



Service Charter

2009-10



Australian Government
Department of Health and Ageing
NICNAS

About us

NICNAS is the National Industrial Chemicals Notification and Assessment Scheme and was established in 1990. Operating under the Commonwealth *Industrial Chemicals (Notification and Assessment) Act 1989*, as amended, we regulate industrial chemicals for the protection of people at work, the public and the environment.



NICNAS is located in the Australian Government Department of Health and Ageing.

Our role and functions

The Scheme aims to ensure the safe use of chemicals by making risk assessment and safety information on chemicals and their potential occupational health and safety (OHS), public health and environmental risk widely available to workers, the public, industry and other state, territory and federal government agencies.

NICNAS assesses industrial chemicals that are new to Australia for their health and environmental effects before they are used or released to the environment. NICNAS also assesses those chemicals that are already in use in Australia (known as 'existing chemicals') on a priority basis in response to specific concerns about potential health or environmental effects.

Industrial chemicals assessed by NICNAS include solvents, dyes, adhesives, plastics, laboratory chemicals, as well as chemicals used in mineral and petroleum processing, refrigeration, cleaning products, cosmetics, toiletries, paints and printing.

A draft version of our assessment reports on existing chemicals is always released for public comment.

All our public chemical assessment reports contain recommendations for safe use of the chemical and are available on our web site or in printed form from our office.

Our service delivery

Our staff are contactable by telephone, facsimile, in person or by email during normal business hours.

Our staff will:

- Always identify themselves. And all our correspondence will have a contact name and telephone number.
- Acknowledge or finalise your written communications within seven days of receipt, except for emails, which will be acknowledged within 24 hours of receipt.
- Keep you informed of progress where there are unavoidable delays.
- Follow up your telephone messages within 24 hours.
- Endeavour to refer you to the appropriate organisation should your enquiry be outside NICNAS's scope.
- Provide up to date information in plain language and in electronic format at www.nicnas.gov.au or in print form if required.
- Respect your rights to privacy and confidentiality.

To ensure that we meet the needs of our clients we undertake an annual customer survey against the standards of service outlined in this Service Charter. Feedback is reported and used for continuous improvement in the Scheme.

Our service

Our staff are committed to ensuring that:

- You are offered assistance
- You are treated with courtesy at all times
- Your questions and enquiries are answered promptly
- We are objective in our dealings with you and
- All decision-making processes are transparent to you.

We offer face-to-face meetings with our clients to facilitate improved communication.

What we expect of our clients

For more effective cooperation and communication, we would appreciate you:

- Treating our staff with courtesy
- Responding to our requests for information accurately and in a timely manner
- Abiding by any legal requirements and other obligations under NICNAS concerning the importation or manufacture of industrial chemicals.

Your complaints

Should NICNAS fail to meet our service charter standards or you experience any difficulties with our operations, please:

- Try to resolve this with the staff member you are dealing with
- Ask to talk to the staff member's manager if you are not satisfied.

If these options are not appropriate, you can write or telephone the Director, who will respond to your complaint within 10 working days of its receipt.

NICNAS can also advise you of other avenues for complaints including those established by legislation for the appeal of notification and assessment decisions.

Contact us

Whether you wish to make a suggestion, comment or a complaint, you can contact us on:

Telephone: **(02) 8577 8800**
Freecall: **1800 638 528**
Fax: **(02) 8577 8888**
Or write to us at: **NICNAS**
334-336 Illawarra Road
Marrickville NSW 2204
GPO Box 58
Sydney NSW 2001
Web site: **www.nicnas.gov.au**
Email: **info@nicnas.gov.au**



Our values

NICNAS observes the Australian Public Service Values and Code of Conduct in all aspects of its business.

In addition, we consistently apply the following values in all our operations:

Innovation:

Enhancing creativity in all aspects of our work by adopting flexibility in our approach and encouraging independent thought.

Cooperation:

Interacting with others in a pleasant, open and responsive manner and providing encouragement by listening to all concerned.

Excellence:

Achieving high quality work by maintaining a high level of competence, integrity and professionalism.

Achievement:

Ensuring our clients are served well and that challenging yet realistic goals are set and pursued with enthusiasm.



www.nicnas.gov.au

NATIONAL INDUSTRIAL CHEMICALS NOTIFICATION AND ASSESSMENT SCHEME

NICNAS
GPO Box 58
Sydney NSW 2001

Ph 1800 638 528

www.nicnas.gov.au

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