



Investment NSW Charter of Service

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About the Premier's Department

The Premier's Department and The Cabinet Office commenced operations on 1 July 2023 as separate but complementary agencies at the centre of government, replacing the Department of Premier and Cabinet. Investment NSW is a division of the Premier's Department.

The Premier's Department leads the state's 430,000 public servants, driving collaboration and the delivery of whole-of-government priorities.

The Premier's Department:

- Leads the NSW public service by fostering a culture of service and collaboration, promoting strong public sector performance and promoting the voice of Aboriginal people and communities across the sector.
- Ensures a whole of government response to urgent issues and crises by coordinating cross-agency responses to support our communities when they need it most.
- Delivers government priorities and election commitments, including complex, multi-agency projects.

Visit www.nsw.gov.au/departments-and-agencies/premiers-department to learn more.

Investment NSW Purpose

Investment NSW drives resilient and sustainable growth by enabling collaborative partnerships between business, government and priority sectors and markets.

We achieve this by targeting opportunities aligned to our key pillars:

- Boosting research and development
- Fostering start-ups and innovations
- Growing priority sectors and precincts
- Attracting global talent and investment
- Exporting to the world.

Visit www.investment.nsw.gov.au to learn more.

Our values

Integrity

- Consider people equally without prejudice or favour.
- Act professionally with honesty, consistency and impartiality.
- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.

Trust

- Appreciate difference and welcome learning from others.
- Build relationships based on mutual respect.
- Uphold the law, institutions of government and democratic principles.
- Communicate intentions clearly and invite teamwork and collaboration.
- Provide apolitical and non-partisan advice.

Service

- Provide services fairly with a focus on customer needs.
- Be flexible, innovative and reliable in delivering services.
- Engage with the not-for-profit and business sectors to develop and implement service solutions.
- Focus on quality while maximising service delivery.

Accountability

- Recruit and promote employees on merit.
- Take responsibility for decisions and actions.
- Provide transparency to enable public scrutiny.
- Observe standards for safety.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

Privacy Policy

The Premier's Department's Privacy statement sets out practices relating to handling of your personal information (including health information).

Visit www.nsw.gov.au/departments-and-agencies/premiers-department/contact-us/privacy to learn more.

NSW Government Customer Commitments

We are committed to putting customers at the heart of our services. The Customer Commitments are our promise to our customers on what they can expect from us.

Visit www.nsw.gov.au/nsw-government/state-of-customer/commitments to learn more.

The Code of Ethics and Conduct for NSW Government Sector Employees

As government sector employees, the work we do makes a difference in the lives of millions of people across NSW. The communities we serve both expect and need us to act ethically, fairly and comply with the law. We must spend public money wisely and maintain trust in our systems and institutions now and into the future.

The Code of Ethics and Conduct for NSW Government Sector Employees (the Code) sets out the minimum expected standards of behaviour that we must meet. The Code provides a framework to guide our decisions and behaviour, no matter our level or our job.

Visit <https://arp.nsw.gov.au/assets/ars/attachments/NSW-PSC-Code-of-Ethics-and-Conduct.pdf> to learn more.

In addition to the *Code of Ethics and Conduct for NSW Government Sector Employees*, Premier's Department staff must also comply with The Cabinet Office and Premier's Department Code of Conduct, which is publicly available at this link: [Code of Conduct](#)

Investment NSW staff are also required to comply with this Code of Conduct.

Your responsibilities

Respectful behaviour

Most customers behave respectfully when engaging with Investment NSW. In a small number of cases, customers may behave in ways that are difficult to manage, despite our efforts to assist. Our teams and customers all deserve to feel safe and to be treated with respect.

Respectful behaviour includes:

- treating us and other customers as you would like us to treat you
- explaining what you need without yelling, threatening or abusing our staff
- listening to our staff so they can help you
- not filming, recording or photographing our staff without their consent.

Unreasonable customer behaviour

Unreasonable customer behaviour is any behaviour by a customer that raises health, safety, resource, or equity issues for our organisation, our staff, or customers. This may be due to the nature, severity, or frequency of the behaviour.

- Abusive, aggressive or threatening behaviour will not be tolerated.
- If you're aggressive, we may ask you to leave our premises or end a phone call with you.
- If you're violent or make a threat of violence, we'll call the police.
- If your behaviour has made our staff feel unsafe, we may issue you with a warning or in some cases impose restrictions on your future interactions with Investment NSW.

Warning letters

Warning letters inform customers that their behaviour is unreasonable and the potential consequences.

Restriction letters

Restriction letters direct individuals not to attend or contact Investment NSW without prior written approval from an authorised Investment NSW Officer.

Removing your restriction

Restrictions remain in force until withdrawn in writing by an authorised Investment NSW Officer.

Share your feedback

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

It is important to know what works well. By telling us when you have received excellent customer service and what we got right, it helps us to recognise the efforts of our people and to ensure we replicate best practice across Investment NSW. Feedback can be submitted at www.investment.nsw.gov.au/contact-us

Complaints about our services

Investment NSW is committed to providing excellent customer service and every attempt is made to deal with complaints on the spot, however, if you would like to submit a complaint, we would like to assure you that we will act in an open and honest manner, and within clear timeframes.

You can submit a complaint or provide feedback through Service NSW by using one of the following methods:

- Via the [online feedback form](#)
- Phone 13 77 88
- In person at any Service NSW Service Centre

- Write to:
Customer Resolution Coordinator
GPO Box 7057
Sydney NSW 2001

Visit www.service.nsw.gov.au/contact-us/customer-complaints to learn more.

PD and TCO also have a joint External Complaints Handling Policy, which is publicly available at this link: <https://www.nsw.gov.au/sites/default/files/noindex/2023-12/External-Complaints-Handling-Policy-2023.pdf>.

This policy applies to all PD and TCO staff receiving or managing external complaints from the public. Any complaints received regarding Investment NSW's services may be handled in accordance with the PD/TCO External Complaints Handling Policy.

Contact us

We're here to connect you with the information and resources you need to live, work and invest in NSW.

Investment NSW has partnered with Service NSW to support enquiries made to Investment NSW.

Submit an enquiry at <https://www.investment.nsw.gov.au/contact-us> or call 02 9000 1365.