

**AUSTRALIAN SURVEYING AND LAND
INFORMATION GROUP**

SERVICE CHARTER

Revised January 2001

FOREWORD

Dear Customers

I am pleased to present to you the recently revised AUSLIG Service Charter.

Our Service Charter was initially developed in 1998, and then reviewed and revised in late 2000. Both the initial development and the review process included consultation with staff and customers.

The revision takes account of the revised Department of Finance *Client Service Charter Principles* (June 2000), which emphasise the need to ensure that our service charter continues to be a useful and strategic tool for shaping service delivery to our customers. You will find that this service charter has improved its monitoring and reporting against client service standards and client feedback and complaints. Our revisions address new Government initiatives such as electronic service delivery as well as giving greater recognition to the needs of special and diverse customer groups such as people with disabilities and those living in rural and remote and regional Australia.

A further factor woven into the AUSLIG Service Charter is the emphasis on mutually beneficial relationships with our suppliers and contractors in assisting us to meet the needs and expectations of our customers.

The review of our Service Charter is taking place in the context of two major AUSLIG initiatives that will impact on our work over the next three years. The first is a structural re-organisation that will strengthen our capacity to meet our strategic and operational business objectives. The second is the process of seeking certification to the revised ISO standard 9001:2000 following our successful re-certification to the current standard in January 2001 for three years. The new standard requires greater emphasis on addressing customer satisfaction, by meeting customer needs and expectations, and actively seeking, monitoring and using customer feedback to improve products and services.

As AUSLIG is committed to continual improvement of its products and services, your comments on how we might improve this Charter are important to us. We intend to review the Charter again by the end of 2002.

Peter Holland
General Manager
AUSLIG

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OUR SERVICE GOAL

AUSLIG aims to deliver high quality services and products that meet the evolving requirements of its customers.

We will do this through mutually beneficial relationships with our suppliers; the alignment of all of our internal processes and lines of communication with the principle of quality service; and through the development of lasting relationships with our customers. We intend to establish and maintain an ethos of ongoing customer care.

WHO WE ARE

The Australian Surveying and Land Information Group (AUSLIG) is a business unit of the Commonwealth Department of Industry, Science and Resources. The purpose of the organisation is to ensure that Australia derives economic and social benefits from access to fundamental geographic information through partnerships with industry and government.

AUSLIG employs approximately 115 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 until 2004.

WHAT WE DO

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

- policy, standards and co-ordination associated with delivery of national and international geographic (or spatial) 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.

AUSLIG provides its services through the following programs:

Information Management and Access

This program creates awareness of AUSLIG's products and activities and facilitates public access through the management of cost effective distribution channels.

A major focus is on improving customer focus and encouraging higher levels of value adding to AUSLIG's products by Australian industry. Access to these products will be strengthened through the exploitation of new technologies such as the Internet, innovative distribution and marketing methodologies, and the establishment of user consultative forums.

The Map Shop at our Canberra Office provides the public with direct access to a range of mapping and related products from AUSLIG and other suppliers. All 1:100,000 and 1:250,000 scale map titles may be purchased here, in addition to general reference maps, some State topographic maps, mapping software products, 4WD touring books, bushwalking books and compasses. Information on these products can be obtained via our website at <http://www.auslig.gov.au> or via our product catalogue that is available on request.

Mapping and Maritime Boundaries

AUSLIG's topographic and general mapping reference products provide consistent mapping coverage of Australia. They provide users with both paper maps and Geographic Information System (GIS) quality digital data. The main mapping products are the NATMAP series of topographic maps at 1:250,000 and 1:100,000 scales, and the 1:250,000 GEODATA digital mapping data products.

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. This program has developed and maintains the Australian Maritime Boundaries Information System (AMBIS), which provides reliable data relating to maritime jurisdictional limits.

Remote Sensing

The Remote Sensing Program operates through the Australian Centre for Remote Sensing (ACRES). ACRES is responsible for reception, processing, archiving and distribution of satellite imagery. A national archive dating from 1979 is maintained to assist with environmental monitoring.

ACRES acquires data in real time from six satellites, acts as a distributor for two others, and maintains an archive for numerous other satellites. This data is provided either as digital data or photographic images.

Geodesy

The Geodesy program monitors the horizontal and vertical motion of the Australian landmass and contributes data to the global scientific community's effort to monitor the earth's changing shape and motion. This understanding of the earth and its movement helps with a range of products, which improve satellite orbits. The data also provides a uniform, accurate basis for all spatial data in Australia and its offshore territories.

To deliver this program, AUSLIG operates a network of 15 Global Positioning System (GPS) base stations, Satellite Laser Ranging (SLR) facilities, and undertakes the associated processing and delivery of space geodesy observations.

