



The charter outlines what you can expect from us and how you can help us deliver professional, reliable and consistent customer service.

We are committed to providing you with a high standard of service that is responsive and helps you to meet your goals.



FOR THOSE WE REGULATE WE WILL

- make lawful, evidence-based, transparent and timely regulatory decisions
- streamline and enhance our approval processes through coordinated and parallel assessments where possible
- use the best available science and information to inform our decision making
- engage with those we regulate to help them understand the rationale behind our decision making and how to comply
- vary our regulatory approach according to the risks being addressed
- expect compliance with the law, and will respond to noncompliance in a proportionate manner
- are professional, accountable and transparent in all our dealings with you
- apply the principles of public benefit and equity to commercial use of national parks and reserves.



FOR THOSE WE PARTNER WITH WE WILL

- provide evidence-based advice and regulation to support the sustainable use of the Northern Territory's natural resources, and protect and present our wildlife, parks and reserves
- strengthen community partnerships to foster improved economic participation and build community resilience
- understand community needs and expectations in the management and presentation of our natural resources and parks estate
- work collaboratively across government and with our stakeholders to leverage knowledge and better manage our natural resources
- recognise the vital role of Aboriginal people as custodians of their country and as skilled partners
- embrace diversity and ensure our services and information are inclusive and accessible to all
- commit to supporting and providing training to ensure a safe and rewarding volunteer experience



FOR THOSE WHO USE OUR SERVICES WE WILL

- work with our customers in partnership with Traditional Land Owners on Joint Managed Parks
- provide access to parks and reserves and contemporary conservation experiences and visitor infrastructure
- have a genuine interest in visitor welfare, and have a responsibility to provide a safe experience
- promote appropriate park use supported by a permits and approvals system, community engagement and enforcement
- provide timely advice on conservation and natural resource management, informed by the best available science and information.

This is our service commitment to you!

We value your feedback, it helps us to improve our service.

Your Feedback

To assist us we ask that you tell us when services do or don't meet your expectations. Through our customer feedback process please provide us with relevant and accurate information so we can help. We also ask that you treat our staff with courtesy and respect.

We are committed to ensuring all complaints, feedback and enquiries are taken seriously and handled in an unbiased, fair and timely manner.

If your query relates to a statutory decision, applicants may have access to a statutory right of appeal or review under the relevant approving legislation.

Applicants will be advised of the appropriate avenue for appeal or review at the time they are notified of their decision.

Your Privacy

The Department of Environment, Parks and Water Security (DEPWS) is committed to safeguarding the confidentiality and privacy of the information that it manages, uses and discloses in accordance with the Information Privacy Principles (IPP) in the Northern Territory Information Act 2002, and, where applicable, with the Australian Privacy Principles (APP) in the Commonwealth Privacy Act 1988.

If you require further information in relation to our Privacy Policy you can write to us at PO Box 496, Palmerston, NT 0831, or call the DEPWS Privacy Officer on (08) 8999 4410 business days, 8.00am - 4.21pm CST or email feedback.depws@nt.gov.au