

# Regulatory Services Charter

Document No: N-06900-PL1895 A711906

Date: 7/10/2020

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## 1. Purpose

This charter sets out the standards that the National Offshore Petroleum Safety and Environmental Management Authority (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).

## 2. About NOPSEMA

NOPSEMA is Australia's independent expert regulator for health and safety, structural integrity including wells and environmental management for all offshore oil and gas and greenhouse gas storage activities in Commonwealth waters, and in coastal waters where regulatory powers and functions have been conferred.

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.

### 3. Our commitment to you

NOPSEMA will interact with stakeholders in a manner that emphasises our values and 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.

### 4. Help us help you

To help us deliver our commitment to you, we expect that you will:

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

### 5. What NOPSEMA will not do

Consistent with our commitment to the principles of best practice regulatory administration, 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 regulatory submissions
- provide advice on the selection of consultants, contractors or services
- advise on the likely outcome of an assessment prior to formal notification
- release confidential or private information, except where required to by law.

## 6. Feedback and complaints about NOPSEMA

To provide NOPSEMA with feedback or to make a complaint relating to an administrative decision made by NOPSEMA, a NOPSEMA employee or any other matter relating to the discharge of NOPSEMA's regulatory functions, please submit your comments in writing by either:

- sending an email to [feedback@nopsema.gov.au](mailto:feedback@nopsema.gov.au)
- sending a letter to the NOPSEMA Head Office in Perth

Feedback and complaints are acknowledged, reviewed and addressed accordingly. NOPSEMA will ensure that steps are taken to safeguard your identity and that NOPSEMA complies with its duties arising from the *Privacy Act 1998*.

NOPSEMA addresses all complaints with respect and confidentiality. 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 or submit your feedback in writing to NOPSEMA. If the matter remains unresolved you may refer it to the Commonwealth Ombudsman at:

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

## 7. Feedback and complaints about a dutyholder

### 7.1. Report an accident, dangers occurrence or incident or make a complaint

To notify or report an accident, dangerous occurrence, reportable environmental incident or incident in relation to a well in a title area or to make a complaint about a dutyholder's performance please call NOPSEMA's dedicated incident notification phone line on **1300 674 472**. Your call will be answered according to the type of notification being made.

Outside of office hours, on weekends and public holidays, you may leave a voicemail with your contact details and, dependent on the incident, your call will be returned within 2 hours (from 0800hrs to 2200hrs AWST). All other calls will be returned as soon as possible on the next working day.

Anyone who raises a safety concern can request their identity remain anonymous. NOPSEMA will ensure steps are taken to safeguard your identity and that NOPSEMA complies with its duties arising from the *Privacy Act 1988*.

For more information see our guidance on the [notification and reporting of accidents and dangerous occurrences](#), [notification and reporting of environmental incidents](#) and [notification, reporting and recording requirements for well-related incidents](#).

## 7.2. Raise a safety concern on your offshore facility

In general, safety concerns should be promptly and constructively raised with your Health and Safety Representative (HSR), your supervisor, or the health and safety committee. If you are unsatisfied with the response you have received you can escalate the matter to NOPSEMA.

Our preference is for you to telephone us – this helps us to properly understand the concern and decide how to proceed. Please call NOPSEMA's dedicated incident notification phone line on **1300 674 472** and use the option to make a complaint. If you are unable to telephone, the next best option is to email [information@nopsema.gov.au](mailto:information@nopsema.gov.au).

Where telephone and email contact is not possible, NOPSEMA has developed an [online form](#) which is currently being implemented on a trial basis.

Anyone who raises a safety concern can request that their identity remains anonymous. NOPSEMA will ensure that steps are taken to safeguard your identity and that NOPSEMA complies with its duties arising from the *Privacy Act 1998*.

## 7.3. Raise an environmental management concern or make an enquiry

To raise an environmental concern with NOPSEMA please email [environment@nopsema.gov.au](mailto:environment@nopsema.gov.au).

Please note that NOPSEMA will not provide specific comment on the contents of any environmental submission (environment plan or offshore project proposal) as it may be seen to bias a fair and impartial assessment. Such enquiries should be directed in the first instance to the dutyholder of the submission. Where an environmental submission is approved, a key matters report is published on the [Industry environment plans](#) website.

## 8. Monitoring and review of this charter

NOPSEMA will monitor and report on its performance against this Regulatory Service Charter in its corporate annual report, which will be tabled in the Parliament of the Commonwealth of Australia and published at [nopsema.gov.au](http://nopsema.gov.au).

## 9. Contact details

### Street and postal address

Perth (Head Office)  
Level 8, 58 Mounts Bay Road PERTH WA 6000  
GPO Box 2568 PERTH WA 6001  
Business hours: 8:30am to 5pm AWST

### Telephone and facsimile

Tel: +61 (0)8 6188 8700  
Fax: +61 (0)8 6188 8737  
Email: [communications@nopsema.gov.au](mailto:communications@nopsema.gov.au)  
Website: [www.nopsema.gov.au](http://www.nopsema.gov.au)