Policy and Coordination

The Policy and Coordination Program supports AUSLIG's role as lead agency for the Commonwealth implementation of the Australian Spatial Data Infrastructure (ASDI) through the management of SDI-related projects and the provision of Secretariat support to key national spatial information coordination committees. These committees include ANZLIC (Australian New Zealand Land Information Council), the Commonwealth Spatial Data Committee (CSDC), and the Inter-governmental Committee on Surveying and Mapping (ICSM).

The program provides a range of services to assist other AUSLIG programs in meeting their objectives. In particular, external customers may have contact through our reception, purchasing and recruitment services.

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 (overseas as well as within Australia) and include:

- minerals exploration companies and primary producers;
- environmental protection agencies;
- telecommunications agencies;
- national distributors of remotely sensed data, maps and mapping products;
- planners and resource managers;
- indigenous communities;
- emergency services, law enforcement agencies, and the Australian Defence Force;
- bushwalkers, 4 wheel drivers, and those engaged in many other outdoor recreational activities; and
- Federal, state and local government agencies.

OUR RESPONSIBILITIES TO YOU

AUSLIG has quality assurance certification to the international quality management standard ISO 9002:1994, and plans to seek certification to the revised standard ISO 9001:2000. Certification to an ISO standard is verified by an independent assessment service that confirms that products, services and

systems measure up to ISO standards. The quality management standard requires AUSLIG to address customer satisfaction through continually reviewing and improving processes that influence the quality of our products and services to meet customer needs.

OUR CUSTOMER RELATIONSHIPS

AUSLIG is committed to mutually beneficial relationships with our customers and to the principles outlined in the Australian Public Service Code of Conduct. AUSLIG makes the following commitments regarding our relationship with customers and suppliers:

- being honest, ethical and professional at all times;
- being helpful, courteous and considerate in our dealings;
- acting with care and diligence;
- providing consistent, accurate and impartial advice;
- using language that is clear to you;
- respecting and protecting the confidentiality of any information that you provide to us;
- acting promptly and fairly on all complaints or suggestions received from you;
- continuing to ask you to help us design and improve our products and services by:
 - maintaining user forums;
 - conducting market research; and
 - encouraging constructive criticism of our products and services;
- meeting our product and service standards;
- publicly displaying our forward work program; and
- explaining clearly what we expect of you and your rights and responsibilities.

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; and
- a comprehensive and up-to-date online catalogue for product searches.

AUSLIG products are produced to established specifications. Consultation has been, and will continue to be, undertaken to make sure our products meet customers' 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 from AUSLIG Data Sales, Tel (02) 6201 4201, or via the Internet at: <http://www.auslig.gov.au/mapping/specs>

Remote Sensing:

ACRES provides all remote sensing data to individual product specifications. Details regarding these specifications are available on request from ACRES Satellite Operations Services, Tel (02) 6201 4201. Many are published on the Internet at: http://www.auslig.gov.au/acres/prod_ser/acr_ind.htm.

Geodetic Products:

The National Geodetic Data Base, GPS and SLR data comply with national and international standards. Details regarding these standards are available from the Geodesy Program, Tel (02) 6201 4201 or on the Internet at: <http://www.auslig.gov.au/geodesy/newhome.htm>

Our standard for products: If you believe a product is defective, that is, it 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 contact you and advise you of delivery, or provide a full refund or credit note (as appropriate).

OUR SERVICES

AUSLIG is committed to providing the best possible service. We intend to continually improve these standards in response to customer requirements and ongoing feedback.

AUSLIG makes the following quality and timeliness commitments regarding our services:

Information Management and Access

95% of map orders dispatched within 4 working days from receipt of order.

95% of digital data orders dispatched within 8 working days from receipt of order.

95% of aerial photography orders received by our contractor dispatched within 6 working days from receipt of order.

Our counter staff will be able to provide you with basic information about all of AUSLIG's products and services. For more complex enquiries we will refer you to the appropriate personnel.

With respect to the provision of "buy online" services:

- You will receive acknowledgment of orders within 2 hours;
- Products will be dispatched to you in accordance with the map, digital data and aerial photography standards specified above;
- An online help service will be provided, and details to enable you to contact AUSLIG staff for assistance will also be provided;
- AUSLIG is taking steps to ensure that its site complies with:
 - the Online Information Service Obligations (OISO) set out by AUSinfo for Commonwealth Departments
 - the Privacy Act, 1988
 - the protective Security Manual (PSM) issued by Attorney Generals Department
 - the Disability Discrimination Act 1992 and the World Wide Web Consortium's Web Content Accessibility Guidelines.

Where we become aware that we fail to meet the service standards specified above for your product, we will contact you and advise of any changes.

Maritime Boundaries

95% of all requests for information and advice on maritime boundary issues will be addressed within 10 working days.

Remote Sensing

Orders for all products will be entered into our production system and a confirmation of the order will be faxed to you within 4 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 pm.

