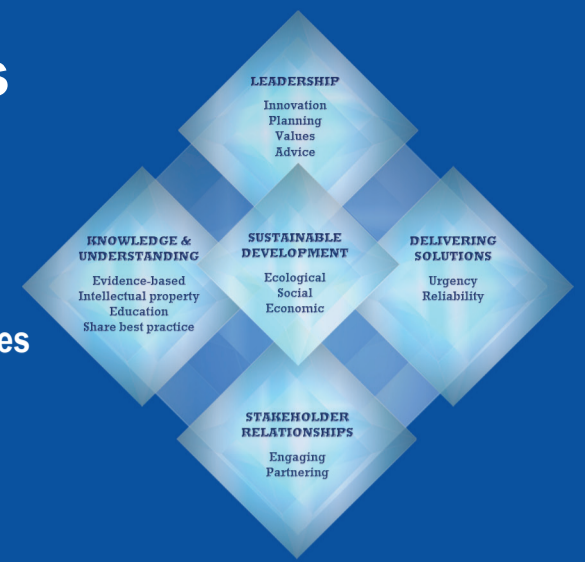


Minerals and Energy Resources Customer Charter

The Division of Minerals and Energy Resources (MER)
is committed to achieving a better South Australia through the
sustainable development of the State's mineral and energy resources



Our Values

Professionalism and excellence
Openness, transparency and accountability
Ethical behaviour
Collaboration and team work
Respect and diversity
Honesty and integrity

Our Customer Service Commitment

We take great pride in

- Building strong respectful relationships and providing the best possible outcomes for all customers
- Best practice legislative framework
- World class information provision
- One stop shop case management
- Speedy and accurate approvals

We place high value on our relationships with all of our customers. We are committed to a consistent approach to service delivery across the organisation with the following standards

- Treating all customers in a friendly and courteous manner, showing respect and recognition of their diversity
- Being equitable, professional and knowledgeable, striving for excellence in the relevance and quality of our information and advice delivered
- Being considerate of our customer's needs and responding to all enquiries in a timely fashion
- Ensuring all our communications are in simple language, relevant and easily understood

Our Performance Standards

MER is committed to provide all customers

- An initial response to all enquiries and contact within 2 business days
- We will acknowledge or reply to all written communications as soon as possible, at least within 14 business days of receipt.
- All responses will include relevant staff contact details

Improving our Service

Customer suggestions, compliments and complaints regarding service are important in helping us monitor and improve our performance

If you would like to make a suggestion about how we can improve services or products, or if you want to make a complaint or provide a comment about a service or the person who provided it, there are a couple of options available to you:

For feedback on the performance of Mineral Resources Group	For feedback on the performance of Petroleum and Geothermal Group
Write to: Manager, Minerals Information and Promotions	Write to: Petroleum Geology Branch Manager
GPO Box 1671	Petroleum and Geothermal Group, MER
Adelaide, South Australia 5001	GPO Box 1671
Email: PIRSA.Minerals@sa.gov.au	Adelaide, South Australia 5001
	Email: PIRSA.Petroleum@sa.gov.au

Measuring Customer Satisfaction

MER recognises its customers are key partners in developing and assessing the quality of its service delivery. Measurement of customer satisfaction is vital to the ongoing improvement of our services.

In order to measure customer satisfaction levels MER

- Conducts a Minerals customer satisfaction survey biennially. This online survey seeks customer feedback on the services and products delivered by the Geological Survey, Mining Regulation and Rehabilitation, Land Access and Minerals Information and Promotion Branches. Access to the survey is through the Minerals website www.minerals.pir.sa.gov.au Current customers are also notified by email.
- Results are assessed by an independent third party and report delivered to MER executive to action recommendations.
- Petroleum and Geothermal Group have previously conducted detailed industry surveys, (http://www.pir.sa.gov.au/petroleum/home/petroleum_industry_surveys), however performance is now being measured and benchmarked with similar national and international agencies through the annual Fraser Institute survey. Feedback on products and services is also sought through the website PIRSA.Petroleum@sa.gov.au

