

Our Service Commitments

Acknowledgement of Country

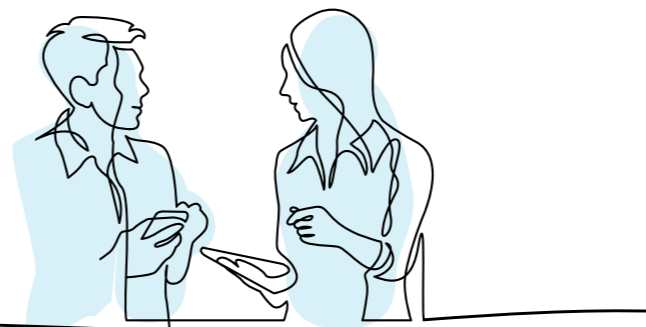
The Department of Energy, Mines, Industry Regulation and Safety (DEMIRS) respectfully acknowledges Aboriginal peoples as being the traditional custodians of Western Australia. We acknowledge the enduring connection Aboriginal people continue to share with the land, sea and sky through both their ancestral ties and custodianship to Country. We pay our respect to Elders both past and present, and acknowledge the value brought to our department through the collective contribution of Aboriginal and Torres Strait Islander peoples across Western Australia.

Our Purpose

To support a safe, fair and responsible future for the Western Australian community, industry, energy and resources sector.

Our Mission

To deliver on our purpose and maximise our impact as a **regulator, policy maker** and **provider of services** to the community and WA businesses.



Our staff:

- serve you **respectfully** and professionally and identify themselves and their business area when engaging with you
- act **ethically, fairly** and impartially
- are **responsive** and timely in their communications with you
- help you to understand our processes and requirements
- value **transparency** and will keep you informed about our workflows, time frames and reasons for our decisions
- focus on solutions, suggest practical options and guide you to appropriate pathways where required
- are **forward thinking** and strive to continuously improve the services we provide.

Our information is:

- accurate, relevant and consistent
- easy to access and available in different formats if needed.

Our services:

- are accessible and culturally appropriate
- take your individual needs into consideration
- are available via multiple communication channels to ensure you can engage with us in your preferred way.

Privacy and security:

- we take the collection and management of your information very seriously, including its storage, use, retention and disposal
- we collect only what information is needed to ensure optimum service to you and are ethical in our use of this information.

Confidentiality:

- we have systems in place to ensure that we protect your confidential information and data
- we show respect for your privacy in our dealings with you and the confidentiality of all information discussed.

Feedback:

- we value your feedback as it offers opportunities for us to learn and improve our services
- our complaints management process is fair and equitable
- we undertake consultation openly, so we can plan together.

Our Values

We lead with integrity, deliver on commitments, strive for excellence and look for better ways of doing things by being:



Ethical

We act with honesty and integrity.



Fair

We treat people equitably and act without judgement or bias.



Forward thinking

We foster innovative thinking to plan for the future and actively embrace change.



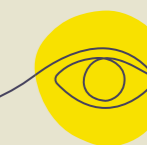
Respectful

We are always courteous and considerate to others, regardless of beliefs, backgrounds or abilities.



Responsive

We adapt to change, act on concerns, and provide information in a timely manner.



Transparent

We are open and accountable in what we do.

Contact us:

Department of Energy, Mines, Industry Regulation and Safety
Mineral House, 100 Plain Street, East Perth
Whadjuk Noongar Country
Western Australia 6004

Telephone: 1300 136 237
National Relay Service: 13 36 77
Email: customerfeedback@demirs.wa.gov.au

Visit our website for further information and contact options for specific service types and needs:
www.demirs.wa.gov.au