95% of all remote-sensing products dispatched within 5 working days of order confirmation.

95% of browse acquisitions viewable in the ACRES online catalogue within 12 hours of acquisition for Landsat 7 and 4 hours of acquisition for other sensors.

95% of cloud assessments entered into the ACRES online catalogue within 2 working days of acquisition.

For more details on AUSLIG's remote sensing service standards, see [ACRES Customer Service Guarantee](http://www.auslig.gov.au/acres/referec/custguar.htm) at <http://www.auslig.gov.au/acres/referec/custguar.htm>

Geodesy

90% of NGDB inquiries will be resolved within 1 working day and all requests for NGDB information will be satisfied within 5 working days.

85% availability of total data from Australian Regional GPS network (ARGN) sites.

95% of all SLR data will be available electronically within 48 hours.

90% of all astronomical information inquiries will be resolved within 2 working days.

Policy and Coordination

The program undertakes various projects relating to components of the ASDI. These projects are defined in the AUSLIG Business Plan and managed under AUSLIG's quality accredited project management plan.

The performance of our secretariat support for committees is monitored through annual reviews, which are part of service level agreements between AUSLIG and the Committee.

Our purchasing, recruitment and dealings with customers will be undertaken in an ethical manner and in accordance with best practice and the Australian Public Service codes of conduct outlined in the *APS Act 1999*.

General Correspondence

If you write to us requesting printed information, reference material, brochures or other publications we will respond within 5 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 enquiry. We will also provide contact names and phone numbers in all correspondence.

YOUR RIGHTS AND RESPONSIBILITIES

Your rights under this Charter are

- to lodge complaints
- to privacy and confidentiality
- to information under the Freedom of Information obligation
- to access our services and information in a manner that meets your needs.
- to expect the standards outlined in this Service Charter.

We can expect from you

- to be treated with courtesy
- to be honest and ethical in your dealings with us
- to provide us with clear and easily understood feedback on issues associated with our products and services in reasonable time
- to return products to AUSLIG within 30 days that you believe are defective, that is, they do not meet our product specifications
- to help us improve this Service Charter
- to advise us of issues as they arise and any changes in your needs
- to help AUSLIG ensure that relevant licence agreements and conditions set out on behalf of the Commonwealth are complied with.

IF YOU HAVE A COMPLAINT

If you have a complaint about the services or products that you have received from AUSLIG, we would like to know about it. We view effective resolution of complaints as a very important part of our commitment to ongoing customer care. We believe that the most effective and quickest way to resolve a complaint and achieve customer satisfaction is to deal with the issue at the point where the service was provided, and so we recommend that you first contact our customer service staff. Contact information is provided under **How to Get In Contact With Us** below.

If you are not satisfied with the customer service staff response, you can contact the Manager, Information Management and Access Program. If you are still not satisfied, you can contact the General Manager of AUSLIG. Your enquiry will always be responded to within 7 working days. If you do not believe that AUSLIG has adequately addressed your concerns you may refer matters to the Commonwealth Ombudsman.

Commonwealth Ombudsman

GPO Box 442
 Canberra ACT 2601
 Phone: 02 6276 0111
 Fax: 02 6249 7829
 Freecall: 1800 133 057

HOW TO GET IN CONTACT WITH US

AUSLIG welcomes your enquiries, as well as suggestions, compliments and complaints on our products and services.

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 for general enquiries or ongoing feedback:

- Toll free phone (within Australia): 1 800 800 173
- Phone: +61 2 6201 4201
- Fax: +61 2 6201 4366
- Manager, Information Management and Access: +61 2 6201 4271
- General Manager: +61 2 6201 4265
- Internet: <http://www.auslig.gov.au/feedback.htm>
- Email: auslig@auslig.gov.au

Location:

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

Mail address:

AUSLIG
PO BOX 2
Belconnen ACT 2616
Australia

ONGOING EVALUATION OF 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. We will:

- evaluate our products and services against the standards we have set in this Charter, to see if we are meeting those standards;
- informally review the standards set out in this Charter at least once a year and adjust them in light of your comments, and formally review them every two years;
- include in the Departmental Annual Report, which is tabled in Parliament, the outcomes of formal and informal review processes and any adjustments made to the Charter as a result; and
- maintain frequently updated Internet sites which detail our forward program and our progress against our standards.

Feedback on our performance and this Charter

Please provide comments on the service/s or products you have received

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Please provide suggestions on how we might improve our services

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Please provide comments on our Service Charter

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Name and contact details (if you would like to provide them):

Name:

Address:

Postcode

Tel:

Fax:

Email:

Please Fax this form to (02) 6201 4366 or email comments to auslig@auslig.gov.au. Alternatively you can fill out an online form on our website: <http://www.auslig.gov.au/corpinfo/program/comments.htm>