



AUSTRALIAN SURVEYING & LAND INFORMATION GROUP

CUSTOMER SERVICE CHARTER



Foreword



Dear Customer

I am pleased to present to you AUSLIG's Customer Service Charter.

The Charter describes our commitment to you and sets the standards of service you can expect from us. It will apply to all our customers and all who seek information from us about fundamental geographic information.

This Charter will encourage increased openness and accountability and will make information about the policies, actions and decisions of AUSLIG more widely available. It will also help establish the essential qualities necessary to maintain public confidence in the integrity of AUSLIG and the independence and professionalism of the public servants who work at AUSLIG. It will support informed policy making, encourage debate, and allow us to plan to continually improve our customer service delivery.

The Charter has been developed through a consultative process with both our staff and key customer groups and describes AUSLIG's commitment to consult with you on our standard of product and service delivery.

AUSLIG is committed to continually improving its services to you and we will review the Charter each year. Your comments, therefore, on how we might improve both the Charter and our services are invited. The mechanisms to provide this feedback have been outlined in the Charter.

A handwritten signature in blue ink that reads "Peter Holland". The signature is stylized and fluid.

Peter Holland
General Manager

June 1998

Customer **service** charter contents

This Customer Service Charter relates to the services provided by the Australian Surveying and Land Information Group (AUSLIG) and contains information on:

1. Who **we are**
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5. How you can **help** us
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1. Who we are

The Australian Surveying and Land Information Group (AUSLIG) is a business unit of the Commonwealth Department of Industry, Science and Tourism. AUSLIG employs approximately 100 professional, technical and administrative staff, and manages external contracts for much of our service and product delivery. AUSLIG has quality assurance certification to ISO 9002.

2. What we do

AUSLIG is the Commonwealth Government's primary source of topographic, remote sensing and geodetic products and services. AUSLIG is responsible for:

- ▶ policy, standards and co-ordination associated with delivery of national and international land information programs;
- ▶ management of the national mapping, maritime boundary, remote sensing and geodesy programs; and
- ▶ implementation of the Australian Spatial Data Infrastructure (ASDI) at the Commonwealth level.

Our Services:

1. **Spatial Data Infrastructure:** AUSLIG is the lead agency for the Commonwealth implementation of the ASDI which will provide access to a nationally consistent coverage of essential geographic information.
2. **Mapping:** AUSLIG's small and medium scale topographic and general mapping programs provide Australia with *national* mapping coverage. The most significant products are NATMAP paper maps and GEODATA digital data at the scale of 1:250 000.
3. **Maritime Boundaries:** AUSLIG provides technical advice to other government agencies to assist them in meeting Australia's legal obligations under the United Nations Convention on the Law of the Sea (UNCLOS). Similar advice is also given with respect to national maritime legislation and to the negotiation of international maritime boundaries between Australia and its neighbours.
4. **Remote Sensing:** AUSLIG provides a continuous, regularly maintained satellite imagery coverage of Australia through its operation of the Australian Centre for Remote Sensing (ACRES).
5. **Geodesy:** AUSLIG's Geodesy program operates nationally and internationally and primarily monitors the horizontal and vertical motion of the Australian landmass and offshore territories.
6. **Information Access:** AUSLIG strives to increase awareness of its products and activities and to facilitate improved public access through the management of cost effective distribution channels and value added resellers.
7. **International:** AUSLIG represents Australia's geographic information interests internationally through participation in international forums and through a series of bi-lateral agreements with counterpart agencies.



AUSLIG actively supports coordinating bodies developing national policies such as the Australia New Zealand Land Information Council (ANZLIC), the Intergovernmental Committee on Surveying and Mapping (ICSM), and the Commonwealth Spatial Data Committee (CSDC). AUSLIG also supports and complies with the development of relevant standards through the International Standards Organisation (ISO) and Standards Australia.

3. Our customers



AUSLIG recognises as customers all individuals or organisations which either require AUSLIG's products or services or are affected by AUSLIG's policies.

