

Regulatory Services Charter

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1. Purpose

This charter sets out the standards that the National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) will apply in our interactions with stakeholders including:

- regulated entities under the OPGGS Act, including titleholders and facility operators
- the offshore petroleum workforce, including Health and Safety Representatives (HSRs).

2. About NOPSEMA

NOPSEMA is Australia's independent expert regulator for health and safety, structural (well) integrity including wells and environmental management for all offshore oil and gas and greenhouse gas storage activities in Commonwealth waters, and in coastal waters where regulatory powers and functions have been conferred. NOPSEMA's powers and functions are established under the *Offshore Petroleum and Greenhouse Gas Storage Act 2006* (OPGGS Act) and the associated regulations.

Our vision

A protected offshore workforce and environment.

Our purpose

To assure the protection of lives and the environment

Our approach

Influence | Oversee | Enforce

Our values

Professionalism: We will be accountable, consistent, reasonable and act in accordance with the law.

Ethics: We will demonstrate respect and integrity in all we do.

Independence: We will make our decisions impartially on the merits of the circumstances, and without undue influence.

Leadership: We will be proactive, inclusive, and decisive in our conduct as a pre-eminent regulator.

Collegiality: We will make and act on informed decisions through open and respectful dialogue.

3. Our commitment to you

NOPSEMA will interact with stakeholders in a manner that emphasises our values and the principles of best practice regulatory administration.

NOPSEMA will:

- respond to telephone, written and electronic enquiries in a timely manner
- provide information and advice in plain English
- ensure information available on our website is up to date and complies with Australian Government accessibility standards
- comply with statutory timeframes for the notification of decisions on regulatory submissions
- treat stakeholders fairly, impartially, and courteously
- maintain appropriate confidentiality
- provide a formal process to receive, consider and act on stakeholder feedback and complaints.

4. Help us help you

To help us deliver our commitment to you, we expect that you will:

- understand and comply with the relevant laws as they apply
- provide timely, complete, and accurate information
- treat NOPSEMA employees with courtesy and respect
- allow adequate time for NOPSEMA to provide a considered response to your enquiry
- be honest and fair in your dealings with NOPSEMA
- fulfil any financial or other obligations owed to NOPSEMA in a timely manner.

5. What NOPSEMA will not do

Consistent with our commitment to the principles of best practice regulatory administration, NOPSEMA will not:

- act in a way which is contrary to our legal obligations
- provide advice or act on matters outside of our legislated functions
- prepare or provide direct input into regulatory submissions
- provide advice on the selection of consultants, contractors or services
- advise on the likely outcome of an assessment prior to formal notification
- release confidential or private information, except where required to by law.

6. Report an accident, dangerous occurrence, or incident

To notify or report an accident, dangerous occurrence, reportable environmental incident, or incident in relation to a well in a title area please call NOPSEMA's dedicated incident notification phone line on **1300 674 472**. Reports of a fatality, serious injury, major hydrocarbon releases, fire, explosion, or emergency abandonment of facility will be answered, or your call returned as soon as possible. All other reports will be answered, or your call returned within two hours during office hours (0800 – 2200 WST) and as soon as possible the next business day outside of office hours, on weekends, and public holidays. For more information see the [report an incident page](#).

7. Feedback and complaints

7.1. Before you provide us with your feedback or complaint

Before you provide us with your feedback or make a complaint it is important for you to know that there are some matters that we can and can't consider.

We can consider

- any matter relating the discharge of NOPSEMA's regulatory functions
- administrative decisions made by NOPSEMA
- the conduct of a NOPSEMA employee
- performance of a duty holder at or near an offshore facility in relation to health, safety, well integrity, and environmental management.

We can't consider:

- statements of fundamental objection to oil and gas activity
- matters of industrial relations, such as pay and other workplace entitlements
- comments that contain personal threats or profanities
- SPAM mail and petitions.

