



CUSTOMER SERVICE CHARTER



Since 1908 the Bureau of Meteorology has proudly provided an extraordinary array of products and services that have contributed to Australia’s economic prosperity, public safety and community well-being. We are committed to providing trusted, reliable and responsive weather, water, climate and ocean services.

Our customers—Australian communities, governments and industries—are at the heart of what we do. This service charter is a statement of what we do, and the standards of service that you, our customer, can expect from us.

We welcome all comments and suggestions about our products and services—your feedback is critical to continually improving the Bureau’s capacity to create impact and value.

WHO WE ARE

Our vision is to be an organisation of global standing, that is highly valued by the community for our pivotal role in enabling a safe, prosperous, secure and healthy Australia.

Our mission is to provide trusted, reliable and responsive weather, water, climate and ocean services for Australia—all day, every day.

Our goal is to contribute to zero lives lost from natural hazards and to enable \$2B in added economic and social value to the Australian community.

WHAT WE DO

Across the domains of weather, water, climate and oceans we:

- monitor and report on current conditions
- provide forecasts, warnings and long-term outlooks
- analyse and explain trends
- foster greater public understanding and use of the information we provide
- continue to extend our understanding of, and ability to forecast, Australian conditions.

OUR VALUES AND BEHAVIOURS

In delivering products and services to our customers, we uphold the Australian Public Service Values of impartiality, commitment to service, accountability, respectfulness and ethical conduct.

Additionally, values that guide the behaviour of the Bureau are:

Safety

We are committed to the health and safety of our customers and our people, with a focus on contributing to zero lives lost from natural hazards.

Customer focus

We listen to our customers, understand their needs and are invested in their success. We strive to provide them with an outstanding experience. We are a pleasure to work with and can be relied upon to deliver.

Passion and tenacity

We are proud of our heritage, who we are, what we do and where we are headed. We deliver in times of crisis. Our deep commitment to our nation's well-being drives our success.

Responsibility

We understand and accept our responsibilities. We learn from success and failure. We hold each other to account for our actions and results.

Humility

We are humble in our dealings with each other and our customers. We help each other and operate as one enterprise.

Integrity

Our integrity is founded on trust, honesty and reliability.





WHAT YOU CAN EXPECT FROM US

Accurate and timely services

We are committed to providing you with the best possible information about Australia's weather, climate, water, oceans and space weather.

We will aim to provide timely information to allow you to plan your activities and to respond most effectively to impending critical events.

Clear and accessible information

We will aim to present our information clearly, using plain language and easy-to-understand graphics. We will continue to improve the accessibility of our website in accordance with international Web Content Accessibility Guidelines. Increasingly, we aspire to deliver information using language that is appropriate to the specific needs of particular ethnic groups.

Continuous service improvements

We will strive to meet increasing customer expectations by incorporating relevant advances in science and technology and by upgrading our various online products and services.

Transparency and disclosure

We will identify any limitations in our products and provide information regarding the source, reliability, completeness and currency of any data supplied. We will notify you of service changes and interruptions at the earliest opportunity.

Responsiveness and respect

We value your feedback and we will work with you to understand how to improve our products and services. We will endeavour to deal with your enquiries quickly and effectively. We will treat you with respect and courtesy, and maintain confidentiality as appropriate.

HOW YOU CAN HELP US

You can help us to meet our standards by:

- giving us sufficient and accurate information for us to understand the products and services you require;
- providing feedback and comments on the products and services we provide;
- understanding that at crucial times such as during severe weather or other natural hazard events, our staff, services and systems may be under great pressure;
- treating our staff courteously.

FEEDBACK ABOUT OUR SERVICES

If you have any feedback or suggestions for improvement, including about this Charter, please complete the **feedback form** on our website or contact our Weather Connect team on (03) 9669 4956.

CONTACTS AND INFORMATION

General enquiries

Bureau of Meteorology
GPO Box 1289, Melbourne VIC 3001
Tel: (03) 9669 4000

Contact details for specific Bureau services are available at www.bom.gov.au/inside/contacts.shtml?ref=hdr

