

FSANZ Service Charter

Food Standards Australia New Zealand (FSANZ) is an independent bi-national agency with a primary responsibility of setting standards for the sale of food in Australia and New Zealand. These regulations, known as food standards, ensure a safe and nutritious food supply. They appear in the *Australia New Zealand Food Standards Code*.

Our main objective – in partnership with national, state and local governments – is to protect the health and safety of people in Australia and New Zealand through the food supply, within policies set by a ministerial council. We encourage participation from individuals and organisations with an interest in the food regulatory system in our standard setting work.

This FSANZ Service Charter describes the standard of service that stakeholders can expect from us. We are committed to upholding this standard.

Other views and feedback

We attempt to provide as much information as possible on food standards and related matters on our website at www.foodstandards.gov.au or www.foodstandards.govt.nz. You may, however, want information that is not provided or an opportunity to give us your perspective on a particular food issue. Your views and feedback are important to us.

If you are unsure of whom to contact in FSANZ, please use one of the following contact points to reach us:

AUSTRALIA

55 Blackall Street
BARTON ACT 2600
PO Box 7186
CANBERRA BC, ACT 2610
AUSTRALIA

Phone: +61 2 6271 2222
Fax: +61 2 6271 2278
Email: info@foodstandards.gov.au

NEW ZEALAND

Level 6, 108 The Terrace
WELLINGTON
PO Box 10559
The Terrace, WELLINGTON 6036
NEW ZEALAND

Phone: +64 4 473 9942
Fax: +64 4 473 9855
Email: info@foodstandards.govt.nz



Food Standards
Australia New Zealand
Service Charter



Our partners and stakeholders

Successful regulation depends to a large part on stakeholders' trust in the fairness and objectivity of the standard-setting agency. We attempt to earn and maintain this trust by adopting a transparent approach to our dealings with:

- the public, consumer organisations and the media;
- primary producers and the manufacturing sector;
- retail outlets and food services providers;
- Australian, state and territory governments and that of New Zealand;
- public health professionals;
- international agencies and organisations; and
- our partners in the scientific community.

Our service standards

We comply with *APS Values* (Australian Public Service) within our agency and extend these values to all contacts with stakeholders in the food regulatory process. In our dealings with partners and stakeholders, we will:

- be impartial, open and accountable;
- use the best available science and evidence to guide our decision-making;

- be mindful of our governing legislation when making decisions;
- regard all individuals and organisations as legitimate stakeholders in the standard-setting process;
- seek, respect and be responsive to the issues raised by others; and
- act with integrity, empathy, professionalism and mutual respect.

Our service delivery

FSANZ is committed to providing a level of service that meets or exceeds the expectations of stakeholders. We will:

- align our procedures and processes with best international standards of risk analysis and regulatory practice;
- process applications to vary the Food Standards Code efficiently and within statutory timeframes;
- ensure the currency and timeliness of information on our website;
- respond to routine correspondence by letter within ten working days of receipt;
- respond to routine telephone and email enquiries within three days;

- acknowledge complex correspondence or enquiries within three days and provide an expected response date; and
- provide information and advice in plain English.

If we do not meet your expectations...

If, at any time, you are dissatisfied with our performance, please let us know. We take adverse comments seriously and welcome the opportunity to put things right.

We have offices in Canberra and Wellington. You can contact staff in those offices by phone, fax or email or by visiting the offices themselves, by appointment.

We recommend that, in the first instance, you discuss complaints with the staff member that you have been dealing with. If you are not satisfied with the response, ask to talk to the staff member's manager.

Should the matter still not be resolved to your satisfaction, you can contact the Complaints Manager by phone or email at one of the FSANZ offices listed below. You will be directed to the appropriate person, who will assist you in preparing a formal written complaint, which will be rigorously investigated. Complaints will be monitored and reported in the Annual Report.

