




Workplace Gender Equality Agency Service Charter

15 April 2015

Publication and amendment details

Publication Details

| | |
|---|--|
| Document Reference | WGEA-2013-OP02 |
| Version Number | 1.1 |
| Released for publication by (Signature) |  |
| Appointment | WGEA Director |
| Date of Publication | 15/04/2015 |

Amendment Details

| Version Number | Amendment Detail | Edited By |
|----------------|----------------------------|-----------------|
| 1.0 | Original | Human Resources |
| 1.1 | Update to Feedback options | Operations Team |
| | | |
| | | |

Contents

| | |
|--|----------|
| Publication and amendment details | 3 |
| Publication Details | 3 |
| Amendment Details | 3 |
| Part one – | 6 |
| Purpose | 6 |
| Reporting and review | 6 |
| Service Charter content for publication | 6 |

Part one

Purpose

- The Service Charter states our service standards to clients and the general public, provides details on how to contact us and how clients can provide us with feedback.
- This Charter applies to all ongoing and non-ongoing WGEA employees.

Reporting and review

- The Agency will report in our Annual Report on how we are meeting the service standards in our Charter and will formally review the Charter periodically.

Service Charter content for publication

About WGEA

The Workplace Gender Equality Agency is an Australian Government statutory agency created by the *Workplace Gender Equality Act 2012*.

The Agency is charged with promoting and improving gender equality in Australian workplaces.

We work collaboratively with employers providing advice, practical tools and education to help them improve their gender performance. Our staff are workplace gender equality specialists and able to provide industry-specific advice.

We also work with employers to help them comply with the reporting requirements under the *Workplace Gender Equality Act 2012*. This reporting framework aims to encourage measures that improve gender equality outcomes and has been designed to reduce the regulatory burden on business.

The Agency uses the reporting data to develop educational benchmarks. These benchmarks are broken down by industry and organisational size and enable identification of areas for focus, development of improvement strategies and measurement of performance against peers.

We are committed to promoting and contributing to understanding, acceptance and public debate of gender equality issues in the workplace to drive cultural change. We work collaboratively with employers, business, industry and professional associations, academics and researchers, equal opportunity networks and women's groups and regularly speak at private and public events on workplace gender issues.

WGEA will always:

- be honest, ethical and professional
- be helpful and courteous in our dealings with you
- respond to requests for information in a manner that is easy to understand and is accurate in its content
- comply with our obligations to you under administrative law such as the Privacy Act and the Freedom of Information Act
- provide clear and timely information or advice concerning issues relating to gender equality in workplaces, and the Workplace Gender Equality Act 2012 and how it relates to your organisation
- refer you to an appropriate contact if we are unable to assist you.

Our service standards

If you email or write to us, we will:

- respond in a timely manner
- if your query is complex, provide an interim response to inform you of our progress.

If you phone us, we will:

- provide a response immediately if possible
- respond within a reasonable timeframe if we are unable to respond immediately
- return telephone messages promptly.

Feedback – compliments, complaints, suggestions

Feedback includes compliments, complaints, suggestions or any information about our service delivery.

If you have a complaint, we appreciate you providing us with the first opportunity to resolve it. Clearly explaining the issue and what you think should be done to fix it will assist us. Issues raised will be handled in a fair, confidential and responsive manner.

Any feedback regarding our service can be directed to:

Workplace Gender Equality Agency

PO Box 4917

Sydney NSW 2001

Or to our email address: wgea@wgea.gov.au

How to contact us

Office Hours:

The office is open between 9.00am and 5.00pm (Sydney time) Monday to Friday, except on public holidays.

Phone (02) 9432 7000 Toll Free: 1800 730 233

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service.

For the Agency's standard number:

TTY users can phone 133 677 then ask for 02 9432 7000.

Speak and Listen users phone 1300 555 727 then ask for 02 9432 7000

Internet relay users connect to the NRS then ask for 02 9432 7000

For the Agency's 1800 number:

TTY users phone 1800 555 677 then ask for 1800 730 233

Speak and Listen users phone 1800 555 727 then ask for 1800 730 233

Internet relay users connect to the NRS then ask for 1800 730 233

Fax (02) 9929 4383

Address:

Workplace Gender Equality Agency

Level 7, 309 Kent Street

Sydney NSW 2000

Postal Address:

Workplace Gender Equality Agency

PO Box 4917

Sydney NSW 2001

Review of the Service Charter

To make sure that we continually improve our service to you, we will formally review this charter periodically.