

Customer Service Charter

Landgate is Western Australia's leading provider of land-related information products and services. At Landgate we are committed to improving our service levels. This Customer Service Charter is an expression of our commitment to providing a consistently high level of service to you. It sets out the standards of customer service you can expect from us and offers advice on how you can help us to serve you better.

OUR VISION

A future where the use of land information knows no bounds.

OUR PURPOSE

Access to land information anywhere, anytime to promote a strong and sustainable Western Australia.

OUR IDENTITY

A leading information provider in the knowledge economy, known for:

- Integrity of our information, infrastructure, relationships and people;
- Ingenuity in unlocking the accessibility, useability and application of land information; and
- Excellence in our own performance and our contribution to the outcomes of others.

OUR CODE OF CONDUCT AND VALUES



Community

Showing respect and taking responsibility.



Excellence

Excellence in everything we do and excellent people to do it.



Creativity

Creativity in what we do and how we do it.



Growth and Learning

Growing our business and our people.



Celebration

Celebration and recognition of what we do, how we do it and our people who do it.



Sustainability

Contributing to a sustainable environment and providing a sustaining environment for our people.



Details of Landgate's code of conduct can be found at www.landgate.wa.gov.au

Customer Service Charter

OUR CORE PRODUCTS AND SERVICES

- Acceptance, examination, registration and custodianship of land ownership information for Western Australia;
- Provision of property valuations and property consultancy services; and
- Spatial products, geographic information and access systems about land.

OBTAINING OUR PRODUCTS AND SERVICES

We will provide:

- A single point of contact for sales and support services to all Landgate customers; and
- Online access to Landgate business information at www.landgate.wa.gov.au

OUR COMMITMENT TO YOU

We value our customers and are committed to working with you to ensure our products and services 'fit' your needs.

You can always expect:

- Prompt, timely and appropriate assistance;
- Professional, courteous and practical advice;
- Confidence in complaints handling and feedback;
- Positive Action — we will provide workable solutions to all your needs, including directing you to an alternative supplier;
- Communication — we will maintain an open and honest environment in which you are able to access information about Landgate, its operations, products and services; and
- Special Assistance — we will meet the special needs of our customers and staff through a variety of means, including wheelchair access to our premises and telephone interpreter service for the hearing impaired, and language interpreter services as required. Our complaints and customer feedback mechanisms are available in appropriate formats for customers with disabilities.

PERFORMANCE STANDARDS AND PRODUCT DELIVERY

We will provide the services you need within these specific timeframes. We aim to:

Products & Enquiries

- Answer 85 percent of all calls within 60 seconds;
- Answer your enquiry at the first point of contact 75 percent of the time, or find a person who can deal with your query within three minutes;
- When you come to our offices we will make every effort to attend to you as soon as possible and always attend to you within 15 minutes;
- Respond to your online and email enquiries within one business day;
- Respond to your voicemail message within one business day
- Respond to your letters within five business days;
- Resolve your issues within 10 business days, or inform you of further action that will take place; and
- Our service provision timeframes are available for the varied range of products or services we supply <http://www.landgate.wa.gov.au/corporate.nsf/web/products+and+services>

If under exceptional circumstances we cannot provide you with a product or service in the agreed time, we will contact you before that time to advise you.

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Searching

- Our aim is to have our systems accessible for use 24 hours a day — any service problems will be addressed by the next business day. Our target service levels from Monday to Friday between 7am and 6pm will be 98 percent or greater;
- We will provide telephone or electronic support for our online users from 8am to 5pm on business days;
- We will establish new accounts for users of our online systems within two business days;
- Deliver to account customers, title and survey information online within 30 minutes;
- When requested by fax, return your title requests by fax within 3½ hours; and
- Resolve any problems with title searching fax responses within 24 hours.

Registration Services

We aim to:

- Process simple and correct freehold property transactions within five business days;
- Produce new titles for early issue special survey area freehold land developments with five business days;
- Provide transfers from the State of Western Australia to the new owners within 10 business days, subject to all clearances being gained and Crown Title created; and
- When a *Fast Track* fee has been paid and documents are correctly completed, the document will be processed within two business days.

Valuations

- Provide valuations or property consultancy advice within the agreed timeframe.

YOUR FEEDBACK

We value your input and if you have feedback or a complaint, we will:

- Listen;
- Acknowledge the issue and show understanding;
- Address the issue positively and assist in providing a suitable solution; and
- Inform you within 10 working days of a resolution, or further action that may be required.

