



National Measurement Institute Service Charter

Message from the Chief Executive

This Service Charter is a commitment about the services that the National Measurement Institute (NMI) will provide when you deal with us. It tells you what we do, the standards we set for our services and how you can give us feedback. The standards in this Charter are consistent with the Australian Public Service Values and Code of Conduct, which form the basis for evaluating and reporting on our services. We aim to continually improve our customer service to support this the quality of our services is reviewed regularly in consultation with staff and clients, and through customer surveys.

Who are we?

NMI is an Australian Government organisation responsible for national functions in physical, chemical and biological measurement, legal metrology (including regulation of trade measurement), and for providing measurement services to industry, government and research agencies.

As a division of the Department of Industry, Innovation and Science, NMI is directly accountable for performance to our Ministers, the Government and through them to the Australian community.

What we do

Our organisation enables and supports reliable measurement in Australia in many different ways. We maintain Australia's primary physical measurement standards that realise the legal units of measurement, such as the kilogram and the second, together with the peak level infrastructure and services that support their national dissemination.

NMI underpins chemical and biological analysis in Australia by developing reference materials and reference methods to promote [traceability](#) of measurement results. NMI also provides a wide range of chemical and biological analysis services, for example specialist services in ultra-sensitive detection of environmental contaminants such as dioxins.

NMI undertakes a wide range of legal metrology functions, including administering an efficient trade measurement system that is consistent across Australia. The national trade measurement system ensures that the community, business and government can have confidence in all aspects of trade measurement with a minimum burden of compliance. NMI has a specific [Service Charter](#) outlining service standards and delivery for its regulatory activities.

NMI represents Australia on relevant international committees for scientific and legal metrology and works closely with our counterparts overseas to ensure that measurements made in Australia are not only fit-for-purpose and reliable but also recognised internationally. This includes representing Australia in relation to changes to the international system of measurement units (SI). This is important to help lowering technical barriers to trade and to make it easier for Australian businesses to access global markets and supply chains.

NMI is an essential element of Australia's standards and conformance infrastructure, including the regulation of all measuring instruments used for trade across the country.

It is essential that the organisation's capabilities evolve continuously to support Australian innovation through the application of new developments in science and technology, and to satisfy the increasing demand from industry and government agencies for new services and greater accuracy in measurement. In many areas of metrology, such as detection and analysis of illicit drugs, this involves conducting ongoing scientific research at the highest international level. Much of NMI's research is conducted in collaboration with Australian and international universities and other organisations.

NMI normally charges for the services it provides, with the charges set in accordance with the [Australian Government Cost Recovery Guidelines](#) in light of the [National Competition Policy](#) and Competitive Neutrality principles.

Whom we serve

NMI's customers, clients and other stakeholders include:

- Consumers, in particular those who purchase groceries, liquid fuels, and other goods whose price is based on measurement of quantity or quality
- Industry and businesses in many sectors of the economy, including
 - Mining
 - Oil and gas
 - Telecommunications
 - Finance
 - Transport
 - Food and agriculture
 - Manufacturing
 - Energy and water utilities
 - Calibration and testing laboratories
 - Retailers
- Research organisations and educational institutions
- Law enforcement agencies
- Environmental protection agencies
- The Australian Defence Force
- Other Federal, State and Local Government agencies
- Non-government organisations

How to contact us

NMI is open on all normal business days from 9:00am to 5:00pm, except public holidays and the period between Christmas Day and New Year's Day.

General enquiries: +61 2 8467 3600

National Trade Measurement: 1300 686 664

Fax: +61 2 8467 3610

Email: info@measurement.gov.au

Website: <http://www.measurement.gov.au>

Postal address: GPO Box 2013, CANBERRA ACT 2601

Head office street address: 36 Bradfield Road, LINDFIELD WEST NSW 2070

People with a hearing or speech impairment

If you are deaf, or have a hearing or speech impairment, contact NMI through the [National Relay Service](#), then quote the NMI number you wish to call. For more information, visit: www.relayservice.gov.au.

Interpreter assistance

If you need an interpreter to assist you to contact NMI from within Australia, phone the Translating and Interpreting Service (TIS) on 13 14 50 for the cost of a local call. TIS is available during normal NMI business hours.