Our customers are in both the public and private sectors and include:

- ▶ minerals exploration companies and primary producers;
- ▶ environmental protection and telecommunications agencies;
- ▶ planners and resource managers;
- ▶ indigenous communities;
- ▶ emergency services, law enforcement agencies, and the Australian Defence Force;
- ▶ bushwalkers, 4 wheel drivers, fossickers, canoeists, and those engaged in many other outdoor recreational activities;
- ▶ our distributors, retailers and wholesalers; and
- ▶ Federal, State and local government agencies.

4. What you can expect from us

AUSLIG is committed to providing the best possible standard of products and service to all our customers.

Our Products

Our products include:

- ▶ high quality medium and small scale maps;
- ▶ topologically structured digital map data;
- ▶ current and archived remotely sensed data from a range of satellites;
- ▶ archived aerial photography;
- ▶ current and archived geodetic observation data including Global Positioning System (GPS) and Satellite Laser Ranging (SLR) data;
- ▶ Geocentric Datum of Australia (GDA) Technical Manual
- ▶ National Geodetic Data Base (NGDB) coordinate information
- ▶ Australian national geoid (Ausgeoid)
- ▶ astronomical predictions, including times of sunrise and sunset.

Our Service

In delivering our products we will:

- ▶ be honest, ethical and professional at all times;
- ▶ be helpful, courteous and considerate in all our dealings;
- ▶ act with care and diligence;
- ▶ use language that is clear to you;
- ▶ maintain appropriate confidentiality;
- ▶ act promptly and fairly on all feedback received from you;
- ▶ continue to ask you to help us design and improve our products and services. We will do this by:
 - maintaining user forums;
 - conducting market research; and
 - encouraging constructive criticism of our products and services;
- ▶ respond to requests for products within guaranteed delivery times;
- ▶ publicly display our forward work program; and
- ▶ ensure fair and equitable processes are adopted whenever we purchase goods and services.

5. How you can help us help you

You can help us by complying with all copyright and licence agreement conditions relating to our products.

For us to be able to help you, we ask you to:

- ▶ provide us with clear and easily understood feedback on issues in reasonable time;
- ▶ treat our staff with courtesy; and
- ▶ be honest and ethical in your dealings with us.

6. Our product standards

AUSLIG products are produced to a high and consistent standard.

Detailed consultation has been, and will continue to be, undertaken to make sure our products meet your needs. AUSLIG makes the following commitments regarding our products:

▶ **Mapping and Digital Data:**

AUSLIG's maps and digital data are produced to detailed specifications. Details regarding these specifications are available on request. GEODATA specifications are described in the user guides which are available via the Internet at:

<http://www.auslig.gov.au/products/digidat/digindex.htm>

▶ **Remote Sensing:**

ACRES provides all remote sensing data to individual product specifications. Details regarding these specifications are available on request and many are published on the Internet at:

http://www.auslig.gov.au/acres/prod_serv/acr_ind.htm

▶ **Geodetic Products:**

The NGDB, GPS and SLR data comply with national and international standards. Details regarding these standards are available on the Internet at: *<http://www.auslig.gov.au/geodesy/geodesy.htm>*



7. Our service standards

our service standards

AUSLIG is committed to providing the best possible service.

To help us do this we have developed delivery guarantees. We intend to continuously improve our service standards and will upgrade these guarantees accordingly, taking your feedback into account.

Service Guarantees:

Mapping Products:

- 95% of map orders dispatched within four working days from receipt of order.
- 95% of digital data orders dispatched within eight working days from receipt of order.

Remote Sensing Products:

- Orders for all products will be entered into our production system and a confirmation of the order will be faxed to you within four working hours.
- If you place a completed order with us that requires processing by one of our international partners, we will place the order with them by fax the same day, provided we receive your order before 4.00 p.m.
- 95% of all remote sensing products dispatched within ten working days of order confirmation.
- For more details on AUSLIG's remote sensing service standards, see ACRES Customer Service Guarantee at: <http://www.auslig.gov.au/acres/referenc/custguar.htm>

Geodetic Products:

- 90% of NGDB inquiries will be resolved within one working day and all requests for NGDB information will be satisfied within five working days.
- 90% of all observational data acquired from Australian Fiducial Network (AFN) sites within the past three months will be available electronically within five working days.
- 95% of all SLR data will be available electronically within 48 hours.
- 90% of all astronomical information inquiries will be resolved within one working day.

