



Customer Service Charter

Issue Date: May 2017 Review Date: January 2018

PURPOSE OF THIS CHARTER

This Charter provides details of the service standards the Department of Racing, Gaming and Liquor (the Department) seeks to achieve and how our stakeholders can assist us.

If you have any comments about this Charter please email us at rql@rql.wa.gov.au or contact us using any of the other options under 'Contact details' provided on the Department's webpage at www.rql.wa.gov.au.

OUR VISION

Lawful liquor and gambling activities are provided for the social and economic benefit of Western Australians.

OUR MISSION

To regulate the liquor and gambling industries in Western Australia.

OUR VALUES

We have identified our core values:

- Demonstrating **Respect** for each other and our customers by preserving individual dignity;
- Conducting ourselves in a **Professional**, appropriate manner to deliver the highest quality services;
- Showing **Innovation** by a commitment to creativity, learning, initiative and sharing of knowledge;
- Representing **Excellence** by encouraging staff to develop, achieve and embrace change for the better in delivering quality regulatory outcomes;
- Demonstrating **Accountability** through consistency and transparency in our decisions and actions; and
- Working together **Collaboratively**, fulfilling our commitments and taking ownership of outcomes for the benefits of stakeholders

WHO WE ARE

The Department is the State Government Agency responsible for promoting and maintaining the integrity of lawful gambling and liquor activities for Western Australians to participate in.

The Department is required to ensure that legislation listed under the ministerial portfolio of Racing and Gaming is administered in an efficient and effective manner consistent with government policy.

WHAT WE DO

In achieving its objectives and desired outcomes, the Department engages in a range of activities and provides a number of core services to the public of Western Australia.

The Department provides:

- licensing services for the casino and permitted gaming, liquor licensing and wagering industries.;
- inspectorial and audit services for the casino and permitted gaming, liquor licensing and wagering industries;
- executive support to the Gaming and Wagering Commission of Western Australia, the Problem Gambling Support Services Committee, the Liquor Commission, the Gaming Community Trust and the Racing Penalty Appeals Tribunal;
- expertise and experience in structuring legislation and policy relevant to the gaming and liquor industries; and
- information and support to stakeholders engaging in programs designed to raise awareness of relevant legislation and policies.

WHO ARE OUR CLIENTS (STAKEHOLDERS)

Our stakeholders can generally be classified under one of the following categories:

- the Western Australian Government;
- other Western Australian government departments and agencies;
- the gambling and liquor industries;
- local government authorities; and
- the general public.

STANDARDS OF SERVICE

Accessibility

- Office hours are 8.30am - 5pm Monday to Friday (except for gazetted public holidays).
- Contact the Department during office hours on (08) 9425 1888, for country callers 1800 634 541 or by mail, fax or email (see the 'Contact details').
- If you require an interpreter and/or need to use a translating service to communicate with the Department we can arrange for those services to be provided (see the 'Contact details').
- Our publications are available on our website in PDF format at no charge.
- Our website www.rgl.wa.gov.au contains comprehensive information and is available 24 hours a day.

Quality

We are committed to providing:

- consistent, accurate, impartial and up to date information;
- written information that is easy to understand;
- a website, www.rgl.wa.gov.au, with up-to-date and accurate information; and
- training to our officers addressing the needs of our stakeholders.

Courteous and helpful service

We are committed to:

- providing a reliable, efficient and effective service to our stakeholders;
- dealing with stakeholders courteously, honestly and sensitively;
- dealing with requests as quickly as possible; and
- referring the stakeholder, if necessary, to the appropriate authority if we are unable to assist.

HOW CAN YOU HELP US

You can help us meet our service commitments by:

- treating officers courteously;
- providing accurate and complete information;
- forwarding application forms and fees in a timely fashion to allow the Department to conduct any inquiries necessary;
- keeping us up-to-date with any changes to particulars; and
- advising us of any service difficulties or delays that they you may be experiencing.

PRIVACY

We are committed to:

- protecting personal information from misuse and loss and from unauthorised access, modification or disclosure; and
- providing stakeholders with access to their personal information that we have on record and taking reasonable steps to keep those details accurate and current.

FEEDBACK ON OUR SERVICE

The Department is committed to delivering the highest possible service and are constantly striving to improve our standards.

If feedback brings to the Department's attention that its our service standards have not been met, the stakeholder will be contacted to resolve the issues and be advised of the outcome.

If you wish to make a complaint about the service received from an officer, the Department has an extensive process for the investigation of complaints regarding customer service. Contact us outlining the subject of your concerns.

CONTACT DETAILS

Office Address	Level 2, 140 William Street, PERTH WA 6000
Postal Address	PO Box 6119, East Perth, WA 6892
Phone	(08) 6551 4888
Country Callers	1800 634 541
Fax	(08) 9325 1041
Email	rql@rql.wa.gov.au
Website Address	www.rql.wa.gov.au

Translating and Interpreting Service (TIS)

The Australian Government Department of Immigration and Border Protection provide the TIS National interpreting service for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

The Department is registered with TIS and the costs are paid by the Department

Phone: 131 450

Email: tis.prebook@border.gov.au

Website: <https://www.tisnational.gov.au/>

It should be noted that TIS provides services for migrant languages (such as European and African languages) but not Indigenous languages.

Kimberley Interpreting Service (KIS)

KIS provides interpreters accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) in more than 18 Kimberley and central desert Indigenous languages to clients anywhere in Australia.

If you are unsure as to the language/dialect that requires interpreting, or require general advice about interpreting Indigenous languages, it is recommended that you contact KIS in the first instance as KIS is funded by the WA State Government and has access to a significant number of interpreters and resources compared to the regional language centres.

Sign Language Communications (SLC)

SLC provides a professional, culturally sensitive service to deaf, hard of hearing and hearing people. Individuals and organisation's booking through SLC WA can be confident they are receiving the highest quality service. Use the online booking system to book an interpreter on the WA Deaf Society Inc website www.wadeaf.org.au the Department pays the costs.

National Relay Service (NRS)

NRS is an Australia-wide phone service for people who are deaf or have hearing or speech impairment. It is also available to anyone who wants to call a person with a hearing or speech impairment. The NRS is an Australian Government initiative funded by a levy on eligible telecommunications carriers and does not charge a fee for its services.

The services provided are TTY, speak and listen users, internet relay users, SMS relay users, video relay users and captioned relay users. Tips on how to communicate with the relay officer so the call follows an effective process can be found on the NRS website at <http://relayservice.gov.au/support/training/nrs-call-numbers/>.