



OUR STRATEGIC PURPOSE

ForestrySA's role is to:

1. Manage plantation forests for commercial production
2. Protect the long term viability of the Corporation by:
 - Securing continuing improvements of performance
 - Encouraging and facilitating regionally based economic activities based on forestry and other industries
 - Maximising the value of the Corporation
3. Conduct research (directly or with industry partners) related to growing wood for commercial purposes
4. Conduct non-commercial activities with a focus on:
 - Native forest management
 - Community use
 - Community fire protection

OUR CUSTOMER SERVICE and STAKEHOLDER ENGAGEMENT COMMITMENT

ForestrySA is committed to providing the best possible service to our customers and stakeholders ensuring we understand their needs and strive to deliver to their expectations. Our principles are to:

- Identify and engage early with customers and stakeholders
- Treat all customers and stakeholders with respect, courtesy, and professionalism
- Actively listen to determine the nature of requests
- Respond promptly and efficiently to enquiries
- Act with integrity and honesty
- Provide relevant and timely information and feedback
- Respect privacy and property
- Strive for continuous improvement
- Provide access to current and reliable information on our website and other communication channels
- Provide alternative sources of information and service if we cannot address an enquiry.

OUR CUSTOMERS and STAKEHOLDERS

Our customers are the people, businesses and communities that receive or rely on the services and products provided directly by ForestrySA or in partnership with others.

Our stakeholders are the people or organisations with a legitimate interest in a given situation, action or enterprise.

Customers and stakeholders include visitors to our forests, event organisers, volunteers, students and schools, neighbours, local and rural communities, licensees, commercial operators, suppliers, contractors, industry participants, the Minister and other government agencies.

STAKEHOLDER ENGAGEMENT

ForestrySA is committed to best practice customer engagement which allows the development of strong, effective, and sustainable policies, services and decisions that meet customer and community needs to deliver better outcomes. ForestrySA's approach to engagement is based on the principles outlined in [SA Department of Premier and Cabinet Circular PC036 - Best Practice Stakeholder Engagement](#).

As part of its Responsible Wood® accreditation, ForestrySA maintains a Stakeholder Engagement Plan and a Stakeholder Register which is regularly updated. The engagement plan provides guidance on the



different levels of communication and methods of engagement which may be used for a variety of standard (e.g. normal operational activities) and non-standard (e.g. new developments) engagements.

ForestrySA will consult through:

- Active membership by staff of neighbour, community groups and industry groups
- Engagement with Aboriginal, environmental, recreation and conservation groups
- Meetings with neighbours and stakeholders about issues concerning them
- Addressing requests for information or questions from stakeholders
- Inviting public comment on forest management plans
- Active engagement with regulators, government bodies, contractors and customers
- Community information sessions
- Online stakeholder registration.

COMPLAINTS RESOLUTION

A complaint is defined as:

An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Feedback is defined as:

Feedback is an opinion, comment or expression of interest or concern, made directly or indirectly, explicitly, or implicitly to or about the agency, about its products, services, employees, or its handling of a complaint. A response is not explicitly or implicitly expected or legally required. Feedback can be either positive or negative.

In dealing with complaints, ForestrySA applies the guiding principles in the Australian Standard ISO 10002-2004 Customer satisfaction - Guidelines for Complaints Handling in Organisations and the SA Department of Premier and Cabinet Circular PC039 – Complaint Management in the South Australian Public Sector. ForestrySA applies these principles as follows:

Responsiveness:

- Complaints will be dealt with promptly, courteously and in accordance with their urgency.
- Complainants will have their complaint acknowledged within 48 working business hours and be kept informed of the progress of their complaint.
- Complaints will be recorded in ForestrySA's Incident Management System.
- Compliments may also be recorded in the Incident Management System.

Objectivity:

- Complaints will be addressed in an equitable, objective, and unbiased manner.

Charges:

- There will be no charges for handling complaints.

Confidentiality:

- Complainants' personal information will only be used when needed for the purpose of addressing the complaint; and will be actively protected from disclosure unless the complainant expressly consents to its disclosure or ForestrySA is required to disclose it by law.



Accountability:

- The ForestrySA Leadership Team are accountable for the management of complaints within their areas of responsibilities.
- If a complaint has not been resolved it will be escalated to the Chief Executive. The Chief Executive will ensure that the complaint is brought to the attention of the relevant Team Leader/s and is reviewed appropriately.
- Complainants are also able to seek external review by taking their complaint to the Ombudsman SA's office at www.ombudsman.sa.gov.au

OTHER FORESTRYSA POLICIES

Complaints that raise issues of maladministration, misconduct, fraud, or corruption that fall within the scope of the *South Australian Public Sector Fraud and Corruption Control Policy* may require referral to SA Police or the South Australian Office of Public Integrity. This also includes complaints that extend to ForestrySA's contractors and the broader forestry industry.

ForestrySA is committed to establishing a culture that is customer-oriented; and where customer service is an integral part of our activities and philosophy consistent with the *Code of Ethics for the South Australian Public Sector* and the ForestrySA Work Health and Safety Policy.

CONTINUOUS IMPROVEMENT

As part of ForestrySA's commitment to continuous improvement feedback will be considered and used to monitor our performance, and improve our forest management practices, business processes and service delivery. Formal complaints are reported in ForestrySA's Incident Management System and reported to the ForestrySA Board on a regular basis.

CUSTOMER FEEDBACK

ForestrySA welcomes all feedback from our customers on our services and products to ensure service expectations are met. Our contact details are:

Website: forestrysa.com.au

Face Book: facebook.com/ForestrySouthAustralia

Instagram: instagram.com/forestrysa

By Email: forestrysa@forestrysa.com.au

By Mail: PMB 2, Meadows SA 5201

By Phone: (08) 8391 8800 (Mon – Friday, 8.00am - 4.30pm)

By Appointment: arrange by phone or email

FURTHER INFORMATION

More information on ForestrySA is available online at www.forestrysa.com.au

Endorsed by:

Julian Speed

CHIEF EXECUTIVE

