

# OUR SERVICE CHARTER

Department of State Development,  
Manufacturing, Infrastructure  
and Planning

Our vision is for a thriving and inclusive Queensland, where the economy, industry and communities prosper. We work hard to improve productivity and quality of life in Queensland by leading economic strategy, industry development, infrastructure and planning, for the benefit of all. As public servants we are committed to doing this with the highest ethical, professional and service standards.

**This charter sets out what you can expect of us.**

## We value enduring relationships

- › We value you and respect your effort, expertise and perspective.
- › We seek to understand your objectives, needs and timeframes and consider how government policy and decisions affect you.
- › We are focused on outcomes and work with you to achieve shared benefits, goals and opportunities.
- › We deliver on our commitments.

## We provide service excellence

- › We respond to you quickly and keep you informed.
- › We collaborate internally and across government to provide a coordinated and high-quality experience.
- › We are straightforward in our communication so that you understand what to expect from us and what we need from you.
- › We are honest, fair and respectful in our engagement and ask that you extend the same courtesy to us.

## We act with integrity

- › We uphold the principles, and their corresponding values and standards in the *Code of Conduct for the Queensland Public Service*: integrity and impartiality, promoting the public good, commitment to the system of government, and accountability and transparency.
- › We manage your information with care and consistent with relevant privacy and confidentiality laws and frameworks.

## We strive to improve

- › We are committed to improving our services and welcome your feedback to help us to do so.
- › We will respond to you quickly and transparently.
- › We welcome your feedback:  
Director of Ethics  
Department of State Development,  
Manufacturing, Infrastructure and Planning  
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[feedback@dsdmip.qld.gov.au](mailto:feedback@dsdmip.qld.gov.au)

Find out how we're invested in Queensland at  
[dsdmip.qld.gov.au](http://dsdmip.qld.gov.au)



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