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Department of Biodiversity,
Conservation and Attractions

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OUR OFFICES ARE LOCATED AT:

HEADOFFICE

Hackett Drive
CRAWLEY 6009
☎ (09) 442 0300 Fax 386 1578

OPERATIONS HEADQUARTERS

50 Hayman Road PO Box 104
COMO 6152
☎ (09) 334 0333 Fax 334 0466

KIMBERLEY

Regional Office
Messmate Way PO Box 942
KUNUNURRA 6743
☎ (091) 68 0200 Fax 68 2179

District Office

Herbert Street PO Box 65
BROOME 6725
☎ (091) 92 1036 Fax 93 5027

PILBARA

Regional Office
SGIO Building Welcome Road
PO Box 835
KARRATHA 6714
☎ (091) 86 8288 Fax 44 1118

MIDWEST

Regional Office
7th Floor Town Towers PO Box 72
GERALDTON 6530
☎ (099) 21 5955 Fax 21 5713

District Offices

Main Roads Dept Bldg PO Box 328
MOORA 6510
☎ (096) 51 1424 Fax 51 1698

Lot 391 Thew Street PO Box 201
EXMOUTH 6707
☎ (099) 49 1676 Fax 49 1580

Knight Terrace
DENHAM 6537
☎ (099) 48 1208 Fax (099) 48 1024

Local Office

Small Boat Harbour PO Box 500
CARNARVON 6701
☎ (099) 41 1801 Fax 41 1951

GOLDFIELDS

Regional Office
Hannan Street PO Box 366
KALGOORLIE 6430
☎ (090) 21 2677 Fax 21 7831

SWAN

Regional Office
3044 Albany Highway
KELMSCOTT 6111
☎ (09) 390 5977 Fax 390 7059

District Offices

Banksiadale Road
DWELLINGUP 6213
☎ (09) 538 1078 Fax 538 1203

Mundaring Weir Road
MUNDARING 6073
☎ (09) 295 1955 Fax 295 2404

5 Dundobar Road
WANNEROO 6065
☎ (09) 405 1222 Fax 405 0777

Local Offices

Marine & Harbours Bldg
Hillarys Boat Harbour
West Coast Drive
HILLARYS 6025
PO Box 69
NORTH BEACH 6020
☎ (09) 448 5800 Fax 447 8713

George Street
JARRAHDAL 6203
☎ (09) 525 5177 Fax 525 5547

WHEATBELT

Regional & District Offices
7 Hough Street PO Box 100
NARROGIN 6312
☎ (098) 81 1444
Regional Fax 81 3297
District Fax 81 1645

District Offices

56 Clive Street PO Box 811
KATANNING 6317
☎ (098) 21 2622 Fax 21 2633

104c Barrack Street PO Box 332
MERREDIN 6415
☎ (090) 41 2488 or 41 2408
Fax 41 2454

CENTRAL FOREST

Regional Office
North Boyanup Road
BUNBURY 6230
☎ (097) 25 4300 Fax 25 4351

District Offices

14 Queen Street
BUSSELTON 6280
☎ (097) 52 1255 Fax 52 1432

147 Wittenoom Street
COLLIE 6225
☎ (097) 34 1533 Fax 34 4539

South Western Highway
KIRUP 6251
☎ (097) 31 6232 Fax 31 6366

Local Offices

Bussell Highway
MARGARET RIVER 6285
☎ (097) 57 2322 Fax 57 2930

64 Weir Road HARVEY 6220
☎ (097) 29 1505 Fax 29 1868

Warren Road NANNUP 6275
Phone (097) 56 1101
Fax 56 1242

SOUTHERN FOREST

Regional & District Office
Brain Street MANJIMUP 6258
☎ (097) 71 1988 Fax 77 1363

