

The Environmental Health Directorate of the WA Department of Health has responsibility for maintaining public and environmental health standards across WA. This charter sets out our commitment to exceptional customer service and the level of engagement that Western Australians can expect from our team.

## Our commitment to you

Our team strives to uphold five core values. We are committed to:

**Being purposeful**

- We ensure there is a clear purpose for all actions we take
- We are proud and passionate about working for the Department of Health
- We promote and reinforce the benefits and value of our work

**Being caring**

- We support and respect each other
- We seek to be an example of a healthy workforce
- We support diversity and differences in views

**Collaborating**

- We work together towards the shared purpose
- We align our effort to improve health outcomes
- We combine our expertise to ensure the best solution

**Being open**

- We share information openly and responsibly to create the best outcomes
- We acknowledge and address issues without blame
- We act with integrity

**Being outcome focussed**

- We find better ways to achieve positive outcomes
- We simplify processes to allow our people to be effective
- We apply governance and controls appropriate to the risk

## Our customer service behaviours

Our team is committed to exceptional customer service.

### By phone

We do our best to answer telephone calls promptly or respond to phone messages within **2 business days**\*^.

If the person you are contacting is unavailable, the call will be forwarded to someone who can assist wherever possible.

We will take personal responsibility for your enquiry to reduce transferred calls wherever possible.

For urgent matters that are time critical we provide an emergency after hours call service on 9328 0553.

We ensure all media enquiries are referred to the Department of Health's media line 9222 4333

### By email or post

We respond to **general** email enquiries within **1-3 business days**\*^.

If your email enquiry requires in-depth research or follow-up that will take longer, we will acknowledge your correspondence, and provide an expected completion date.

We will respond to written correspondence within **15 business days**\*\*.

If your email or written correspondence relates to a **formal assessment process or a planning or development proposal**, a response may take between 20 to 30 business days.\*\*

We comply with Ministerial timelines when providing responses or briefing notes.

### Face to face

We will listen to you and discuss your requirements.

We introduce ourselves and provide identification of authorisation under legislation as requested.

We take ownership of all enquiries, follow up and keep our customers informed of any progress and communicate any possible delays.

We act responsibly in everything we do and hold ourselves accountable.

## Ways to connect with us

### Talk to our staff

(08) 9222 2000



### Email us

ehinfo@health.wa.gov.au

### Visit our websites

www.health.wa.gov.au  
www.healthywa.wa.gov.au



### Read our Strategic Plan

Our strategic plan describes our core activities and what we do for the people of WA.

### Read our Yearbook

Every year we publish a Yearbook describing what we have achieved during the financial year.



### Subscribe to our e-News

We publish a monthly e-News providing updates on environmental health programs and initiatives.



### Attend professional development

We host a range of development opportunities including workshops, meetings and webinars.



\*We offer family friendly and flexible working arrangements. This means our timeframes for responding to queries may be impacted by staff who work part-time or are on leave when queries are sent directly to individuals. To ensure we can respond in a timely manner email [ehinfo@health.wa.gov.au](mailto:ehinfo@health.wa.gov.au) or call 9222 2000 to ensure you are directed to an available team member.

\*\*Our timeframes start upon the receipt of the application by our office. Timeframes do not take into account delivery times by postal delivery services.

^The EHD may not respond to correspondence or enquiries that meet criteria specified in our Managing Challenging Behaviour Policy

## Our approach to engaging with our stakeholders

We are committed to open and accountable engagement with our stakeholders to ensure our decisions are evidence based and reflect the views of the people impacted by our work. The approaches we use will depend on the issue we may need to discuss, timeframes and resources available. Our approach to engagement is based on the IAP2 Spectrum for Public Participation model, modified and described below.

Depending on the issue to discuss we may initiate full public consultation, targeted consultation or confidential consultation.

	 Inform	 Consult	 Involve	 Collaborate	 Empower
Our promise	We will keep you informed	We will listen to and acknowledge your concerns	We will work with you to ensure your concerns are reflected in decision making	We will partner with you to formulate solutions	We will share and empower you to implement agreed decisions
Our goals	We will provide balanced objective, accurate and consistent information to support you to understand issues, opportunities and solutions.	We will seek feedback on your views and inform you of the outcome of your feedback.	We will work directly with you to ensure your needs are directly and consistently understood and considered as part of decision making.	We will look to you for advice and identify preferred solutions.	We will engage with you to build networks, create opportunities and empower groups to lead the development of initiatives and decision making.
Ways we communicate	Email / telephone Meetings Seminars / webinars Websites Fact sheets / guidelines / reports Social media Letters e-News Yearbook Media releases Campaigns Conference	Discussion papers Online consultation feedback Surveys / questionnaires Meetings (face to face and online) Briefings Focus groups Video conferencing	Workshops Reference groups Memorandum of Understanding Partnership agreements Video conferencing Working groups Meetings	Partnerships Online collaboration tools Joint projects / studies / pilot projects Reference groups Working groups / steering groups State and National Advisory Committees	Provision of data Joint planning Joint research initiatives Submissions to WA Parliament

## Timeframes for consultation

We understand the importance of consulting with our stakeholders on matters that may impact them. This may include the development of new environmental health legislation, guidelines, policies, procedures or protocols. To make sure we give you appropriate time to provide feedback, we commit to the following timeframes for consultation:



### 12 weeks

For proposals that will have a significant impact on responsibilities or operations. This includes new legislation or amendments to legislation, substantial changes to policies, guidelines or Codes of Practices.



