



Australian Government
**National Measurement
Institute**

National Measurement Institute Service Charter

Message from the Chief Executive

This Service Charter is a commitment about the service that the National Measurement Institute (NMI) will provide when you deal with us. It tells you what we do, the standards we set for service and how you can give us feedback. The standards in this Charter are consistent with the Australian Public Service Values and Code of Conduct and form the basis of evaluating and reporting on our service. NMI aims to continually improve its customer service. The quality of our services is reviewed regularly in consultation with staff and clients, and through customer surveys.

Who are we?

NMI is responsible for national functions in physical, chemical and biological measurement, legal metrology (including regulation of trade measurement), and for providing measurement services to industry, government and research agencies.

Located within the Department of Industry, Innovation, Science Research and Tertiary Education, NMI is directly accountable for its performance to its Ministers, the Government and through them to the Australian community.

What we do

NMI enables and supports reliable measurement in Australia in many different ways. NMI maintains Australia's primary physical measurement standards, such as the kilogram and the second, together with the peak level infrastructure and services that support their national dissemination. NMI underpins chemical and biological analysis in Australia by developing reference materials and reference methods to promote traceability of measurement. NMI also provides a wide range of chemical and biological analysis services, including for example specialist services in ultra-sensitive detection of environmental contaminants such as dioxins.

NMI undertakes a wide range of legal metrology functions, including administering an efficient trade measurement system that is consistent across Australia. The national trade measurement system ensures that the community, business and government can have confidence in all aspects of trade measurement with a minimum burden of compliance. NMI has a specific

Service Charter for Trade Measurement. It outlines NMI's service standards and delivery for trade measurement. NMI also represents Australia on relevant international committees.

It is essential that NMI's capabilities evolve continuously to support Australian innovation, the application of new developments in science and technology, and the increasing demand from industry and government agencies for new services and greater accuracy in measurement. In many areas of metrology, such as detection and analysis of illicit drugs, this involves conducting ongoing scientific research at the highest international level. Much of NMI's research is conducted in collaboration with Australian and international universities and other organisations. NMI is an essential element of Australia's standards and conformance infrastructure, including the regulation of all measuring instruments used for trade across the country.

NMI normally charges for the services it provides, with the charges set in accordance with the Government Cost Recovery Guidelines or Competitive Neutrality principles.

Whom we serve

NMI's customers, clients, or other stakeholders include:

- consumers of groceries, liquid fuels, and other goods whose price is based on measurement of quantity or quality;
- minerals and petroleum industries;
- telecommunications industries;
- food industries;
- agriculture;
- manufacturing;
- energy utilities;
- calibration and testing laboratories;
- major retailers;
- research and educational groups;
- law enforcement agencies;
- environment protection agencies;
- the Australian Defence Force; and
- other Federal, State and Local Government agencies.

How to contact us

NMI is open for business on all normal business days from 0900 to 1700 hours local Standard/Summer time except between Christmas Day and New Years Day.

National Trade Measurement: 1300 686 664
General enquiries: +61 2 8467 3600
Facsimile: +61 2 8467 3610
Email: info@measurement.gov.au (Australia)
Website: <http://www.measurement.gov.au>

Postal address:
PO Box 264
Lindfield, NSW 2070

Head office street address:
Bradfield Road
Lindfield, NSW 2070

Hearing or speech impaired

If you use a TTY (text telephone) or a computer with a modem for telephone conversation and want to talk to someone in NMI, call the National Relay Service (NRS) on 13 36 77 and quote the number you wish to call. If you are phoning a toll free number (a 1800 number) then the NRS number is 1800 555 677. If you are phoning from outside Australia call +61 7 3815 7799 and quote the number you wish to call. These services are available during normal NMI business hours.

Interpreter assistance

If you need an interpreter to assist you to contact NMI from within Australia phone the Translating and Interpreting Service (TIS) on 13 14 50 for the cost of a local call. TIS is available during normal NMI business hours. Our standard for products and services

NMI has a broad range of expertise in measurement which is available to government and the private sector through a range of services. These may be found on the following web pages:

- Calibration services;
- Chemical proficiency testing
- Chemical reference materials;
- Consultancy and contract research;
- Drugs in sport analysis;
- Environmental analysis;
- Food analysis;
- Forensic drug testing;
- Pattern approval testing;
- Pharmaceutical analysis;
- Training in chemical, physical and legal metrology.

NMI enables Australians to access measurements that are accurate, fit for purpose, readily available and recognised internationally. Reliable, accurate measurement is of prime importance to industrial processes, food safety, environmental protection, trade and scientific research and affects almost everything in our everyday lives. Consequently, NMI's clients seek our expertise in a diverse range of measurement areas. Some of our best known chemical work includes food and water quality analysis and dioxins testing. NMI's calibrations help support national and global manufacturing supply chains, by allowing consistency of measurement, even where parts are manufactured by a multitude of suppliers and then assembled together. Similarly, we have applied our measurement expertise to solving problems such as industrial temperature maintenance and timing issues.

We improve these standards in response to customer feedback. If you have used one of our services and believe it does not meet our standards or could be improved, please advise us within 30 days.