District Offices

Kennedy Street PO Box 20
PEMBERTON 6260
☎ (097) 76 1207 Fax 76 1410

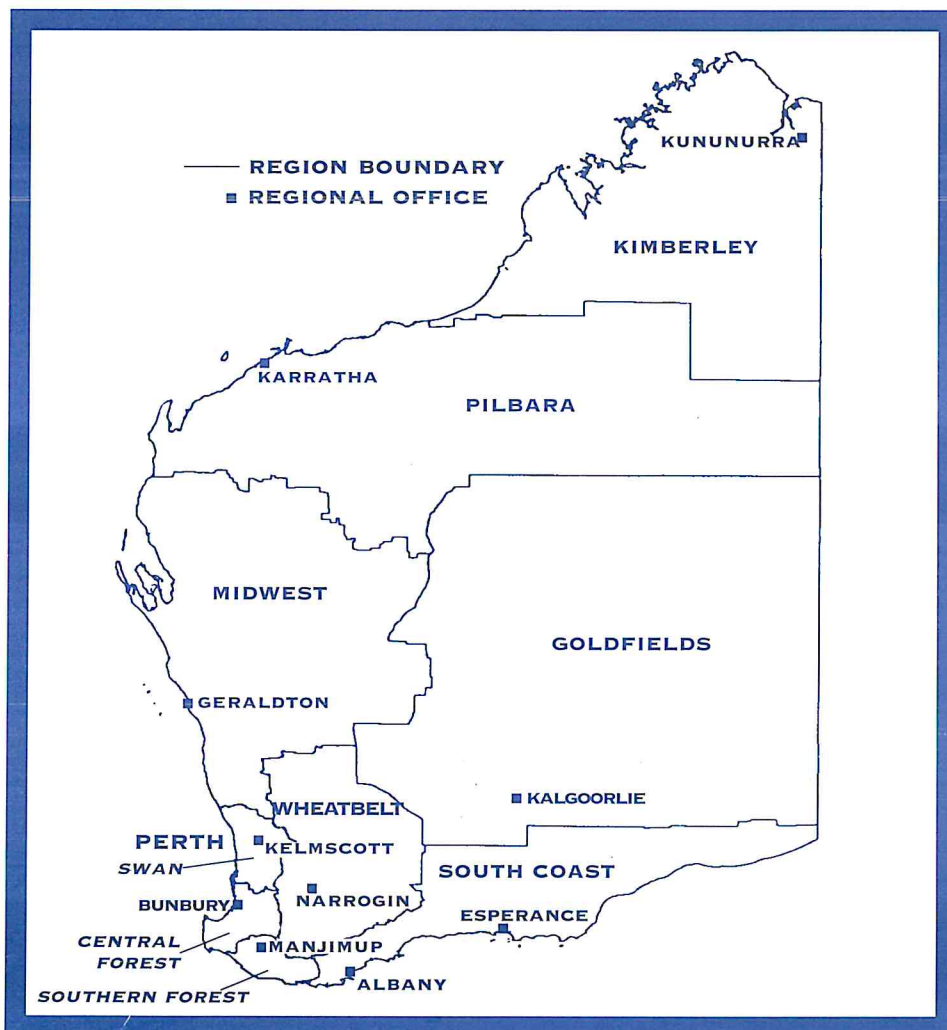
South Western Highway
WALPOLE 6398
☎ (098) 40 1027 Fax 40 1251

SOUTH COAST

Regional and District Office
44 Serpentine Road
ALBANY 6330
☎ (098) 41 7133
Regional Fax 41 3329
District Fax 41 7105

District office

92 Dempster St PO Box 234
ESPERANCE 6450
☎ (090) 71 3733 Fax 71 3657



A COMMITMENT TO CUSTOMER SERVICE

*Interim Customer Service Charter
January 1995*



*Working with the community to
conserve and manage Western Australia's
wildlife and the lands, waters and resources
entrusted to CALM for the
benefit of present and future generations.*

Department of Conservation and Land Management

WHO WE ARE

The Department of Conservation and Land Management (CALM) is the State Government agency responsible for the management of WA's national parks, conservation parks, marine parks, State forests and timber reserves, nature reserves, marine nature reserves, and all associated forest produce, native plants and animals. We are also responsible for conserving native plants and animals throughout the State and managing their sustainable use.

WHAT WE DO

CALM has several responsibilities, which are carefully integrated. We manage lands and waters for their renewable resources, for the recreation and tourism they can support, and for the conservation of the native wildlife, both plant and animal, which they sustain. CALM's primary responsibility is to manage these lands and waters on an ecologically sustainable basis, so that the needs of the present are met without compromising the choices of future generations.

WHO ARE OUR CUSTOMERS?

Our customers are almost everyone in the community. They include park, reserve and forest visitors, the timber and forest products industries, tourism and recreation operators, forest, park and reserve neighbours, beekeepers, wildflower pickers, rural landholders, conservation groups, special interest and recreational groups, advisory committees, Aboriginal people, other government departments and agencies, lessees and licensees, the media, councils, volunteers, teachers and students, and other members of the community.

WHAT SERVICES DO WE PROVIDE?

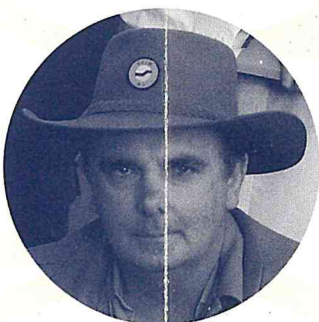
CALM provides broad conservation and land management services to the WA community, and a range of customer services directly to the public.

