



OUR STRATEGIC PURPOSE

The South Australian Forestry Corporation (ForestrySA) is a public corporation owned by the South Australian Government and established under the *South Australian Forestry Corporation Act 2000*. ForestrySA administers the *Forestry Act 1950* and is the trusted custodian of all forest reserves in South Australia. ForestrySA's role includes ensuring these natural assets are promoted and available for the sustained benefit of the community and the environment.

The core strategic functions of ForestrySA are to:

- Manage plantation forests for commercial production
- Protect the long-term viability of ForestrySA by:
 - Securing continuing improvements of performance
 - Encouraging and facilitating regionally based economic activities based on forestry and other industries
 - Maximising the value of ForestrySA
- Conduct non-commercial activities (Community Service Obligations) with a focus on:
 - Native forest management
 - Community use
 - Community fire protection

OUR CUSTOMERS

ForestrySA's 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.

An example of a customer is a sawmill purchasing log from ForestrySA for processing. An example of customer service is ensuring the log is delivered within the agreed timeframe and to the agreed standard. A customer may also be a person who has purchased a permit to stay at one of our campgrounds.

ForestrySA is committed to doing its best to address all customer concerns, to ensure the appropriate response.

OUR CUSTOMER SERVICE COMMITMENT

ForestrySA is committed to understanding the needs of customers to help deliver the appropriate services. ForestrySA's service principles are to:

- Treat all customers with respect, courtesy and professionalism
- Actively listen to determine the nature of requests or issues
- 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 the ForestrySA website and other communication channels
- Provide alternative sources of information and service if necessary to address an enquiry
- Appropriately train, empower and adequately resource staff managing complaints



COMPLAINTS RESOLUTION

A complaint may be defined as an expression of dissatisfaction made to or about ForestrySA, 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.

In dealing with complaints, ForestrySA applies the guiding principles in the Australian Standard ISO 10002:2018 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 business hours and be kept informed of the progress of their complaint.
- Complaints will be recorded in ForestrySA's 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 Management Team is accountable for the management of complaints within the relevant area of responsibility.
- An unresolved complaint will be escalated to the Chief Executive. The Chief Executive will ensure that the complaint is brought to the attention of the relevant Manager and is reviewed appropriately.

Complainants are also able to seek external review by taking their complaint to the Ombudsman SA office at www.ombudsman.sa.gov.au.

FEEDBACK

Feedback may be defined as an opinion, comment or expression of interest or concern, made directly or indirectly, explicitly, or implicitly to or about ForestrySA, 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.

ForestrySA welcomes all feedback from customers to ensure service expectations are met. Regardless of how feedback is provided, ForestrySA is committed to responding in a timely fashion. Feedback, including compliments, may also be recorded in ForestrySA's Incident Management System and reported to the ForestrySA Board on a regular basis.

CONTINUOUS IMPROVEMENT

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

CUSTOMER SERVICE CHARTER



ForestrySA

OTHER FORESTRYSA POLICIES

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

ForestrySA is committed to maintaining a culture of good customer service delivery. This Customer Service Charter intends to guide ethical and positive customer interactions within ForestrySA, consistent with the Code of Ethics for the South Australian Public Sector and the ForestrySA Work Health and Safety Policy.

CONTACT DETAILS

ForestrySA's contact details are:

- Website:** Forestrysa.com.au
Facebook: 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:

Tim Ryan

CHIEF EXECUTIVE

