



ACT
Government

JUSTICE AND COMMUNITY SAFETY CHARTER

SERVICE CHARTER

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Alison Playford – Director-General

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1. OUR VISION AND PURPOSE

The Justice and Community Safety Directorate (JACS) operates in an environment that is both challenging and exciting. As a directorate, together with our associated statutory office holders, we assist Government to set and implement priorities using the ACT Public Service values as our guide.

Our vision is to maintain a fair, safe and peaceful community, where people's rights and interests are respected and protected.

We contribute to Government priorities through our strategic objectives to:

- Provide an accessible justice system.
- Promote and protect rights and interests.
- Provide a safe and resilient community.
- Provide sustainable emergency services.

2. OUR ACCOUNTABILITY

To provide high level and improved service delivery to the ACT Government and the ACT Community. This will be achieved through the continued monitoring of our performance against set benchmarks and indicators to ensure that the needs of the ACT community, now and into the future are met. We will be open and transparent in our transactions and deliver on the services and programs we have committed to provide.

3. OUR SERVICE COMMITMENT

This Service Charter is a public statement of our commitment to having a strong client focused culture and operating in an open and accountable manner.

We are committed to:

- providing a high standard of service
- responding to your feedback
- improving our client services
- regularly reviewing our service standards.

4. OUR VALUES AND BEHAVIOURS

As a directorate within the ACT Government, we endeavour to act in accordance with the *Public Sector Management Act 1994*. In doing so, we seek to display the following ACT Public Service values.

4.1 RESPECT

- We take pride in our work.
- We value the contribution of others.
- We relate to colleagues and clients in a fair, decent and professional manner.

4.2 INTEGRITY

- We do what we say we'll do, and respond appropriately when the unexpected occurs.
- We take responsibility and are accountable for our decisions and actions.
- We engage genuinely with the community, managing resources entrusted to us honestly and responsibly.

4.3 COLLABORATION

- We work openly and share information to reach common goals.
- We take on board other views when solving problems and welcome feedback on how we can do things better.

4.4 INNOVATION

- We look for ways to continuously improve our services and skills.
- We are open to change and new ideas from all sources.

5. OUR SERVICE STANDARDS

As a directorate:

- We seek to ensure that the services we provide are delivered effectively, fairly, courteously, professionally and responsively.
- We treat all clients, customers and stakeholders with courtesy and sensitivity to their rights, duties and aspirations.
- We will be consistent in our dealings with others and fair and reasonable in our decision making.
- We will respect diversity and be aware of the need to provide culturally appropriate services.
- We will act with honesty and integrity, taking no improper advantage from our employment.
- We will use feedback and new ideas to improve service outcomes.

What can you expect of us?

- You will be provided with clear and accurate information in an accessible manner.
- We will assist you in a timely, respectful and helpful manner.
- We will make all reasonable efforts to assist you to understand your entitlements and obligations under Territory laws.
- We will respect your personal privacy and collect, store, use and disclose your information in accordance with relevant laws.
- We will seek to ensure that you are kept informed of matters relating to you.
- We will listen to, and acknowledge, your comments and feedback so we can continue to improve the quality of our service.

What we expect from you?

- Treat our staff with courtesy and respect.
- Provide us with accurate and up to date information when requested.
- Ensure applications or requests are accompanied by all information and documents required for us to provide the relevant service.
- Let us know if you need an interpreter or any assistance in understanding or assessing our services.
- Not offer us gifts, money or other favours.
- Provide feedback on how we can improve our customer service and/or the services we provide.

6. FEEDBACK, COMPLIMENTS AND COMPLAINTS

We welcome feedback, compliments and complaints as a valuable source of information for ongoing service improvement. Feedback may include:

- Compliments about our services and/or staff.
- Comments or suggestions on how we could improve our services.
- A complaint if you are not satisfied with the service you have received or you feel you have not been treated in accordance with this Service Charter.

The [JACS Complaints Management Policy](#) outlines our commitment to ensuring that all complaints are dealt with in a fair, responsive, efficient, and effective manner.

Feedback, compliments and complaints can be directed to:

JACSEnquiries@act.gov.au or JACSComplaints@act.gov.au

Executive Director, Governance
Feedback and Complaints
Justice and Community Safety Directorate
PO Box 158
CANBERRA CITY ACT 2601

A [Complaint Form](#) is available to assist you in lodging your feedback with the directorate.

Alternatively, feedback and complaints can be provided online at the [ACT Government Access Canberra](#) website.

When making a complaint, it is recommended that you advise us of any outcome you may be seeking. This may include an apology, a different decision, or expedited action. Be aware however, that whilst we will endeavour to work with you to resolve the complaint to your satisfaction, the outcome or action you are seeking might not always be possible.