Broad conservation and land management services provided by CALM on a statewide basis include:

- ❖ conservation of ecosystems and species; management of native plants and animals; production and implementation of land and wildlife management plans; production and implementation of recovery programs for threatened species of plants and animals;
- ❖ protection of WA's wildlife by preventing illegal taking of native plants and animals; emergency actions, such as rescues of stranded marine mammals;
- ❖ protection of people and facilities on CALM-managed and adjacent lands from fire; protection of forest resources from fire and disease; protection of natural ecosystems from degradation by fire; protection of native plants and animals from disease, feral predators and pests;
- ❖ management of national, marine and conservation parks for conservation and recreation; management of nature reserves for conservation; management of hardwood State forests for tourism and recreation, water catchment protection, timber production and conservation; and
- ❖ establishment and growing of softwood plantations; development and management of hardwood and softwood sharefarming schemes; management of the sandalwood industry on Crown land.

Customer services provided by CALM directly to the public include:

- ❖ recreational services and facilities in national, conservation and marine parks, reserves and State forests; guided tours and activities programs by trained staff;
- ❖ a range of free and saleable information, interpretation and education materials, programs, displays and talks; responses to enquiries; access to database services;
- ❖ licensing of wildlife-based industries and activities, such as whale watching, wildflower picking, emu farming and aviculture;
- ❖ licensing and lease management of commercial tourism and recreation activities on CALM-managed lands and waters;
- ❖ forest products from CALM-managed lands to the forest-based industry, integrated with the supply of logs from sharefarmed land; provision to the community of seeds, seedlings, firewood and other forest produce; and
- ❖ advice on tree planting for enhancement of nature conservation values and for farm enhancement, and for timber and eucalyptus oil production on a commercial basis.



WHAT STANDARD OF SERVICE CAN OUR CUSTOMERS EXPECT?

While fulfilling our conservation and land management responsibilities, CALM places a great deal of importance on community and customer relations. During 1995 and beyond, we aim to increase our customer focus and provide a range of services that meet customer needs. Our customers can expect:

- ❖ positive, courteous and friendly service;
- ❖ competent and efficient assistance;
- ❖ timely and accurate information; and
- ❖ confidentiality where commercially sensitive issues are concerned.

More specifically, our customers can expect that:

- ❖ CALM staff will be well trained, competent and helpful; will wear name badges when in direct contact with the community; and will identify themselves by name when answering the telephone.
- ❖ Requests for information or assistance will be met directly or referred to the appropriate person for answering as soon as possible.
- ❖ Telephone calls to our main offices will be answered on average within six rings. Telephone messages will normally be returned by the next business day.
- ❖ A contact name, address and telephone number will be given in all correspondence for future enquiries. Where it is not possible to respond to correspondence fully, an acknowledgement will be sent, advising of the current situation and when a reply may be expected.
- ❖ Brochures and other information materials will be easily understandable, accurate and up-to-date.
- ❖ Recreational facilities in national, conservation and marine parks, reserves and State forests will be well maintained and kept clean.

LET US KNOW HOW WE CAN IMPROVE

We welcome suggestions on ways in which our customer service can be improved. We are happy to deal with any issue a customer might wish to raise.

If a customer is not happy with our service, the issue should be addressed at the local level or district office. If there is a difficulty that involves policy, the issue should be raised at the regional level. If an issue cannot be resolved at the district or regional level, a customer may put their concern or suggestion in writing to the:

Executive Director
Department of CALM
PO Box 104
COMO 6152

For details of CALM contact addresses, please consult the list at the back of this document.

DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT

Dear CALM Colleague,

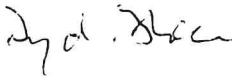
Last year the Government implemented a new policy to ensure everyone working in the public service could make a personal contribution to WA in the best possible way. As a result, all Government agencies were required to introduce a Customer Service Charter which would tell members of the public what service they could expect at all times. The charter also would give agency staff a clear idea of the service to aim for and provide a yardstick against which performance could be measured.

Last November, CALM formed a Customer Service Council to prepare a charter for the Department. Our Customer Service Council comprises June Ellis, Como public information; Terry Goodlich, Shoalwater ranger-in-charge; Estelle de San Miguel, Sales and Marketing Manager, Corporate Relations; Sue Moore, Project Officer, Tourism and Recreation Program; Alan Walker, Swan Region Manager; and Ron Kawalilak, Director of Corporate Relations (Chairman).

The Council sought ideas from all branches and offices on what the Charter should contain. The Council has considered these ideas and now has prepared an Interim Customer Service Charter. A copy is attached for your use.

This document will be readily available to the public so that they, too, know what they can expect when they contact a CALM officer.

Improving our customer service is a never-ending process and consequently a constant challenge for each of us. Our Customer Service Council is preparing a series of proposals on how our customer service can be improved, and your comments on how we can continue to improve in this area are welcome. You can send your ideas to the Customer Service Council, c/o Sue Moore at Pinnacle House, phone (09) 364 0715 or fax (09) 364 3192.



Syd Shea
EXECUTIVE DIRECTOR
February 2, 1995