



# Customer Charter

## The Royal Botanic Gardens & Domain Trust

### About us

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The Royal Botanic Gardens & Domain Trust is responsible for three iconic botanic gardens and one of Australia's most significant public parks:

- The Royal Botanic Garden Sydney: is Australia's oldest botanic garden and scientific institution, and was named NSW's Major Tourist Attraction of the year in 2017.
- The Australian Botanic Garden Mount Annan: covering more than 400 hectares between Camden and Campbelltown in Sydney's south-west, it is Australia's largest botanic garden and home to the award-winning Australian PlantBank.
- The Blue Mountains Botanic Garden Mount Tomah: situated 1,000 metres above sea level in the World Heritage-listed Greater Blue Mountains. It features 28 hectares of manicured gardens showcasing cool climate plants from around the world.
- The Domain: 34 hectares of urban parkland in the heart of Sydney. Endowed with significant natural and cultural heritage values, the Domain plays a central role in Sydney's festivals and cultural events, as well as the recreational and sporting pursuits of city workers and residents.

We are committed to delivering safe, accessible and sustainable world-class public spaces that routinely exceed visitor expectations. We will also continue our important science and conservation work in order to remain a world leader in research and conservation.

We respect the history and heritage of our sites, while remaining responsive to the evolving needs of the community.

With a combined total of more than six million visits to our sites annually, we recognise that we need to get the basics right, every single day. We recognise that we can only achieve this through working closely with, and listening to our visitors, neighbours and stakeholders.

### Our social commitments

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- We will provide an accessible and safe physical environment for visitors, staff and business partners.
- We will streamline and simplify our processes to ensure improved efficiency and resolution of all bookings and enquiries.
- We respect your personal information and treat it with the utmost security and privacy. We will only collect personal information that is necessary for us to conduct our normal business. We will ensure that the information we keep is accurate, secure and confidential.
- We are committed to enforcing legislation and regulations and complying with NSW State Laws, as they are in place for the benefit of the community.
- We will comply with any written agreements we have in place with you.
- We will maintain a direct mobile line for visitors to contact our Rangers, for any emergencies that arise on our sites (see below for contact details).





## Our sustainability commitments

- We will be advocates, custodians and industry-leading managers of our environment and heritage assets.
- We will implement an accredited Environment Management System to oversee our operations to ensure best-practice processes are in place at all times.
- We will diversify and grow our funding sources to allow for investment into our landscapes, science, facilities and services for the benefit of our sites both now and for the future.
- We will be open to creative and innovative ideas that may help us to deliver our long-term vision for our sites.

## Our communications commitments

- We will provide timely and informative electronic communication channels to ensure the latest news and information is accessible to the wider community.
- We welcome feedback on our sites and our services and view constructive feedback on our performance as an opportunity to improve the service we offer you every day.
- We will treat you with courtesy and respect, listen to you, recognise the diverse needs and views of the community and uphold the values of the NSW Public Service.
- We will ensure the welfare of our own staff by not tolerating verbal, written or physical abuse at any time.
- We will manage unreasonable complaints in line with the Unreasonable Complainant Conduct Policy, which has been developed by the NSW Office of Environment & Heritage.
- We will respond to all customer bookings and enquiries regarding products and services within two (2) working days.

- We will acknowledge all business enquiries within five (5) working days.
- We will endeavour to respond to written correspondence within ten (10) working days, however we do recognise that some matters may take longer to resolve.
- We will consult with the community on major issues affecting the future of our sites and provide timely, efficient and appropriate consultation processes with genuine opportunities to have your say.

## We want to hear from you

### The Royal Botanic Garden Sydney and Domain:

- Visit our website: [www.rbgsyd.nsw.gov.au](http://www.rbgsyd.nsw.gov.au)
- Visit our reception: Mrs Macquaries Road, Sydney NSW
- Call us: (02) 9231 8111
- Email us: [feedback@rbgsyd.nsw.gov.au](mailto:feedback@rbgsyd.nsw.gov.au)
- Emergency-only Ranger contact: 0419 270 279

### The Australian Botanic Garden Mount Annan:

- Visit our website: [www.australianbotanicgarden.com.au](http://www.australianbotanicgarden.com.au)
- Call in to our visitor centre: In the heart of the Garden, Narellan Road, Mount Annan NSW
- Call us: (02) 4634 7900
- Email us: [mount.annan@bgcp.nsw.gov.au](mailto:mount.annan@bgcp.nsw.gov.au)
- Emergency-only Ranger contact: 0409 122 953

### The Blue Mountains Botanic Garden Mount Tomah:

- Visit our website: [www.bluemountainsbotanicgarden.com.au](http://www.bluemountainsbotanicgarden.com.au)
- Call in to our visitor centre: Located beside car parks 1 and 2, Bells Line of Road, via Bilpin NSW 2758
- Call us: (02) 4567 3000
- Email us: [tomah@rbgsyd.nsw.gov.au](mailto:tomah@rbgsyd.nsw.gov.au)
- Emergency-only Ranger contact: 0428 118 611

