



Department of State and
Regional Development

Department of State and Regional Development

Guarantee of Service June 2008

Version Control

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Document Control

Document purpose	This document outlines the <i>Guarantee of Service</i> for the Department of State and Regional Development
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Document Approval

APPROVED	Senior Manager, PGU	DATE: June 2008
APPROVED	Executive Director, Policy and Resources	DATE: June 2008

Acceptance and Release Notice

This *Guarantee of Service* document is a managed document. The version control identifies the current version of the *Guarantee of Service* document and the person or position to which copies are issued. Changes will be issued as a complete replacement document covered by a release notice.

Document History

Version number:	Date issued:	Revised by:	Description:
Version 2.0	May 2004	Corporate Analyst	Updated as part of the regular review process
Version 3.0	October 2005	Corporate Analyst	Updated as part of the regular review process
Version 4.0	November 2006	Corporate Analyst	Updated as part of the regular review, inclusion of Tourism NSW, Office for Science and Medical Research and Major Events Unit, change of address and contact details.
Version 5.0	April 2007	Corporate Project Officer	Updated to incorporate the Department's new and respective Ministers since the March 2007 NSW State Election
Version 6.0	June 2008	Corporate Analyst	Updated to incorporate information on the need to assist people with writing difficulties wanting to formally complain about the Department.

Director General's Statement

I am pleased to introduce you to the *Guarantee of Service* for the NSW Department of State and Regional Development.

The Department's *Guarantee of Service* explains what we do, how we deliver our services, our service standards and how you can provide us with constructive feedback.

We aim to provide high quality services and be responsive to client enquiries and feedback. The Department provides regular opportunities for clients to provide feedback, through client surveys, email, correspondence, and the Department's website.

We are committed to meeting our clients' expectations through the ongoing improvement of services and by reviewing this *Guarantee of Service* annually.

Barry Buffier
Director General

June 2008

What We Do

The NSW Department of State and Regional Development (the Department) is committed to working with business and industry to build a dynamic and growing economy which delivers sustainable jobs and an enhanced standard of living for the people of New South Wales.

Our Values

The Department promotes both personal and positive organisational values in all its staff. These are the values of:

- integrity through honesty, consistency and fairness
- equity and social justice
- respect for the diversity of our multicultural base
- achievement, through diligence, industry, consultation and teamwork and creative thought
- ethical behaviour with openness and accountability, efficiency and effective professional service provision.

Our Objectives

The Department's objectives are to secure sustainable economic growth in regional and metropolitan areas through:

- promoting and attracting investment
- boosting exports
- encouraging innovation and technology development
- building research capacity
- enhancing the State's business climate and competitiveness
- expanding regional economic capacity
- supporting entrepreneurship and growth by small to medium enterprises
- attracting major events
- promoting and supporting the development of a sustainable tourism industry.

Our Service Standards

Our service standards are available at the international, State and regional level and online through the Internet (www.business.nsw.gov.au). In delivering our service standards we will:

- provide helpful and courteous service at all times
- identify ourselves when answering enquiries
- be consistent, transparent, equitable, accurate and professional in undertaking our work with you
- guarantee protection of sensitive business and commercial information in accordance with the law
- respond promptly to Ministerial and Departmental correspondence
- respond promptly to all enquiries and requests, providing clear, impartial and accurate information.

Key Clients and Stakeholders

- the Premier and Ministers
- industry peak bodies
- businesses of all size
- industry associations
- business and professional associations
- government departments and statutory authorities
- tertiary education and research institutions
- senior representatives of local, state, territory and international governments.

Our Key Divisions/Service Units

- Investment Division
- Small Business Development Division
- Industry Division
- Regional Development Division including regional offices
- Tourism New South Wales
- Office for Science and Medical Research
- Retail Tenancy Unit.

Publications

The Department produces a range of publications that outline our services and programs. You can obtain copies of these publications by telephoning, faxing, writing or emailing the Department's Communications Unit.

NSW Department of State and Regional Development
Communications Unit
Level 47, MLC Centre, 19 Martin Place, Sydney NSW 2000
GPO Box 5477, Sydney NSW 2001
T: +61 2 9338 6859
TTY: 1800 777 022
F: +61 2 9338 6890
E: businessweb@business.nsw.gov.au

Publications produced by Tourism NSW can be obtained by contacting the Tourism NSW Information Resource Centre

Tourism NSW Information Resource Centre
Tourism House,
55 Harrington Street, The Rocks, Sydney NSW 2000
GPO Box 7050, Sydney NSW 2001
T: +61 2 9931 1449
F: +61 2 9931 1490
E: irc@tourism.nsw.gov.au

Feedback on our service

We welcome and value your comments about the services and programs that we deliver. Your feedback helps us to improve our services and program delivery, resolve your concerns and learn from any problems.

Please let us know in person, by telephone, fax, letter or email if:

- we are giving you outstanding service
- we are not meeting our service standards
- you have any ideas on how we can improve our service and program delivery
- you are dissatisfied with the service you have received.

If you wish to make a compliment on services that have exceeded your expectations, we will ensure that your comments are passed on to the person responsible. Compliments and suggestions can be lodged at any of our offices in person, by telephone, fax, letter or email.

If you wish to make a complaint you should:

- contact the person who initially provided the service and discuss with them your concerns, or if they are unavailable, the Manager/ Senior Manager of that area. In all instances we are committed to trying to resolve the problem immediately
- if the staff member is unable to resolve the matter to your satisfaction, or you would prefer not to discuss the matter with them, you can ask that the matter be referred to their Senior Manager or Executive Director for review or investigation
- telephone, write or email the Client Feedback Coordinator and provide as much information as possible to assist in assessing your situation. The Client Feedback Coordinator is able to assist you in formulating a written complaint while remaining impartial
- your complaint will be acknowledged in writing within 1-2 working days, wherever possible. Steps will be taken to resolve your complaint and communicate the outcome to you within 15 working days. If the resolution of the complaint will take longer than 15 working days you will be notified, along with an estimated date for the outcome

Client Feedback Coordinator
Policy and Resources Division
NSW Department of State and Regional Development
GPO Box 5477,
Sydney NSW 2001
[E:DSRDfeedback@business.nsw.gov.au](mailto:DSRDfeedback@business.nsw.gov.au)
T: +61 2 9338 6866
TTY: 1800 777 022

- you can also give written feedback on our services and program delivery to the Director General, Department of State and Regional Development. Please, contact the Client Feedback Coordinator if you need assistance to write such feedback

- if you are dissatisfied at any time with our handling of your complaint, or you feel that your complaint has not been dealt with satisfactorily through our internal processes, you can have the unresolved matter dealt with through alternative procedures, such as:
 - dispute resolution (e.g. mediation)
 - reference of the complaint to an external review agency, such as the NSW Ombudsman
 - contacting the respective Minister:
 - § Minister for State Development
 - § Minister for Regional Development
 - § Minister for Small Business
 - § Minister for Science and Medical Research
 - § Minister for Tourism.

How to contact us

NSW Department of State and Regional Development
Level 49, MLC Centre, 19 Martin Place, Sydney NSW 2000
GPO Box 5477, Sydney NSW 2001
T: +61 2 9338 6600
TTY: 1800 777 022
F: + 61 2 9338 6860
E: DSRDfeedback@business.nsw.gov.au

Hours of business:
9am to 5pm – Monday to Friday

Visit the Department's website www.business.nsw.gov.au for the contact details of its regional offices.

Privacy Statement

For further details on our privacy policy, please visit our website www.business.nsw.gov.au/privacy.asp