

Invest Canberra Service Charter

The Invest Canberra Service Charter sets out the level of service that Invest Canberra will endeavour to provide.

Our service values

Invest Canberra will endeavour to:

1. Provide information and insight based on our experience and networks in the Australian Capital Territory (ACT), Australia and around the world.
2. Be professional when assisting your organisation.
3. Be flexible and responsive to meet your particular business needs.

Our service offering

1. Identify business opportunities and develop a business case for investing in the Territory.
2. Provide research and specialist knowledge of the Territory and its local market conditions and growth opportunities.
3. Endeavour to establish networking connections with investment and trading partners and government contacts.
4. Provide onward referrals to relevant service providers to assist your business.
5. Identify pathways to government funding opportunities specific to the Territory.
6. Provide information on local regulations, taxation requirements, legislative and legal arrangements and statutory licensing.
7. Assist in the investment process and facilitate government process and approvals.
8. Offer continued support after the initial set-up.

Our service standards

1. We will clearly explain our service offerings as they apply to your business needs.
2. We will clearly explain the opportunities and sources of assistance and funding that may be available to you within the ACT Government and from other organisations.
3. If you contact us, we will respond within two

working days of receiving your enquiry. If your enquiry is complex and we cannot respond immediately, we will inform you of our progress and work towards an agreed set of goals and deadlines.

4. We will maintain the confidentiality of your information in accordance with the ACT Government and the Australian Government's legal and regulatory requirements, as well as government policies regarding the disclosure of information. To assist you with your business needs, Invest Canberra may provide your information to other ACT Government directorates and Australian state and territory governments.
5. If Invest Canberra is unable to assist with your request, we will endeavour to refer you to appropriate service providers that may be better able to address your enquiry.
6. In line with Australia's anti-bribery laws, we will not provide business-related services to any party that we are aware has breached laws prohibiting bribery and related behaviour. We will also report credible evidence of any breach to the relevant authorities.

Measuring our performance

From time to time, Invest Canberra may seek your feedback directly or through a satisfaction survey. Your feedback helps us to improve our service delivery in Australia and overseas, and to identify issues that are important to you.

We welcome your feedback at all times. Simply call us, write to us or send us an email. If you have a problem you need resolved, please raise it directly with an Invest Canberra staff member or write to the **Invest Canberra Services Manager**.

If at any stage you are dissatisfied with how we are handling or have handled a complaint, you may contact the **ACT Ombudsman**.

Invest Canberra is the Australian Capital Territory Government's official investment promotion agency. Invest Canberra coordinates investor facilitation across Government to provide a case-managed service for major investors.