



SERVICE CHARTER

May 2025

Acknowledgement of Country

The National Capital Authority (NCA) acknowledges the Traditional Owners and Custodians of country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.

Purpose

This Service Charter sets out our role, values and the standards of service you can expect from us.

Our role

Our role is to shape Canberra as a National Capital of which all Australians can be proud, consistent with its enduring national significance. We serve the interests of the Australian Government, the nation and its people.

We:

1. Plan the Capital

Canberra is planned and developed in accordance with its special role as Australia's National Capital, including through effective stakeholder and community engagement.

2. Manage the National Estate

Infrastructure and national assets under our stewardship are maintained and enhanced to continue to fulfil their designed purpose and function.

3. Promote the Capital

Canberra attracts citizens and visitors to celebrate and engage with the story of the National Capital, including the histories of First Nations people.

Our values

- **Accountability** – we will be transparent in our activities and take responsibility for our decisions.
- **Collaboration** – we will build relationships based on mutual respect and trust, communicate early and openly, and work consultatively towards outcomes.
- **Innovation** – we will strive to be an exemplar in design and asset quality, creative and flexible in service delivery and be open to new ideas and learning.
- **Sustainability** – we will be pro-active in our role as steward for the National Estate and work with a focus on the long-term integrity and preservation of the National Estate, including both natural and built assets.
- **Respect** – we will treat all people equitably and show courage and leadership in promoting inclusivity.

Our commitment to how we will work with you

We will:

- Act fairly, consistently and transparently in carrying out our regulatory responsibilities
- Make information about our activities readily available and easy to understand
- Answer your queries as clearly as possible, in a timely and respectful manner
- Help find a solution, or refer you to the relevant organisation(s) for assistance
- Offer Community Forums for open engagement with the community
- Engage on specific projects or policies
- Provide clarity of context, reasonable timeframes and feedback for all consultation processes

How you can help

We appreciate your assistance in helping us provide you with a high standard of service. You can help us by:

- Providing sufficient and accurate information
- Responding to requests for information in a timely manner
- Working with us to solve problems
- Treating our staff with courtesy and respect
- Providing feedback and comments on our service

Monitoring

This Charter will be reviewed and updated as required. We also welcome feedback on our performance.

We value your feedback

Your feedback is important to us. We use it to monitor and improve our performance.

[Please click here for a feedback form you can fill in and provide to us.](#)

You can also use this form to submit a complaint.

You can contact us by:

Email: info@nca.gov.au

Telephone: (02) 6271 2888

Hearing or speech assistance: Contact us through the National Relay Service then ask for (02) 6271 2888

Post: GPO Box 373, CANBERRA ACT 2601