



Sustainability Victoria Customer Service Charter

The Customer Service Charter outlines how, when and why Sustainability Victoria engages with Victorian community, businesses and other stakeholders.

Who we are

Sustainability Victoria is a Victorian Government agency that actively encourages all Victorians to reduce waste and use our resources more efficiently.

Our role

We work with all sectors - households, schools, businesses, local government and industry - to achieve long-term sustainable outcomes.

We engage with Victorians across the state to maximise opportunities to access programs delivering integrated waste management and resource efficiency outcomes.

We provide excellence in service delivery to maximise access, provide better, more practical guidance and improved service to all stakeholders.

Our Values

1. Responsiveness
2. Integrity
3. Impartiality
4. Accountability
5. Respect
6. Leadership
7. Human Rights

Our Customer Service Commitment

Sustainability Victoria is committed to providing high quality services and delivering high standards of customer service. These standards outline the level of service you should expect and gives you the opportunity to provide feedback if we do not deliver them.

As a customer of Sustainability Victoria you have the right to be treated with respect and consideration when using any of our services whether in person, by phone, in writing or electronically.

We will deal with you as an individual and ensure that you are treated fairly and equally regardless of age, sex, race, religion, disability or sexual orientation.

Our Customer Service Standards

When dealing with all Victorians we will:

- be accessible, friendly and easy to deal with
- recognise and understand needs
- meet expectations wherever possible and explain when we cannot
- respect confidentiality
- provide a quality and relevant service
- provide feedback mechanisms and work continually to improve our service.

Your Feedback

Sustainability Victoria welcomes your feedback to help monitor and improve our customer service standards. In order to help us to contribute to Victoria's long-term liveability we value your feedback (either positive or negative) which can be submitted using our online feedback form at www.sustainability.vic.gov.au/feedback

All feedback will be acknowledged within five business days. If the feedback requires further action or investigation then we are committed to a resolution within 20 business days.

Your Privacy

You have the right to privacy. We respect the confidentiality of the personal information you provide to us, and we will not disclose any information about you without your consent, except as permitted by law.

Sustainability Victoria collects and uses customer information in accordance with our Information Privacy Policy and the Information Privacy Act 2000 which is available on our website.

Contact Us

Web: www.sustainability.vic.gov.au

Phone: 1300 363 744 (Free call within Victoria)

Business Hours: Mon-Fri 8.30am to 5.00pm

Location:
Urban Workshop
Level 28/50 Lonsdale Street
Melbourne Vic 3000