Products and services

NMI has a broad range of expertise in measurement which is available to government and the private sector through a range of services:

- Certified reference materials
- Chemical proficiency testing
- Consultancy and contract research
- Drugs in sport analysis
- Environmental analysis
- Food analysis
- Forensic drug testing
- Genotype analysis
- Pattern approval
- Pharmaceutical analysis
- Physical metrology calibration and testing
- Time and frequency dissemination service
- Trade measurement laboratory services; and
- Training and assessment in chemical, physical and legal metrology

We continuously strive to improve these services, in particular in response to customer feedback. If you have used one of our services and believe it does not meet our standards, or could be improved, please advise us within 30 days.

General correspondence

We will respond to written queries and requests for current printed information or publications in a timely manner. If your query is more complex we will provide you with an interim response to inform you of our progress. We will provide contact names and phone numbers in all correspondence.

Our customer relationships

NMI is bound by the Australian Public Service Values and the Australian Public Service Code of Conduct set out in the Public Service Act 1999. We respect and value the diversity of our staff and clients according to the Charter of Public Service in a Culturally Diverse Society.

Staff of NMI will:

- be honest, ethical and professional
- be helpful, courteous and considerate
- act with care and diligence
- provide consistent, accurate and impartial advice
- use language that is clear to you
- respect and protect the confidentiality of your information
- act promptly and fairly on all complaints or suggestions
- meet our product and service standards
- explain clearly your rights and responsibilities
- enable you to help us design and improve our products and services through market research and encouraging constructive feedback about our products and services

Your rights and responsibilities

Under this Charter, you have a right to:

- expect us to meet the standards in this Service Charter
- lodge complaints
- seek review and appeal where applicable
- request information under the Freedom of Information Act 1982
- expect us to respect your privacy and the confidentiality of your data under the Privacy Act 1988

We expect you to:

- treat us with courtesy
- be honest and ethical in your dealings with us
- provide us with clear feedback about our products and services within reasonable timeframes
- abide by any legal requirements
- advise us of problems when they arise and of changes in your needs
- comply with licence agreements and conditions

Privacy

If you believe that we have compromised your privacy, you can contact the Department's Privacy Contact Officer. You also have the right to complain to the Federal Privacy Commissioner (see page 7, '**Other important contacts**').

Freedom of information (FOI)

Applications for access to information held by NMI under the FOI Act must be in writing, include the applicant's Australian address and contact details, and be accompanied by the set application fee. Enquiries about FOI should be directed to the Department's FOI Coordinator (see page 7, '**Other important contacts**').

Customer Service Compliments and Complaints

As a customer or stakeholder you have a role in making our service better. Help us improve our service standards by providing us with your feedback. If you have a compliment or a complaint about our staff or services, please contact us through our dedicated email address info@measurement.gov.au