Land Information Coordination:

- AUSLIG has developed specific service agreements, where appropriate, with the key land information coordination bodies including ANZLIC and ICSM and reviews performance annually.

All AUSLIG Products:

- If you believe a data product is defective i.e. does not meet our product specifications, you should advise AUSLIG and return it within 30 days. If the product is found to be defective, we will remake it free of charge and dispatch it to you via courier within two working days of receipt, or provide a full refund or credit note (as appropriate).
- Where we become aware that we will fail to meet the service standards specified above for your product, we will contact you and advise you of the changes.

General Correspondence:

- If you write to us requesting printed information, reference material, brochures or other publications we will respond within five working days of receipt. For more complex correspondence we will reply within 28 days. If we cannot reply within these periods, we will keep you informed on the progress of your inquiry. We will also provide contact names and phone numbers in all correspondence.

8. Checking our performance

our performance

AUSLIG is serious about achieving the goals we have set in this Charter. We welcome your comments on how successful we are in achieving the standards set out in this Charter. We will:

- ▶ evaluate our products and services against the standards we have set in this Charter, to see if we are meeting those standards;
- ▶ formally review the standards set out in this Charter at least once a year and adjust them in light of your comments, and informally review them during the year in response to ongoing changes;
- ▶ include in the Departmental Annual Report, which is tabled in Parliament, the outcomes of the formal review and the adjustments made to the Charter as a result; and
- ▶ maintain a frequently updated Internet site which details our forward program and our progress against our standards. This site can be found at: <http://www.auslig.gov.au/corpinfo/program/forward.htm>.

The Charter will be independently reviewed at least every three years. AUSLIG invites comments from customers, stakeholders and staff as part of its monitoring and review procedures.



9. How to give us feedback

AUSLIG welcomes feedback on its product and service delivery. Compliments and complaints are both important to us.

You can first contact our customer service staff. If you are not satisfied with the customer service staff response, you can contact the Manager, Information Access Program. If you are still not satisfied, you can contact the General Manager of AUSLIG. Your enquiry will always be responded to within seven working days. All contact details are provided in *section 11*.

If you do not believe that AUSLIG has adequately addressed your concerns you may refer matters to the Commonwealth Ombudsman. Contact details for the Ombudsman are provided on the next page.



10. Help us to improve this Charter

This Charter is developed through a consultative process with our customers. AUSLIG is committed to continually improving its services to you. Your comments on how we might improve this Charter are important to us.

We will use your comments to ensure that the service we provide is of the highest standard and that our Charter accurately reflects this. We appreciate your efforts to help us to serve you better.

11. How you can contact us

AUSLIG's office is in Canberra and our office hours are 0830 to 1700 hours Eastern Standard/Summer time, Monday to Friday, Canberra public holidays excluded.

We have a number of avenues by which you can contact us. These are:

General Enquiries:

Toll free phone number: 1 800 800 173

Phone: 02 6201 4201

Fax: 02 6201 4366

Mr Ian Shepherd,
Manager, Information Access: 02 6201 4227

Mr Peter Holland,
General Manager: 02 6201 4265

Via the Internet: <http://www.auslig.gov.au/feedback.htm>

Email: information@auslig.gov.au

Location:

Scrivener Building,
Dunlop Court,
Fern Hill Park
Bruce ACT 2617

Mail address:

AUSLIG
PO BOX 2
Belconnen ACT 2616

Commonwealth Ombudsman:

GPO Box 442
Canberra ACT 2601

Phone: 02 6276 0111

Fax: 02 6249 7829

Freecall: 1800 133 057

12. Supporting documentation

For more information about AUSLIG and to view our forward program and progress against the standards of this Charter, you can visit our Internet site at: <http://www.auslig.gov.au>

Ask us for a copy of the following:

- ▶ AUSLIG Quality Policy
- ▶ AUSLIG Capability Statement
- ▶ Our Digital Data, Map and/or Remote Sensing product catalogues.
- ▶ Department of Industry, Science and Tourism annual report.

Date of publication: June 1998



