



Customer Service Charter





Commercial Building Disclosure (CBD) Program

Customer Service Charter

This charter outlines what you can expect from our customer service and how you, as a member of the public or as a regulated entity, can help us to deliver professional, reliable and consistent customer service.

Our commitment to you

We recognise that the customer service we provide you is integral to your needs and may impact upon your ability to meet your legal requirements under the Building Energy Efficiency Disclosure Act 2010. We are committed to providing you with the service needed to meet these obligations in a responsive and professional manner to a high standard.

Our customer service

The CBD Program, as part of the Department of the Environment and Energy, provides a consistent approach to customer service support.

Our customer service principles

We have a set of overarching principles that underpin the delivery of our customer service to you. In providing this service we will:

Be responsive to enquiries – we will respond promptly to your enquiries through our phone, email and website. We aim to respond to phone enquiries, emails and mail correspondence within five working days. We will provide accurate and up to date information.

Be diligent with applications – we will process all applications in a timely way, acknowledging that different types of applications have different processing timeframes. Each application type has a specific processing timeframe:

- Tenancy Lighting Assessment (TLA) applications have a 15 working day processing time frame (maximum period allowed)
- Building Energy Efficiency Certificate (BEEC) applications have a 28 calendar day processing time frame (maximum period allowed)
- Exemption applications have a 15 working day processing time frame (maximum period allowed)
- Assessor accreditation applications have a 28 calendar day processing time frame (maximum period allowed)

However, the CBD program will aim to certify 90% of all correctly submitted applications within 10 working days.

Be accountable – we will be open and accountable and regularly measure our performance and seek feedback. We have a set of performance metrics for the CBD Program to measure our performance against.



A green silhouette of a city skyline with various buildings of different heights, located at the top left of the page.

We will report our performance under the Australian Government's Regulator Performance Framework annually on our website. This ensures we maintain a focus on delivering high quality service.

Be consultative – we will foster a coordinated and integrated approach to the delivery of our service.

We aim to tailor our response to your needs. We aim to provide linkages and referral to other government and industry information relevant to your needs.

Strive for continuous improvement – we will strive to continuously improve the service we provide to you. We will be innovative in designing new and progressive ways of doing things, be it the way we interact with you or developing new processes, to better support you.

Communicate – we will ensure that there is easily accessible information about the CBD Program and the service we provide to you. Our information, resources and services will remain accessible to all.

Our staff

Our customer service is delivered by skilled, motivated, professional and courteous staff. In providing this service to you, we will ensure that our staff:

- deliver quality service with courtesy and minimal delay
- are well supported and trained
- have the capability to understand your issues because of their experience
- have up to date knowledge on policy, procedures and processes
- are committed to understanding your needs and the broader industry context and environment that we operate in to assist you
- treat you with dignity and respect
- ensure that we protect confidential information you may provide, understanding that this is a mandatory disclosure program and Building Energy Efficiency Certificates are public documents.

Customer service standards

We aim to provide a consistent and reliable service. The CBD team is committed to:

- providing accurate and helpful information.
- answering phone calls and emails as soon as possible during normal office hours (9:00am to 5:00pm AEST). An answering service is available when the phone is unattended or outside of normal office hours and any messages are dealt with as soon as possible.





- if we are unable to answer your query immediately or it is best handled by a different service area, we will take your contact details and ensure that your enquiry or complaint is attended to by the most suitable area and aim to provide a response within 5 days.
- some enquiries may be more complex than others. In these cases we will notify you if there is a delay in delivering on our service commitment.

How you can help us

Recognising and understanding that the provision of customer service support is a two way process, we appreciate your assistance in helping us provide you with a high standard of service by:

- providing us with timely and complete information in both enquiries and applications so that we can facilitate timely advice and processing
- recognising and understanding your responsibilities and accountabilities
- working with us to resolve any issues with an application or enquiry
- having a realistic expectation of the service offered
- treating our staff with courtesy and respect.

Tell us how we are doing

We value your feedback. It provides us with information that helps us to refine and improve our service. The CBD website contains information on how to provide feedback at <http://www.cbd.gov.au/contact>

If we've exceeded your expectations it is important to know what works well. By telling us when you have received excellent customer service and what we got right, it helps us to recognise the efforts of our people and to ensure we continue to deliver high quality service.

We are committed to ensuring all complaints received are taken seriously and handled efficiently, fairly and confidentially. If the service received does not meet expectations, we ask that you tell us as soon as possible.

Complaints can be made either verbally or in writing.

We will aim to resolve all complaints as soon as possible, however depending upon the nature of the complaint response times may vary. All complaints will be handled in a confidential manner and you will be provided with updates during the investigation of your complaint.





Contacting the Commercial Building Disclosure Program

CBD Program Enquiry Line - **1800 020131** 9:00am to 5:00pm AEST

If the enquiry line is unattended or you are calling outside of normal office hours than an answering service is available.

Contact email: info@cbd.gov.au

Website: www.cbd.gov.au

Postal address: **Commercial Building Disclosure Program
Department of the Environment and Energy
GPO Box 787
Canberra ACT 2601**

To subscribe to the CBD Program, make alternative contact using a web form or to provide feedback or a complaint please go to <http://www.cbd.gov.au/contact>.

