

Regulatory service charter

About NOPSEMA

The National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) is Australia's national regulator of health and safety, well integrity and environmental management for offshore petroleum facilities and activities in Commonwealth waters, and in coastal waters where regulatory functions have been conferred by state or Northern Territory legislation. NOPSEMA's functions are defined by the *Offshore Petroleum and Greenhouse Gas Storage Act 2006* (OPGGs Act) and the associated Regulations.

Our vision

A protected offshore workforce and environment.

Our purpose

To assure the protection of lives and the environment.

Our approach

Influence | Oversee | Enforce

Our values

Professionalism: We will be accountable, consistent, reasonable and act in accordance with the law.

Ethics: We will demonstrate respect and integrity in all we do.

Independence: We will make our decisions impartially on the merits of the circumstances, and without undue influence.

Leadership: We will be proactive, inclusive and decisive in our conduct as a pre-eminent regulator.

Collegiality: We will make and act on informed decisions through open and respectful dialogue.

NOPSEMA approach

Independent and professional

NOPSEMA has developed transparent, coherent policies and processes that:

- are shared with duty holders
- are consistent with the requirements of the law
- are administered by a critical mass of skilled professionals
- focus on ensuring that we and our duty holders comply with legal responsibilities.

Respect for due process

This means:

- timely and competent decisions based on criteria set out in the OPGGS Act and associated Regulations
- no creation of processes outside the regulatory requirements
- no arbitrary requirements and interventions by the authority.

This Charter sets out the standards that NOPSEMA will apply in our interactions with stakeholders including:

- regulated entities under the OPGGS Act, including titleholders and facility operators
- the offshore petroleum workforce, including Health and Safety Representatives (HSRs).



NOPSEMA service standards

NOPSEMA will interact with stakeholders in a manner that emphasises timeliness, professionalism and courtesy. As part of our commitment to the principles of best practice regulatory administration, NOPSEMA will:

- respond to telephone, written and electronic enquiries in a timely manner
- provide information and advice in plain English
- ensure information available on our website is up to date and complies with Australian Government accessibility standards
- comply with statutory timeframes for the notification of decisions on regulatory submissions
- treat stakeholders fairly, impartially and courteously
- maintain appropriate confidentiality
- provide a formal process to receive, consider and act on stakeholder feedback and complaints.

Stakeholder responsibilities in achieving NOPSEMA's service standards

In order to deliver our service standards, we expect that stakeholders will:

- understand and comply with the relevant laws as they apply to them
- provide timely, complete and accurate information
- treat NOPSEMA employees with courtesy and respect
- allow adequate time for NOPSEMA to provide considered responses to enquiries
- be honest and fair in their dealings with NOPSEMA
- fulfil any financial and other obligations owed to NOPSEMA in a timely manner.

What NOPSEMA will not do

Consistent with our commitment to achieving a high level of regulatory performance, NOPSEMA will not:

- act in a way which is contrary to our legal obligations
- provide advice or act on matters outside of our legislated functions
- prepare or provide direct input into stakeholders' regulatory submissions
- provide advice to stakeholders on the selection of; consultants, contractors or services, that they should use
- advise stakeholders on the likely outcome of an assessment prior to formal notification
- release confidential or private information, except where required to by law.

Monitoring and review of the Regulatory Service Charter

NOPSEMA will monitor and report on its performance against this Regulatory Service Charter in its Annual Report, which will be tabled in the Parliament of the Commonwealth of Australia and published at nopsema.gov.au.



Feedback about NOPSEMA

We welcome your feedback on our performance. Your feedback is important to us and assists NOPSEMA to continuously improve the delivery of our standards of service.

If you have compliments or suggestions for improvement we will ensure the relevant staff receive recognition or ideas for consideration.

If you are not satisfied with the standard of service you have received by NOPSEMA, please discuss this with the person you dealt with or their manager in the first instance. If the matter is unresolved please submit a written explanation by either:

- sending an email to feedback@nopsema.gov.au
- sending a letter to the NOPSEMA head office, Perth (see contact details below)

If this matter remains unresolved you may refer it to:

Commonwealth Ombudsman
GPO Box 442
CANBERRA ACT 2601
Phone: 1300 362 072
Email: ombudsman@ombudsman.gov.au
Fax: +61 (0)2 6276 0123
SMS: 0413 COM OMB (0413 266 662)
Website: www.ombudsman.gov.au

Complaints about a duty holder

If you wish to make a complaint about a duty holder's performance or a related occupational health and safety, well integrity or environmental management issue that is not being adequately addressed by a duty holder in NOPSEMA's jurisdiction, you may make a complaint to NOPSEMA in accordance with our guidance on the [Notification and Reporting of Accidents and Dangerous Occurrences](#) by either:

- calling the NOPSEMA Head Office, Perth on +61 (0)8 6461 7090
- sending an email to submissions@nopsema.gov.au

It is important that you clearly state the nature of the complaint and who the complaint is about.

To support this process, NOPSEMA will provide an acknowledgement on receipt of the complaint and a formal response.

Anyone who makes a complaint can request that their identity remains anonymous. NOPSEMA will ensure that steps are taken to safeguard the identity of a complainant and that NOPSEMA complies with its duties arising from the *Privacy Act 1998*.

NOPSEMA's Privacy policy is set out in document N-15000-PL0545 available on the NOPSEMA website.



Contact details

Street and postal address

Perth (Head Office)
Level 8
58 Mounts Bay Road
Perth WA 6000
Or
GPO Box 2568
Perth WA 6001

Telephone and facsimile

Tel: +61 (0)8 6188 8700
Fax: +61 (0)8 6188 8737
Email: communications@nopsema.gov.au
Website: www.nopsema.gov.au
Business hours: 8:30am to 5pm AWST