

## WHEN DOING BUSINESS WITH LICENSING, REGULATION AND ALCOHOL STRATEGY YOU CAN EXPECT ...

### Co-operation and professionalism

- We will treat you with courtesy and consideration.
- We will conduct all our business with honesty and integrity.
- We will treat you in a professional, objective and fair manner.
- We will respond promptly to your telephone calls.
- We will respond to written inquiries within 10 business days of receipt or if a full response is not possible within this period your correspondence will be acknowledged and will include a contact name and telephone number.

### Assistance

- We will endeavour to help you understand our processes and practices to enable you to meet your regulatory obligations.
- We will explain our actions and decisions made under relevant NT legislation.

### Information and advice

- We will provide information in a timely manner and in a form that is easy to understand.
- We will advise you of any major initiatives that will have a direct effect on your ability to conduct business.

### Privacy and confidentiality

- We respect your privacy and will treat sensitive information collected or received as private and confidential.
- We will keep information secure and will only use or disclose it in accordance with the law.

## LICENSING, REGULATION AND ALCOHOL STRATEGY

### Service Charter

Licensing, Regulation  
and Alcohol Strategy is a  
Division of the  
Department of Justice.

### Our Vision

To protect and enhance  
the lifestyle of the community in a safe  
and regulated environment.

### Telephone

Darwin: (08) 8999 1800  
Katherine: (08) 8972 8906  
Tennant Creek: (08) 8962 4330  
Alice Springs: (08) 8951 8524  
Nhulunbuy: (08) 8987 0409

### Email

[lr.doj@nt.gov.au](mailto:lr.doj@nt.gov.au)

### Internet

[www.nt.gov.au/justice/licenreg](http://www.nt.gov.au/justice/licenreg)

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### Licences

- We will ensure that licence applications received are processed in accordance with legislative requirements.
- We will issue licences within 10 business days of grant by the licensing authority.

### Compliance inspections

- We will explain the inspection process and will advise you of your rights and obligations.
- We will endeavour to keep disruption to your business activities to a minimum when conducting inspections.

### Licence Objections

- We will explain your rights and the process to you.
- We will ensure objections are dealt with by a professional officer and without bias.
- We will ensure all objections are submitted to the licensing authority within established timeframes.

### Your obligations

- To be honest and co-operative in your dealings with Racing, Gaming and Licensing.
- To keep and allow access to records as required by NT legislation.
- To provide timely responses and give full and accurate information.
- To adhere to the law and your licence conditions.

### Complaints

- We are committed to treating your complaints seriously and will endeavour to resolve them quickly, efficiently and objectively.