

Standards Australia Service Charter



Standards Australia is committed to providing our stakeholders with the highest standard of professional service. We welcome enquiries regarding our processes, publications and related services and treat feedback about our performance as an opportunity to learn more about our customers' needs and to improve our service.

CONTACTING US

Queries regarding Australian Standards

In order to ensure general queries regarding Australian Standards are addressed promptly, Standards Australia has established a Standards Information Service. The SIS team, which are available Monday to Friday from 9:00am to 5:00pm (AEST/AEDT) can be contacted by telephone or email.

Freecall within Australia: 1800 035 822
From Overseas: + 61 2 9237 6171
Email: mail@standards.org.au

If you have feedback regarding an Australian Standard or lower consensus document which may result in us needing to revise the publication or issue a Ruling or an Amendment we prefer that you contact us by [email](#) or submit a query through our [contact portal](#). This ensures that we clearly understand what your enquiry is regarding.

If your query is of a general nature we ask that you refer to our FAQs which list many of the questions we receive. If you have read the Frequently Asked Questions and need further advice or are unsure who to contact if it is not within the scope of Standards Australia, please contact SIS who will be happy to try to redirect you to the most appropriate organisation.

All enquiries received by SIS are acknowledged within 2 business days and enquirers are kept informed on a regular basis regarding the progress of their enquiry including if referral to a Standards Development Committee is required.

Complaints Management

When preparing Australian Standards, Standards Australia undertakes all reasonable steps to ensure the process is carried out in an expeditious manner, without compromising any agreed objectives or scientific rigour.

If issues are identified they are escalated in a timely manner to ensure rapid resolution. We seek to resolve complaints at initial point of contact or within 2 business days. Where your complaint requires further investigation, we will keep you

informed of the progress of your complaint and of the Standards Australia internal escalation process.

Standards Australia maintains a robust, transparent and independent appeals and complaints mechanism for the handling of all complaints and appeals relating to any aspect of its Standards development process.

To submit feedback online or to view Standards Australia's Complaints Policy visit our [Feedback page](#).

National Sector Managers

Standards Australia's [National Sector Managers](#) are available to discuss standardisation needs relevant to your sector or to assist with the preparation of a new project proposal.

Media Enquiries

All media enquiries can be directed to Nicholas Davy, Head of Public Affairs, +61 405 506 457.

Human Resource Enquiries

For enquiries in relation to positions vacant at Standards Australia email your enquiries or application to mail@standards.org.au. Please clearly state the position you are applying for/enquiring about or related reference number if applicable.

Corporate Reception

To contact a specific member of staff, for deliveries and other office related enquiries please contact our corporate reception, +61 2 9237 6000.

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