



17 November 2017

Your Ref:

Our Ref: WS0919/2017 & WS0616/2017

Lex McCulloch

Enquiries:

Hon Adele Farina MLC  
Chair  
Standing Committee on Public Administration  
Parliament House  
4 Harvest Place  
WEST PERTH WA 6005

By email [lcpac@parliament.wa.gov.au](mailto:lcpac@parliament.wa.gov.au)

Dear Ms Farina

**Standing Committee on Public Administration – Inquiry into WorkSafe**

Please find attached WorkSafe's response to the question taken on notice during Alicia Gilmour's hearing on Monday 13 November 2017.

The attached Customer Service Charter was originally provided as Attachment 4.10 of WorkSafe's submission to the Standing Committee on Public Administration.

Should you have any questions, please do not hesitate to contact me

Yours sincerely

Lex McCulloch  
**A/Deputy Director General Safety**  
**WorkSafe Commissioner**

Att. 1



Government of Western Australia  
Department of Commerce



# Customer service charter

## **Our people will:**

- identify themselves
- listen carefully to what you say
- be helpful, polite and courteous
- follow through on commitments they make
- value and encourage your feedback

## **Our information will be:**

- easy to access
- accurate and consistent
- relevant and practical

## **Our actions will:**

- be fair and impartial
- be completed within an identified time frame
- take your individual needs into consideration

You can provide feedback on our services by:

- Completing a Customer Service Complaint and Feedback form available at all customer service and reception counters;
- Contacting our Complaints and Feedback Line on **1800 30 40 59**; or
- Sending your feedback online at **[www.commerce.wa.gov.au](http://www.commerce.wa.gov.au)**