7.2. Submit feedback or make a complaint

We value your feedback. You can submit a complaint, raise a concern, provide information, give a compliment, or make a suggestion to help us improve.

Our preference is for you to submit your feedback or complaint using our [Feedback and complaints online form](#).

You may also submit your feedback or make a complaint by emailing feedback@nopsema.gov.au or writing a letter to NOPSEMA at GPO Box 2568 PERTH WA 6001. Please keep in mind, if you provide feedback or complaints to us by post, it may take us longer to respond.

Please be clear, factual, and tell us the outcome you would like. Providing your name and contact details will allow us to get in touch with you and help resolve the issue. If you provide feedback anonymously, we may not be able to adequately deal with your issue.

7.3. What happens when you make a complaint

NOPSEMA takes complaints seriously and has a formal process for handling complaints as quickly as possible. When we receive your complaint, we will acknowledge we've received your submission within 3 business days, keep you informed of progress, and respond to you within 2 weeks, where possible¹.

7.4. Raise a safety concern

If you are a worker in the offshore industry, safety concerns should be promptly and constructively raised with your Health and Safety Representative (HSR), your supervisor, or the health and safety committee. However, if you are not satisfied with the response, you can escalate the matter to NOPSEMA through our [Feedback and complaints online form](#).

Please note that NOPSEMA's jurisdiction includes the health and safety of people while they are physically located at or near an offshore facility. Concerns relating to industrial relations matters, such as pay and other workplace entitlements, should be referred to the relevant industrial relations body. Matters relating to onshore health and safety arrangements should be referred to the relevant state safety regulator.

7.5. Raise an environmental management concern

If you have a concern about environmental management for an offshore activity, you should contact the duty holder directly. Key matters reports and duty holder contact details at [Industry environment plans webpage](#).

If you have a concern about a proposed exploratory drilling, seismic activity, or offshore project, you may submit your concerns to NOPSEMA during public comment periods. All submissions open to public comment are published on [NOPSEMA's Consultation Hub](#).

If you are not satisfied with the response you have received from the duty holder or you would like to raise a concern outside of the public comment period, you can use our [Feedback and complaints online form](#).

If you are unable to use the online form, please email feedback@nopsema.gov.au.

Please note that NOPSEMA will not provide specific comment on the contents of any environmental submission (environment plan or offshore project proposal) during an assessment as it may be seen to bias a fair and impartial assessment.

8. If you are not satisfied with our standard of service

If you are not satisfied with the standard of service, you have received from NOPSEMA, please discuss this with the person you dealt with or their manager in the first instance.

If you are still not satisfied, then you may refer the matter to the Commonwealth Ombudsman at:

GPO Box 442 CANBERRA ACT 2601 | Phone: 1300 362 072 | Email: ombudsman@ombudsman.gov.au
Fax: +61 (0)2 6276 0123 | SMS: 0413 COM OMB (0413 266 662) | Website: www.ombudsman.gov.au

¹ if your issue is complex or sensitive, we may need to extend the time to respond

9. Privacy

We handle your personal information in accordance with our [Privacy policy](#), the *Privacy Act 1988* and its Australian Privacy Principles.

If you choose not to disclose your name or decline to provide any contact information to NOPSEMA, please be aware that this may restrict our ability to act in response to your feedback or complaint.

10. Monitoring and review of this charter

NOPSEMA will monitor and report on its performance against this Regulatory Service Charter in its corporate annual report, which will be tabled in the Parliament of the Commonwealth of Australia and published at nopsema.gov.au.

11. Contact details

Street and postal address

Perth (Head Office)
Level 8, 58 Mounts Bay Road PERTH WA 6000
GPO Box 2568 PERTH WA 6001
Business hours: 8:30am to 5pm AWST

Telephone and facsimile

Tel: +61 (0)8 6188 8700
Fax: +61 (0)8 6188 8737
Email: communications@nopsema.gov.au
Website: www.nopsema.gov.au