# The Australian GEMS Regulator

# GEMS Regulator Service Charter 2020 – 2022

## About the GEMS Regulator

The Greenhouse and Energy Minimum Standards (GEMS) Regulator, located in the Department of Industry, Science, Energy, and Resources, administers a range of voluntary programs and regulatory measures empowering consumers to make informed energy use choices to reduce their household and business energy costs. This includes[**the *Greenhouse and Energy Minimum Standards (GEMS) Act 2012***](https://www.legislation.gov.au/Details/C2012A00132) - a national legislative framework to set energy efficiency and labelling requirements for appliances and equipment supplied or used within Australia.

This service charter builds on the Department’s overarching [Service Charter](https://www.industry.gov.au/data-and-publications/customer-service-charter) and states the standard of service stakeholders can expect from the GEMS Regulator.

## Our service commitments

Appliance and equipment products regulated under the GEMS Act have specific requirements for registration including Minimum Energy Performance Standards (MEPS) and, in many cases, mandatory Energy Rating Labels.  We aim to:

* process applications for registrations within 14 days from receipt
* notify applicants in writing if an application remains under consideration after 42 days.

If you contact the GEMS Regulator at energyrating@industry.gov.au we aim to:

* provide an initial response to your registration enquiry within three days and a final response, if the initial response does not resolve your enquiry, within seven days
* provide you with the most accurate, up to date information available
* answer your questions as clearly as possible and in a respectful way
* contact you by telephone if your query is complex and unable to be resolved through email.

## Our Principles

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| CommunicationRegulator staff are committed to open, effective and timely engagement, involving both listening and talking with all stakeholders.TransparencyStrong stakeholder relationships rely on all parties clearly understanding information and feedback processes and activities and what is required of them as participants. | IntegrityStakeholder engagement can only be successful if all parties conduct themselves in a manner that fosters mutual respect and trust.CollaborationInput and participation from a broad range of stakeholders and technical experts ensures the effective and efficient administration of the GEMS legislation. |

## How you can help us

Be active participants – provide accurate and appropriate input to inform and guide the engagement process.

Keep us informed – ensure information and issues are openly shared on a timely basis.

Understand we do not favour any one interest above others – all engagement with stakeholders is conducted on a fair and equitable basis and all stakeholders are given equal opportunity to work through issues with us.

Promptly respond to queries we may have about your application for registration (delays will affect our ability to resolve your enquiry in our preferred timeframes).

## Your privacy

We recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. Our Privacy Policy is available on the Department’s website at: <https://www.industry.gov.au/privacy>

Direct all privacy enquiries, complaints or requests to the Privacy Contact Officer.

Privacy Contact Officer

Email: privacy@industry.gov.au

Post: Privacy Contact Officer, Legal Branch, Department of Industry, Science, Energy and Resources, GPO Box 2013, Canberra ACT 2601

## Feedback on our activities and performance

Your feedback on how we are meeting our service standards is important in allowing us to improve our services. We regularly survey our stakeholders and report on our client service performance in our annual report.

If you have any general comments, suggestions for improvement or you feel the standard of service you have received has not been satisfactory, please let us know.

## [Contact Us](http://www.ausindustry.gov.au/AboutUs/CustomerServiceCharter/Pages/default.aspx)

Mailing Address:

GEMS Regulator

Department of Industry, Science, Energy, and Resources

GPO Box 2013

CANBERRA ACT 2601

Email: energyrating@industry.gov.au

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