

Customer Service Charter

The Customer Service Charter sets out the standards Private Forests Tasmania (PFT) expects all staff to adhere to when engaging with stakeholders and members of the public.

Who we are and what we do

PFT is an independent statutory authority with a legislated role to facilitate and expand the development of the private forest resource in a manner which is consistent with sound forest and land management practices.

At PFT, we strive to satisfy and meet the expectations of our stakeholders.

Our values

Excellence - We take pride in our knowledge, reliability and in making a difference.

Respect - We are fair, honest, and appreciative.

Integrity - We are authentic, ethical, and accountable.

Teamwork - Our teams are collaborative, cooperative, caring, productive and put safety at the core of everything we do.

When you are dealing with PFT we will

- respect and protect your privacy and confidential information;
- listen to what is important to you;
- provide clear, factual, unbiased information;
- provide flexible and innovative options;
- be consultative and collaborative;
- respond to you in a timely manner;
- inform you about changes and challenges in delivering our service;
- facilitate connections to services and information provided by the marketplace

that are relevant to your business needs, and

- deliver a quality service every time.

How you can help us

Customer service is a two-way process, and we appreciate your assistance in helping us provide you with a high standard of service by:

- providing us with timely and factual information;
- working with us to solve problems;
- having an understanding of our value proposition and services;
- treating our staff with courtesy and respect;
- allowing us time to respond, by submitting requests with sufficient time to allow processes to be completed within advised time frames.

Tell us how we are doing

We value your feedback. It provides us with information that helps us to refine and improve our service.

By telling us when you have received excellent customer service, it helps us to recognise the efforts of our people and allow us to replicate quality engagement across PFT.

If you feel we are not meeting the standards in this Customer Service Charter, we ask you tell us in writing, addressed to:

Chief Executive Officer
Private Forests Tasmania
30 Patrick Street
Hobart TAS 7000
admin@pft.tas.gov.au