### 8 weeks

For proposals to amend regulations or other compliance requirements that will have an impact on responsibilities or operations. This includes administrative decisions and changes to procedures and protocols and compliance and enforcement responsibilities.



### 4 weeks

For proposals relating to changes in an operating procedure or practice which will have a limited impact such as emerging environmental health risks or environmental health programs.

Our approach to consultation is based on the State and Local Government Agreement 2017

## Who we consult with

Depending on the issue we may consult with:

- the general public
- businesses, consumers, unions and other interest groups
- state, territory and local governments
- Australian government departments, agencies and boards

## When we may not consult

We recognise there will be times when we cannot always engage on specific issues. Such situations may include:

- confidentiality
- legal or legislative constraints
- broad consultation is not feasible, or we are required to act in a timeframe which limits consultation e.g. a pandemic, emergency event

## What we expect from you

You can help us to provide a quality service that meets your needs.

### Get involved

Share your knowledge and ideas.

### Keep it respectful

Remember that we are here to help the best way we can.

### Be open to other ideas

It's okay to have different views from others.

### Be clear

We want to know how our work impacts you.

### Connect with us

Keep in touch. There are a variety of ways to connect with our team.

### Provide regular feedback

Help us to improve by regularly providing feedback, especially through our stakeholder engagement surveys.

## Timeframes for planning and development proposals

### Formal request for environmental health advice

Our team are regularly requested to provide environmental health advice on a range of planning and development proposals from other State Government agencies, the WA Planning Commission and local governments, to ensure health is considered as part of the planning process. Proposals are lodged with our Development Assessment Panel (DAP) and include:

- subdivisions
- Regional Scheme Amendments
- development assessments
- Environmental Impact Assessment (EIA) submissions
- environmental licensing applications
- Local Planning Schemes / Policies / amendments
- primary production facilities / amendments

Formal environmental health advice may take **up to 20 business days\*** for officers from various teams to review and submit feedback, depending on the complexity of the proposal. It is essential that agencies consider these timeframes when formally requesting environmental health advice.



\* Applicants are reminded that if a hard copy is posted, our timeframes start upon the receipt of the application by our office. Timeframes do not take into account delivery times by postal delivery services.

## Timeframes for formal assessments


For approvals, licences, registration, permits and notifications

Our team is responsible for processing several health licences, registrations, approvals, permits and notifications for specific businesses, individuals or home owners to ensure certain activities comply with health legislation and do not impact on public health.


If you submit an application to our team, provide the correct information and pay any applicable fees, we commit to processing the application and providing a response **within 20 to 30 business days**\*^.

1.  **Submission of application**


- We need you to complete the relevant application form and submit for assessment to the appropriate area
- If you do not submit all of the mandatory information that is required to assess your application, you will delay processing timeframes significantly

2.  **We validate and review your application**

- Your application will be logged into our system and assigned to a staff member for review against specific criteria

3.  **We make recommendations for your application**

- Based on the information provided we will either:
  - grant the application
  - request further information if not provided (which will cause delays in processing)
  - refuse the application

4.  **Confirmation to applicant**

- We will either confirm in writing or email of your approval
- If you disagree with the decision or any of the terms and conditions, you may request a review of our decision by the State Administrative Tribunal

\* Applicants are reminded that if a hard copy is posted, our timeframes start upon the receipt of the application by our office. Timeframes do not take into account delivery times by postal delivery services.

^ Processing times for certain assessments may be specified in legislation. In such circumstances our timeframes will comply with regulatory requirements.

## Compliments, suggestions and concerns

As we strive to deliver exceptional customer service, we encourage you to provide regular feedback.

We value suggestions on how we may improve our services and appreciate receiving compliments about services and programs we have provided.

Should you have a concern about our service or staff, we appreciate you providing us with the opportunity to resolve it.

**Phone or email all compliments, suggestions and concerns to the Principal Stakeholder Engagement Officer or directly to a Team Manager.**

Phone: (08) 9222 2000

Email: [ehinfo@health.wa.gov.au](mailto:ehinfo@health.wa.gov.au) or [EH.stakeholderengagement@health.wa.gov.au](mailto:EH.stakeholderengagement@health.wa.gov.au)

## Managing customer expectations

We acknowledge that we may not always be able to satisfy the expectations of all of our customers.

If you do not agree with how a matter has been dealt with, after raising your concerns directly with our team, you may consider discussing the matter with the Ombudsman of Western Australia. Refer to: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

