

Customer Service Charter

Our commitment to you

The Department of Logistics and Infrastructure is committed to delivering a consistently professional, responsive and reliable service to our customers.

ENGAGE & COLLABORATE



We will actively **listen to understand your needs** and get to know your business better.

EFFICIENT & ACCESSIBLE



We will make it **easy for you to connect** and access our services through streamlined systems and clear processes.

RESPONSIVE



We will respect your time and **provide a transparent and agile service** to keep you informed.

QUALITY SERVICE



We are committed to delivering a **professional and respectful** service.

SAFETY FIRST



We will make **your safety our priority.**

Submit your feedback: dli.nt.gov.au/feedback

DEPARTMENT OF LOGISTICS AND INFRASTRUCTURE | dli.nt.gov.au/about-us