



HARBOUR TRUST SERVICE CHARTER

This Charter outlines the standard of service that all of our stakeholders can expect from the Sydney Harbour Federation Trust (Harbour Trust). It provides information about our agency, including key contact details and channels for providing feedback.

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WHO WE ARE

The Harbour Trust was established the Commonwealth Government to plan for the future of former Defence and other special Commonwealth lands around Sydney Harbour. Our foundational legislation, *the Sydney Harbour Federation Trust Act 2001* (SHFT Act), took effect in September 2001. Today, we manage a network of nine sites around Sydney Harbour; namely, North Head Sanctuary (Manly), Sub Base Platypus (North Sydney), Cockatoo Island, Macquarie Lightstation (Vaucluse), Woolwich Dock and Parklands, the Former Marine Biological Station (Watson's Bay) and the precincts that makeup Headland Park, Mosman (Georges Heights, Middle Head and Chowder Bay).

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OUR OBJECTIVES

The Harbour Trust's objectives are to:

- ensure that management of Harbour Trust land contributes to enhancing the amenity of the Sydney Harbour region;
- protect, conserve and interpret the environmental and heritage values of Harbour Trust land; maximise public access to Harbour Trust land;
- establish and manage suitable Harbour Trust land as a park on behalf of the Commonwealth as the national government;
- co-operate with other Commonwealth bodies that have a connection with any harbour land in managing that land; and
- co-operate with New South Wales, affected councils and the community in furthering the above objects.

OUR FUNCTIONS

The functions of the Harbour Trust are to:

- hold Harbour Trust land for and on behalf of the Commonwealth;
- undertake community consultation on the management and conservation of Harbour Trust land;
- develop draft plans in respect of Harbour Trust land and any other harbour land in furthering the objects, and performing other functions, of the Harbour Trust;
- rehabilitate, remediate, develop, enhance and manage Harbour Trust land, by itself or in co-operation with other institutions or persons, in accordance with the plans;
- make recommendations to the Minister on:
 - (a) plans; and
 - (b) the proposed transfer of any Harbour Trust land;
- promote appreciation of Harbour Trust land, in particular its environmental and heritage values;
- provide services and funding to other Commonwealth bodies in furthering the objects, and performing other functions, of the Harbour Trust; and
- undertake tasks incidental to or conducive to the performance of its other functions.

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OUR VISION

The Harbour Trust's vision is to create and maintain extraordinary places on the World's Best Harbour that are inspiring, loved and shared.

OUR CLIENTS

Our clients include anyone who we provide a service to, works with us in delivering results or who has an interest in what we do. They include:

- Ministers,
- Commonwealth, State and Local governments and agencies
- Industry and community representative bodies
- Individuals and communities
- Other interest groups.

OUR COMMITMENTS

We will:

- Treat you with courtesy and respect
- Answer phone calls promptly during business hours
- Identify ourselves in all communications
- Provide you with clear, timely and relevant information or help you find it
- Produce information about our work and our sites in a clear and easily understood format
- Consult openly to facilitate understanding of all of the issues associated with each of our sites.
- Provide you with information about our decisions in a timely manner
- Ensure that our two affiliated websites – harbourtrust.gov.au and cockatooisland.gov.au – are informative and easy to use
- Monitor our performance and look for ways to improve our services.

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HOW YOU CAN HELP US

You can help us meet our standards by:

- Giving us sufficient and accurate information for us to provide the service you require
- Providing feedback and comments on the service we provide
- Treating our staff courteously
- Treating our sites and facilities with due care and respect

PUBLIC FEEDBACK

Public feedback assists us to not only improve our services but also protect, maintain and enhance the amenity of our lands.

To provide feedback (including suggestions, comments and compliments), visit harbourtrust.gov.au and complete the feedback form on our 'Contact Us' webpage. We will endeavour to respond within two business days.

FORMAL COMPLAINTS

The Harbour Trust takes formal complaints seriously. We are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible.

A formal complaint is a clear expression of dissatisfaction by a person or organisation about the Harbour Trust. Formal complaints must be made in writing, either by email or letter, to the Executive Director of the Harbour Trust. A client can make a formal complaint through a representative; however, complaints made over the phone or face-to-face will not be treated as formal complaints. If you don't wish to submit a formal complaint in writing, our staff will attempt to resolve your complaint directly. We will respond to formal complaints within 10 business days.

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Please email formal complaints to complaints@harbourtrust.gov.au or mail them to:

The Executive Director
Sydney Harbour Federation Trust
PO Box 607
Mosman NSW 2088

For more information, visit harbourtrust.gov.au/publications and download 'Formal Complaints Process'.

PARKING INFRINGEMENT NOTICES

The rangers and security personnel who patrol lands managed by the Harbour Trust are empowered to enforce vehicle parking rules. This includes the ability to issue visitors with infringement notices for parking offences, requiring the payment of a fine. If you receive a parking fine, you must pay it within 28 days.

To appeal an infringement notice, prepare a covering letter for the Harbour Trust and send it, together with a copy of your infringement notice, to:

Mail: Enforcement Department
Harbour Trust
PO Box 607
Mosman NSW 2088

OR

Email: parking@harbourtrust.gov.au

For further information, visit harbourtrust.gov.au/publications and download 'Visitor Information – Parking Offences'.

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YOUR PRIVACY

Our two affiliated websites – harbourtrust.gov.au and cockatooisland.gov.au – are required to comply with the Australian Privacy Principles contained in the Privacy Act 1988. To view our privacy policy, visit harbourtrust.gov.au/privacy.

CONTACT US

For all general enquiries, please phone (02) 8969 2100 or email info@harbourtrust.gov.au.

Please address any written communications to

Head Office: Harbour Trust
Building 28, Best Avenue,
Mosman, NSW 2088
Australia

OR

Postal Address: Harbour Trust
PO Box 607
Mosman, NSW 2088
Australia

Our core business hours are 9am to 5pm, Monday to Friday. For further information, visit harbourtrust.gov.au and head to our 'Contact Us' webpage.

Note: This Service Charter was last updated by the Harbour Trust in May 2019.

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