General correspondence

We will respond to written queries and requests for current printed information or publications in a timely manner. If your query is more complex we will provide you with an interim response to inform you of our progress. We will provide contact names and phone numbers in all correspondence.

Our customer relationships

NMI is bound by the Australian Public Service Values and the Australian Public Service Code of Conduct in the Public Service Act 1999 and to respect the diversity of our staff and clients according to the Charter of Public Service in a Culturally Diverse Society.

Staff of NMI will:

- be honest, ethical and professional;
- be helpful, courteous and considerate;
- act with care and diligence;
- provide consistent, accurate and impartial advice;
- use language that is clear to you;
- respect and protect the confidentiality of your information;
- act promptly and fairly on all complaints or suggestions;
- meet our product and service standards;
- explain clearly your rights and responsibilities; and
- enable you to help us design and improve our products and services through:
 - market research; and
 - encouraging constructive feedback about our products and services.

Your rights and responsibilities

Under this Charter, you have a right to:

- expect us to meet the standards in this Service Charter;
- lodge complaints;
- seek review and appeal where applicable;
- request information under the Freedom of Information Act 1982; and
- privacy and confidentiality under the Privacy Act 1988.

We expect you to:

- treat us with courtesy;
- be honest and ethical in your dealings with us;
- provide us with clear feedback about our products and services within reasonable timeframes;
- abide by any legal requirements;
- advise us of problems when they arise and of changes in your needs; and
- comply with licence agreements and conditions.

Privacy

If you consider that we have breached your privacy, you can contact the Department's

Privacy Contact Officer (see below). You also have the right to complain to the Federal

Privacy Commissioner (see below).

Freedom of information (FOI)

Applications for access to NMI's documents under the FOI Act must be in writing, include the applicant's Australian address and contact details and be accompanied by the set application fee. Enquiries about FOI should be directed to the Department's FOI Coordinator (see below).

If you have a complaint

If you have a complaint about the services or products that you have received from us, we would like to know about it. We view effective resolution of complaints as a very important part of our commitment to ongoing customer care. We believe that the most effective and quickest way to resolve a complaint and achieve customer satisfaction is to deal with the issue at the point where the service was provided, and so we recommend that you first contact our customer service staff.

To assist us with your complaint we need you to:

- describe the exact nature of the problem;
- discuss the matter with the person you have been dealing with; and
- if you make a complaint in person or by phone, follow it up with a signed letter providing as much information as possible.

We will:

- record your complaint;
- investigate your complaint;
- provide a detailed and timely response to your complaint; and
- attempt to resolve your complaint in consultation with you.

If you are not satisfied with our response you can contact NMI's Chief Executive Officer who will aim to respond to your enquiry in a timely manner. If you do not believe that NMI has adequately addressed your concerns you may refer the matter to the Commonwealth Ombudsman (see below).

What we cannot do

Government policy

If you wish to comment on Government policy you may contact:

- your local Member of Parliament; or
- the Minister for Industry and Innovation.

Complaints about other agencies or organisations

If you provide a complaint or compliment more relevant to another agency we will refer the complaint or compliment to the other agency, after seeking your agreement. We will also record the correspondence.

Allegations of criminal conduct against NMI officers

Allegations of criminal conduct against an NMI officer in the conduct of his or her duties should be referred to the NMI Chief Executive Officer, or to local police.

Monitoring and reporting

NMI welcomes your comments on our success in achieving the standards in this Charter. NMI has specific customer satisfaction targets within its key performance indicators. NMI collects data on customer satisfaction through surveys and reports outcomes to the Department annually as part of its business reporting requirements. A copy of the Departmental Annual Report may be downloaded from the Department's website:
<http://www.innovation.gov.au>.

Review of our performance

NMI will:

- evaluate our products and services against the standards in this Charter;
- informally review the standards in this Charter at least once a year; and
- formally review the standards in this Charter at regular intervals.

Other important contacts

FOI Coordinator

Corporate Strategy Branch
Department of Industry, Innovation,
Science, Research and Tertiary Education
GPO Box 9839
Canberra ACT 2601
Telephone: +61 2 6213 7742
Facsimile: +61 2 6213 7367
Email: FOI@innovation.gov.au

Commonwealth Ombudsman

GPO Box 442
Canberra ACT 2601
Telephone: 1300 362 072
Facsimile: +61 2 6249 7829
Website: <http://www.ombudsman.gov.au>
Email: ombudsman@ombudsman.gov.au
SMS: 0413 COM OMB (0413 266 662)

Privacy Contact Officer

Corporate Strategy Branch
Department of Industry, Innovation,
Science, Research and Tertiary Education
GPO Box 9839
Canberra ACT 2601
Telephone: +61 2 6213 7742
Facsimile: +61 2 6213 7367
E-mail: privacy@innovation.gov.au

Federal Privacy Commissioner

Office of the Privacy Commissioner
GPO Box 5218
Sydney NSW 2001

Telephone: 1300 363 992
Facsimile: +61 2 9284 9666
Website: <http://www.privacy.gov.au>
Email: privacy@privacy.gov.au