



Australian Government
Bureau of Meteorology



Customer Service Charter



The Bureau is there when it matters most.

Since 1908 the Bureau of Meteorology has proudly provided an extraordinary array of products and services that have contributed to Australia's economic prosperity, public safety and community wellbeing. We are committed to providing trusted, reliable and responsive weather, water, climate, ocean and space weather services.

Our customers – Australian communities, governments and industries – are at the heart of everything we do. This service charter is a statement of what we do, and the standards of service that you, our customer, can expect from us.

We believe in the value of being there when it's most important to you. And we understand this underpins your trust in us.

Who we are

Our vision is to be an organisation of global standing, that is highly valued by the community for our pivotal role in enabling a safe, prosperous, secure and healthy Australia.

Our mission is to provide trusted, reliable and responsive weather, water, climate, ocean and space weather services for Australia – all day, every day.

What we do

Across the domains of weather, water, climate, oceans and space weather we:

- monitor and report on current conditions
- provide forecasts, warnings and long-term outlooks
- analyse historical data and explain trends
- foster greater public understanding and use of the information we provide
- continue to extend our understanding of, and ability to forecast, Australian conditions.

Our values and behaviours

In delivering products and services to our customers, we uphold the Australian Public Service Values of impartiality, commitment to service, accountability, respectfulness, ethical conduct, and stewardship.

Just as this customer service charter defines the standards you can expect when engaging with us, our behaviours when working with each other are guided by our Bureau values.



Safety

We are committed to ensuring the health and wellbeing of our people and strive for zero harm.

Integrity

Our integrity is founded on trust, honesty and reliability.

Customer focus

We listen to our customers, understand their needs and are invested in their success. We strive to provide them with an outstanding experience. We are a pleasure to work with and can be relied upon to deliver.

Passion and tenacity

We are proud of our heritage, who we are, what we do and where we are headed. We deliver in times of crisis. Our deep commitment to our nation's wellbeing drives our success.

Responsibility

We understand and accept our responsibilities. We learn from success and failure. We hold each other to account for our actions and results.

Humility

We are humble in our dealings with each other and our customers. We help each other and operate as one enterprise.

What you can expect from us

Accurate and timely services

We are committed to providing you with the best possible information about Australia's weather, climate, water, oceans and space weather. We aim to provide timely information to allow you to plan your activities and to respond effectively to impending critical events.

Clear and accessible information

We will present our information in plain language. We aim to meet the Australian Government standard for web accessibility including the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

Continuous service improvements

We will strive to anticipate and meet increasing customer expectations by incorporating relevant advances in science and technology and by appropriately upgrading our products and delivery channels.

Transparency and disclosure

We will identify any limitations in our products and services and provide information regarding the source, reliability, completeness and currency of any data and advice supplied. We will notify you of service changes and interruptions at the earliest opportunity.

Responsiveness and respect

We value your feedback, and we will work with you to understand how to improve our products and services. We will endeavour to deal with your enquiries quickly and effectively. We will treat you with respect and courtesy, and maintain confidentiality as appropriate.

How you can help us

You can help us to meet our standards by:

- giving us sufficient and accurate information for us to understand the products and services you require
- providing feedback and comments on the products and services we provide
- understanding that at crucial times such as during severe weather or other natural hazard events, our staff, services and systems may be under great pressure
- treating our staff courteously.

Feedback about our services

If you have any feedback or suggestions for improvement, including about this Charter, please complete the feedback form on our website <http://www.bom.gov.au/other/feedback> or provide feedback via the BOM Weather app.

Contacts and information

General enquiries

Tel: 1300 754 389

Bureau of Meteorology
GPO Box 1289, Melbourne VIC 3001

For the latest forecasts and warnings please visit our website www.bom.gov.au or download the BOM Weather app.

Connect with us: www.bom.gov.au

