ACT 2601 or send an email to [Compliance](#).

Contact us

Web: agriculture.gov.au

Phone: National office—(02) 6272 3933 | General inquiries—1800 900 090

Postal address: GPO Box 858, Canberra ACT 2601