If you are not satisfied with our services or products, or wish to make a complaint, you should do so by:

- Contacting the staff member you have been dealing with and give them the opportunity to resolve your concerns;
- Asking to speak to the manager of the service area;
- Contacting our Customer Feedback Officer on 1300 365 288; or
- Using one of other formal feedback channels – (see below).

<http://www.landgate.wa.gov.au/Corporate.nsf/web/Feedback+Process/>

If you are still not satisfied then:

- Write to the Landgate Chief Executive;
- In regard to Valuation objections, write to the Valuer General;
- Contact the State Ombudsman; or
- Lodge a **Public Information Disclosure (PID)** if the matter is of a serious nature and you want your disclosure to be kept confidential.

Attachment to LA QON 6472 (a) - (d)

Gascoyne Development Commission

(a) The Commission refers to the Western Australian Languages Services Policy for guidance on the delivery of translating and interpreting services.

(b) Nil

(c) – (d) Not applicable.

Goldfields Esperance Development Commission

(a) The Commission refers to the Western Australian Languages Services Policy for guidance on the delivery of translating and interpreting services.

(b) Nil

(c) – (d) Not applicable.

Great Southern Development Commission

(a) A Language Service Policy is under development.

(b) \$1 600.00 paid to Linkar Marketing & Consulting in 2010/11.

(c) Not applicable.

(d) Situations where interpreters and translators must, should or may be used are not formally identified, as staff are trained to recognise and access services as clients' needs arise. Where in-house expertise is not available external; services are accessed such as for the translation of Great Southern export related material (e.g. marketing brochures and promotional DVD's).

Kimberley Development Commission

(a) A Language Services Policy is under development.

(b) Nil.

(c) Not applicable.

(d) Situations identified where interpreters and translators must, should or may be used are those where customers require assistance in understanding information provided by the Commission as a result of language difficulties.

LandCorp

(a) – (d) Not applicable. LandCorp is a Government Trading Enterprise, and as such, is not required to comply with this policy which is focused on agencies delivering Government services.

Landgate

(a) Landgate's Customer Services Charter addresses Special Assistance for clients including the provision of interpreter services as required. No separate translating and interpreting services policy has been produced.

(b) Expenditure on external translation and interpreting services since 2008 is not separately recorded and is not available. The allocation of specific funding has not been necessary.

(c) [see tabled paper no.]

(d) Situations where interpreters and translators must, should or may be used are not formally identified, as Customer Services staff are trained to recognise and access services as clients' needs arise, with a range of in-house translating and interpreting capable staff available for Customer Services to access via a register. External services are accessed where in-house expertise is not available.

Mid West Development Commission

(a) The Commission refers to the Western Australian Languages Services Policy for guidance on the delivery of translating and interpreting services. The Commission works closely with Indigenous people and organisations throughout the region. To date there has been no requirement to seek interpretation/translating services.

(b) Nil.

(c) - (d) Not Applicable

Peel Development Commission

(a) The Commission refers to the Western Australian Languages Services Policy for guidance on the delivery of translating and interpreting services.

(b) Nil

(c) - (d) Not applicable.

Pilbara Development Commission

Pilbara Development Commission

(a) The Commission refers to the Western Australian Languages Services Policy for guidance on the delivery of translating and interpreting services.

(b) Nil

(c) - (d) Not applicable

South West Development Commission

(a) A draft policy has been developed and is expected to be completed by 31 December 2011.

(b) Nil

(c) - (d) Not applicable.

Wheatbelt Development Commission

(a) The Wheatbelt Development Commission is in the process of approving its own Language Services Plan 2011. The Commission works closely with Indigenous people and organisations throughout the region. To date there has been no requirement to seek interpretation/translating services.

(b) Nil

(c) Not applicable.

(d) Situations where interpreters and translators must, should or may be used are not formally identified, as Customer Services staff are trained to recognise and access services as clients' needs arise, with a range of in-house translating and interpreting capable staff available for Customer Services to access via a register. External services are accessed where in-house expertise is not available.

Department of Regional Development and Lands

(a) The Department refers to the Western Australian Languages Services Policy for guidance on the delivery of translating and interpreting services.

(b) Nil

(c) Not applicable.

(d) RDL has identified a potential requirement to provide some translated copies of its published materials on its recently released website; however this is yet to be implemented.