



Gold Coast Waterways Authority Customer Service Standards

We work to:

Improve access to the Gold Coast waterways:

- Maintain the Gold Coast Seaway, waterways access facilities and navigation aids to improve access and safety
- Provide advice about private pontoons, jetties and boat ramps
- Support education about the use of the waterways
- Investigate and respond to abandoned vessels and other property
- Manage aquatic events and activities at Doug Jennings Park for commercial or private events
- Promote the waterways with business, government and tourism organisations
- Maintain existing channels and complete the channel network with new dredging projects

Improve management of Gold Coast waterways:

- Maintain destinations on the waterways
- Provide additional public waterways access facilities
- Manage buoy moorings
- Operate and improve efficiency of the Sand Bypass System
- Respond to pollution reports, supporting the protection of the environment in and beside the waterways
- Monitor compliance with anchoring and mooring restrictions and prohibitions
- Create and maintain dredge spoil handling solutions for dredging programs
- Review speed limits, wash and behaviour management arrangements
- Undertake and support research about the waterways
- Manage the use of waterways to balance safety and access for users

Who else can help you:

Gold Coast Waterways Authority (GCWA) works in partnership with a number of government bodies to manage and improve the waterways. Below is a list of contacts that are responsible for the queries we often receive.

- **Maritime Safety Queensland (MSQ)**
www.msg.qld.gov.au
Provides information about marine and boat safety, issues commercial boat licences and registrations, boating publications, navigational charts and investigates Marine Incidents. MSQ also issues and enforces Marine Infringement Notices.
- **Queensland Boating and Fisheries Patrol (QB&FP)** - Department of Agriculture and Fisheries
www.daf.qld.gov.au/fisheries
Provides information about and enforcement of Queensland boating and fisheries rules and regulations.
- **Gold Coast Water Police**
Ph: 07 5509 5700
Issues and enforces Marine Infringement Notices, addresses speeding concerns and investigates abandoned/stolen vessels.
- **Department of Transport and Main Roads**
www.tmr.qld.gov.au
Issues recreational boat licences and registrations.
- **Seaway Jetty & Kiosk**
Ph: 07 5591 6970
Daily operation of the Seaway Kiosk including admission to the Sand Bypass Jetty.

WHAT YOU CAN EXPECT FROM GCWA:

We will make it easy for you to do business with us by:

- ⇒ Identifying ourselves when you contact us.
- ⇒ Continuing to develop a range of service options to suit your needs — including counter, phone and internet services.
- ⇒ Using plain language and simple procedures — we will endeavour to make sure documents are easy to understand and that all relevant information is clear.

We will do our best for you:

- ⇒ The first person you contact will either answer your question or find someone who can deal with your enquiry.
- ⇒ Our staff will have the required knowledge or know where to obtain it.
- ⇒ We will take the time to listen to you so that we can provide solutions, not just answers.
- ⇒ Assist you in a respectful and helpful manner, as quickly as possible.

We will communicate openly with you:

- ⇒ We will consult with you in appropriate circumstances.
- ⇒ We will take into account the possible effects of our decisions.
- ⇒ We will explain our decisions. The reasoning and authority relied upon will be made clear.
- ⇒ If we make a mistake, we will tell you, address it and take steps to prevent it happening again.

We will provide information that is accurate and complete:

- ⇒ When you deal with us, all important information that we are aware of will be clearly conveyed.
- ⇒ If you need a decision in writing, we will provide it. We may ask you to put your request in writing.

We will make decisions that are consistent:

- ⇒ We will administer regulations fairly and impartially.
- ⇒ Where there is no applicable legislation, guidelines or directives, we will make a decision in a way that promotes consistency.

Gold Coast Waterways Authority is committed to providing quality customer service in a courteous and professional manner.

Inappropriate, aggressive or violent behavior toward our employees is not acceptable and may be referred to the police.

MEASURING OUR PERFORMANCE:

We strive to achieve service standards that apply across GCWA:

- ⇒ If you phone us, you will be transferred no more than once in 95 per cent of cases.
- ⇒ If we take a phone message, we will get back to you within the next half day or at an agreed time.
- ⇒ If you write to us, we will reply within 15 working days of receiving your letter or email. If we cannot answer within that time, we will send you an acknowledgement within five working days and let you know when you can expect a reply.

GCWA encourage feedback through social media, community engagement and stakeholder consultation. This feedback helps us to see how well we are doing, and shows us where we need to improve. We will report on our performance in our Annual Report and Service Delivery Statements.

FEEDBACK:

We welcome your comments, compliments and complaints. You can contact us via:

Email: mail@gcwa.qld.gov.au

Phone: 5539 7350

Mail: PO Box 107, Southport QLD 4215

Web: www.gcwa.qld.gov.au

Facebook: www.facebook.com/GoldCoastWaterwaysAuthority

