



An Australian Government Initiative



## Client Service Charter

### Who we are and what we do

Enterprise Connect is a key part of the Australian Government's support for small and medium enterprises to help them become more innovative, efficient and competitive. Enterprise Connect has two components: Manufacturing Centres and Innovation Centres. Together, they provide a national network of services and support for eligible SMEs to access expert practical advice and support tailored to their individual firms.

Enterprise Connect services are delivered by expert Business Advisers and staff located in Canberra and in the Manufacturing and Innovation Centres across Australia.

### Our Values

The conduct of all Commonwealth public servants is governed by the Australian Public Service Values and Code of Conduct. These values are reflected in the department's strategic plan, available from [www.innovation.gov.au](http://www.innovation.gov.au).

Enterprise Connect Business Advisers must adhere to a code of ethics covering public interest, honesty and integrity, objectivity, competence, confidentiality, image, gifts and benefits, and development.

### Service targets

Enterprise Connect is committed to delivering quality service and our clients can expect us to:

- be friendly and professional;
- answer calls to the Enterprise Connect hotline within 10 seconds;
- return telephone messages within one working day;
- respond to queries we are unable to resolve immediately within three working days; and
- respond to correspondence, or if the issue is more complex then inform you, within 10 working days.

With our key services, clients can expect the following:

- Business review – to receive a decision on your acceptance to undertake a business review within two working days of a complete application being submitted. We will aim to provide you with a decision within 24 hours; and
- Tailored advisory service – receive a decision on the success of your application, within two weeks of submission of a complete application.

### How you can give us feedback

If you have a concern that you wish to raise, the Enterprise Connect hotline is your first point of contact. The hotline will direct your concern to the appropriate Manufacturing or Innovation Centre Manager, who will follow up to ensure your concern is addressed.

Contact the Enterprise Connect hotline on 131 791 or by email at [enterpriseconnect@innovation.gov.au](mailto:enterpriseconnect@innovation.gov.au).

If you are not satisfied with the initial response to your concern, you can contact:

The General Manager  
Enterprise Connect  
Department of Innovation, Industry, Science and Research  
GPO Box 9839  
CANBERRA ACT 2601

P: 02 6213 7180  
F: 02 6213 7615

## How you can access our services

### Online

[www.enterpriseconnect.gov.au](http://www.enterpriseconnect.gov.au) provides immediate access to a number of services, including guidelines, application forms, a Business Adviser search and media releases. These services are regularly updated and used by Enterprise Connect staff.

### By email

Enterprise Connect can be contacted by email at [enterpriseconnect@innovation.gov.au](mailto:enterpriseconnect@innovation.gov.au). To contact your nearest Manufacturing Centre or Innovation Centres you can use the following email addresses.

NSW Manufacturing Centre	<a href="mailto:nswmanufacturingcentre@innovation.gov.au">nswmanufacturingcentre@innovation.gov.au</a>
QLD Manufacturing Centre	<a href="mailto:qldmanufacturingcentre@innovation.gov.au">qldmanufacturingcentre@innovation.gov.au</a>
VIC Manufacturing Centre	<a href="mailto:vicmanufacturingcentre@innovation.gov.au">vicmanufacturingcentre@innovation.gov.au</a>
WA Manufacturing Centre	<a href="mailto:wamanufacturingcentre@innovation.gov.au">wamanufacturingcentre@innovation.gov.au</a>
SA Manufacturing Centre	<a href="mailto:samanufacturingcentre@innovation.gov.au">samanufacturingcentre@innovation.gov.au</a>
TAS Manufacturing Centre	<a href="mailto:tasmanufacturingcentre@innovation.gov.au">tasmanufacturingcentre@innovation.gov.au</a>
Innovation Regions Centre (Geelong)	<a href="mailto:innovativeregionscentre@innovation.gov.au">innovativeregionscentre@innovation.gov.au</a>
Mining Technology Centre (Mackay)	<a href="mailto:miningtechnologycentre@innovation.gov.au">miningtechnologycentre@innovation.gov.au</a>
Remote Enterprise Centre (Alice Springs)	<a href="mailto:remoteenterprisecentre@innovation.gov.au">remoteenterprisecentre@innovation.gov.au</a>
Clean Energy Centre (TBA)	<a href="mailto:cleanenergycentre@innovation.gov.au">cleanenergycentre@innovation.gov.au</a>
Creative Industries Centre (TBA)	<a href="mailto:creativeindustriescentre@innovation.gov.au">creativeindustriescentre@innovation.gov.au</a>

### By phone

The Enterprise Connect hotline can be contacted on 131 791 for the cost of a local call (additional charges may apply to calls from mobile phones). The hotline is staffed from 9am to 5pm Australian Eastern Standard Time or Australian Eastern Daylight Saving Time, Monday to Friday, public holidays excluded.

The hotline can provide you with basic information on Enterprise Connect services and refer to you to the Manufacturing Centre nearest you or to the relevant Innovation Centre.

### In person

Enterprise Connect network will consist of Manufacturing Centres in New South Wales, Queensland, Victoria, South Australia, Tasmania and Western Australia (which also services the Northern Territory). Innovation Centres will be located in Geelong (Innovative Regions), Mackay (Mining Technology), Alice Springs (Remote Enterprises). The locations of the Clean Energy and Creative Industries innovation centres are yet to be announced. For contact details on these offices please go to [www.enterpriseconnect.gov.au](http://www.enterpriseconnect.gov.au) or call the hotline on 131 791.

### By mail

Send your written inquiry to:

Enterprise Connect  
PO Box 9839  
CANBERRA ACT 2601

## **Confidentiality**

As an Enterprise Connect client, your privacy is respected and confidential information is protected.

The *Privacy Act 1988*, other Commonwealth legislation and common law require us to protect any personal and confidential information you provide to us.

Within our guidelines and other documentation, we endeavour to outline how we will deal with your confidential information. Apart from possible disclosures that are explained in our guidelines and other documentation, we will not disclose your information to any person or organisation unless we have your consent, or are required or permitted to do so by law.

*How may you be able to access the information that we hold about you.*

Subject to the provisions of the *Freedom of Information Act 1982*, you may be able to access documents that we hold concerning you. If a request is made under the Freedom of Information Act, a fee may be charged.