



HARBOUR TRUST SERVICE CHARTER

This Charter outlines the standard of service that all our stakeholders can expect from the Sydney Harbour Federation Trust (Harbour Trust). It provides information about our agency, including key contact details and channels for providing feedback.

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WHO WE ARE

The Harbour Trust was established by the Commonwealth Government to plan for the future of former Defence and other special Commonwealth lands around Sydney Harbour. Our foundational legislation, the *Sydney Harbour Federation Trust Act 2001* (the Act), took effect in September 2001 and in 2021 was amended so that we have become a permanent ongoing agency. Today, we manage a network of nine sites around Sydney Harbour; namely, North Head Sanctuary (Manly), Sub Base Platypus (North Sydney), Cockatoo Island, Macquarie Lightstation (Vaucluse), Woolwich Dock and Parklands, the Former Marine Biological Station (Watsons Bay) and the precincts that makeup Headland Park, Mosman (Georges Heights, Middle Head and Chowder Bay).

OUR OBJECTIVES

The Harbour Trust's objectives as set out in section 6 of the Act are to:

- ensure that management of Harbour Trust land contributes to enhancing the amenity of the Sydney Harbour region;
- protect, conserve and interpret the environmental and heritage values of Harbour Trust land;
- maximise public access to Harbour Trust land;
- establish and manage suitable Harbour Trust land as a park on behalf of the Commonwealth as the national government;

- co-operate with other Commonwealth bodies that have a connection with any harbour land in managing that land; and
- co-operate with New South Wales, affected councils and the community in furthering the above objects.

OUR FUNCTIONS

The functions of the Harbour Trust as set out in section 7 of the Act are to:

- hold Harbour Trust land for and on behalf of the Commonwealth;
- undertake community consultation on the management and conservation of Harbour Trust land;
- develop draft plans in respect of Harbour Trust land and any other harbour land in furthering the objects, and performing other functions, of the Harbour Trust;
- rehabilitate, remediate, develop, enhance and manage Harbour Trust land, by itself or in co-operation with other institutions or persons, in accordance with the plans;
- make recommendations to the Minister on:
 - (a) plans; and
 - (b) the proposed transfer of any Harbour Trust land;
- promote appreciation of Harbour Trust land, in particular its environmental and heritage values;
- provide services and funding to other Commonwealth bodies in furthering the objects, and performing other functions, of the Harbour Trust; and
- undertake tasks incidental to or conducive to the performance of its other functions.

OUR VISION

Extraordinary places on Sydney Harbour that excite and inspire.

OUR PURPOSE

We welcome everyone to connect, celebrate and respect the natural, cultural and historical significance of our places as we foster their ongoing renewal and care.

OUR CLIENTS

We are here for all Australians and our clients include anyone who we provide a service to, works with us in delivering results or who has an interest in what we do. They include:

- Ministers
- Commonwealth, State and Local governments and agencies
- Industry and community representative bodies
- Tenants, licence holders and events organisers
- Visitors to our sites, including those who stay overnight
- Partners
- Individuals and communities
- Other interest groups.

OUR COMMITMENTS

We will:

- Treat you with courtesy, dignity and respect
- Aim to provide equitable access to our services and places
- Identify ourselves in all communications
- Provide you with clear, timely and relevant information or help you find it
- Be transparent about our decision-making processes and provide you with information about our decisions in a timely manner
- Deepen our understanding by providing the community with opportunities to comment on significant plans or proposals through consultation
- Enhance visitor and user experiences through streamlining products and services, adopting a customer-centred approach
- Collaborate with our neighbours to facilitate better experiences and partnerships at our places
- Ensure our websites and social media communications are up to date and easy to use, providing information about our places and our work
- Act in accordance with the principles of Ecologically Sustainable Development (ESD) and achieve net zero carbon emissions by 2030
- Review and reflect on our practices to identify any areas of weakness and improve.

HOW YOU CAN HELP US

You can help us meet our standards by:

- Treating our staff with courtesy, dignity and respect
- Treating our places and facilities with due care and respect
- Giving us sufficient and accurate information for us to provide the service you require
- Providing constructive feedback and comments on the service we provide.

PUBLIC FEEDBACK

Public feedback assists us to not only improve our services but also protect, maintain and enhance the amenity of our lands.

To provide feedback (including suggestions, comments and compliments), visit harbourtrust.gov.au and complete the feedback form on our 'Contact Us' webpage. We will endeavour to respond within two business days.

FORMAL COMPLAINTS

The Harbour Trust takes formal complaints seriously. We are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible.

A formal complaint is a clear expression of dissatisfaction by a person or organisation about the Harbour Trust. Formal complaints must be made in writing, either by email or letter, to the Executive Director of the Harbour Trust. A client can make a formal complaint through a representative; however, complaints made over the phone or face-to-face will not be treated as formal complaints. If you don't wish to submit a formal complaint in writing, our staff will attempt to resolve your complaint directly. We will respond to formal complaints within 10 business days.

Please email formal complaints to complaints@harbourtrust.gov.au or mail them to:

Executive Director
Sydney Harbour Federation Trust
PO Box 607
Mosman NSW 2088

For more information, and to download the Formal Complaints process see the Complaints tab on the Contact Us page of the website.

PARKING INFRINGEMENT NOTICES

The rangers and security personnel who patrol lands managed by the Harbour Trust are empowered to enforce vehicle parking rules. This includes the ability to issue visitors with infringement notices for parking offences, requiring the payment of a fine. If you receive a parking fine, you must pay it within 28 days.

You can review your infringement notice on our self-service portal at harbourtrust-ssp-imaas.orikan.tech. You will only need your infringement number and the date of offence (or vehicle registration) to access the basic details including any photos. You may also pay or lodge an appeal (upload evidence and submit a statement to support your appeal) through the self-service portal.

For further information, visit harbourtrust.gov.au/planning-and-permits/infringement-notices/

OR

Email: parking@harbourtrust.gov.au

YOUR PRIVACY

Our two affiliated websites – harbourtrust.gov.au and cockatooisland.gov.au – are required to comply with the Australian Privacy Principles contained in the Privacy Act 1988. To view our privacy policy, visit harbourtrust.gov.au/privacy.

CONTACT US

For all general enquiries, please phone (02) 8969 2100 or email info@harbourtrust.gov.au.

Please address any written communications to:

Head Office: Harbour Trust, Building 28, Best Avenue, Mosman, NSW 2088

OR

Postal Address: Harbour Trust, PO Box 607, Mosman, NSW 2088

Our core business hours are 9am to 5pm, Monday to Friday. For further information, visit harbourtrust.gov.au and head to our 'Contact Us' webpage.

Note: This Service Charter was last updated by the Harbour Trust in December 2024

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