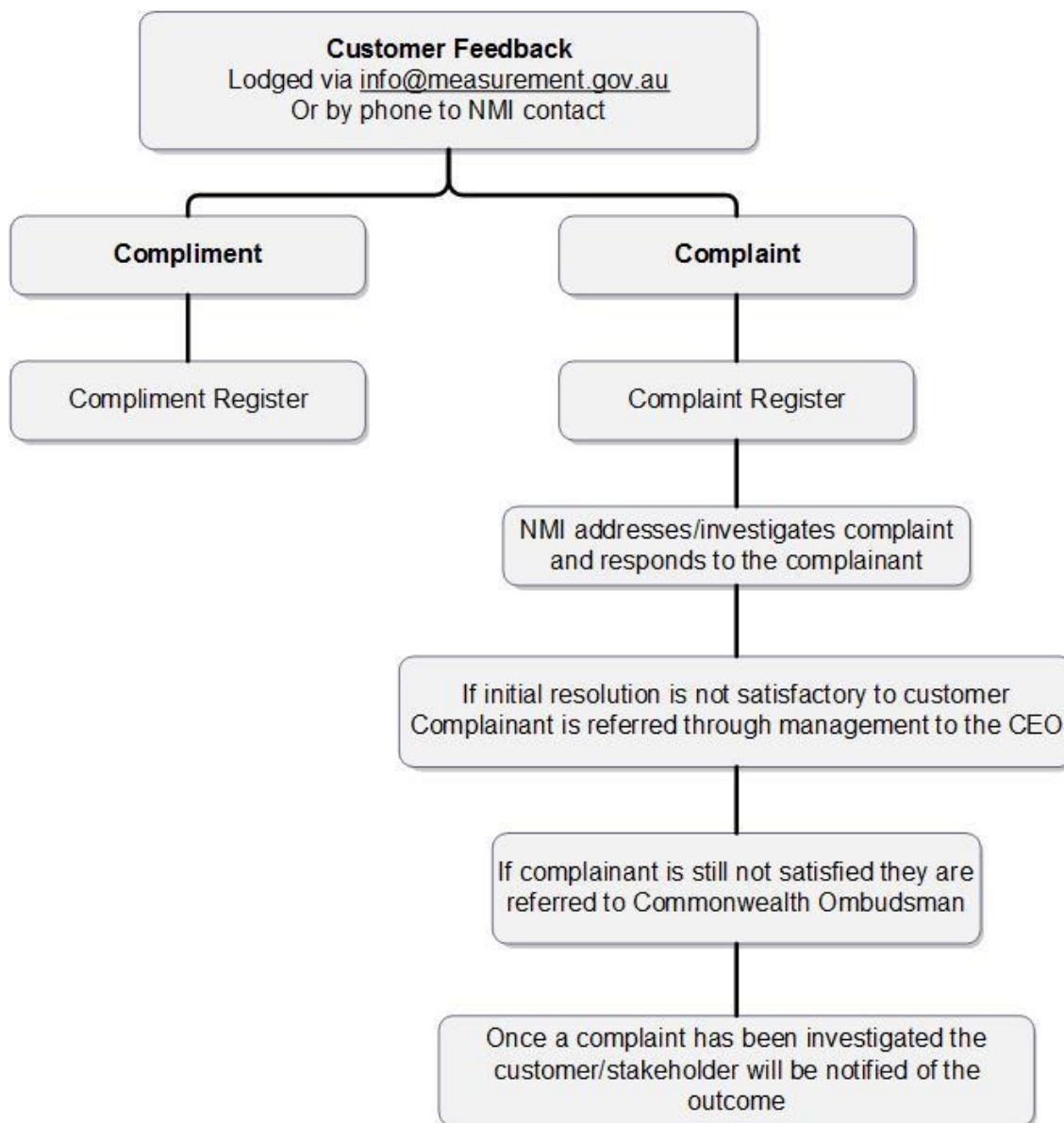
All compliments and complaints will be recorded on a limited-access register. We will investigate and seek resolution of any complaint raised with us in a consultative manner. If you are unsatisfied with how your issue has been dealt with, you may escalate your complaint through to the relevant General Manager.

If you do not believe that your concerns have been adequately addressed, you have the right to pursue your matter through the Commonwealth Ombudsman.

We undertake to regularly measure and review the quality and levels of service provided to customers and stakeholders. If you are not satisfied with our response you can contact NMI's Chief Executive Officer who will aim to respond to your enquiry in a timely manner. If you do not believe that NMI has adequately addressed your concerns you may refer the matter to the Commonwealth Ombudsman (see below in '**Other important contacts**').

A flow chart of the complaints and compliments process is provided in Figure 1.

Figure 1 – NMI Complaints and Compliments Process



We cannot directly respond to:

Complaints about Government policy

If you wish to comment on Government policy you may contact:

- your local Member of Parliament
- the Minister for Industry, Science and Technology

Complaints about other agencies or organisations

If you make a complaint more relevant to another agency or organisation, we will refer the complaint to the other agency, after seeking your agreement. We will also record the correspondence.

Allegations of criminal conduct against NMI officers

Allegations of criminal conduct against an NMI officer whilst undertaking his or her duties should be referred to the Chief Executive Officer, or the police.

Monitoring and reporting

NMI welcomes your comments on how well we meet the standards in this Charter. NMI has specific customer satisfaction targets within its key performance indicators. We collect data on customer satisfaction through surveys and report them to the Department annually as part of its business reporting requirements.

A copy of the Departmental Annual Report may be downloaded from the Department's website: www.industry.gov.au.

Review of our performance

NMI will:

- evaluate our products and services against the standards in this Charter
- informally review the standards in this Charter at least once a year
- formally review the standards in this Charter at regular intervals

Other important contacts

FOI Coordinator

Legal Branch
Department of Industry, Innovation and Science
GPO Box 9839
Canberra ACT 2601
Telephone: +61 2 6102 8104
Email: FOI@industry.gov.au

Commonwealth Ombudsman

GPO Box 442
Canberra ACT 2601
Telephone: 1300 362 072
Website:
<http://www.ombudsman.gov.au>
Commonwealth Ombudsman
[Online Complaint Form](#)

Privacy Contact Officer

Legal Branch
Department of Industry, Innovation and Science
GPO Box 9839
CANBERRA ACT 2601
E-mail: privacy@industry.gov.au

Australian Privacy Commissioner

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Fax: +61 2 9284 9666
Website: <https://www.oaic.gov.au/>
Email: enquiries@oaic.gov.au