

**Port Macquarie Historical Society Inc.
Port Macquarie Museum**

Client Service Charter

Our Vision

The Port Macquarie Museum is an award winning regional museum exploring the history and heritage of Port Macquarie and the Hastings Region. The Museum's purpose is to reveal Port Macquarie's stories in an informative and engaging way.

The Museum recognises that you as a client have rights and responsibilities.

As our client, you have the right to:

- Feel welcome and at ease
- Be treated with respect
- Visit the Museum during opening hours on payment of the appropriate fee
- Be stimulated and engaged by our exhibitions and programs
- Have fair and equal access to the Museum, recognising the physical constraints of our Heritage building and additions

As our client, your responsibilities include:

- Telling us what you like and didn't like in a timely manner
- Treating our staff, volunteers, contractors and exhibitions with care and respect
- Being honest and fair in your expectations

What you can expect from us

If you visit us, we will:

- Acknowledge and welcome you on arrival
- Inform you through our exhibitions, programs and stories
- Provide a range of quality publications in our Museum shop
- Be friendly and courteous at all times
- Answer your questions as best we can
- Provide you with information and directions
- Inform you of our accessibility options , such as garden access
- Ensure a safe and comfortable environment
- Provide staff who are knowledgeable and enthusiastic to assist you

If you write, or email us and request feedback, we will:

- Respond to you as soon as possible, but no longer than 28 days
- Where this is not possible due to the nature of the enquiry, inform you of the time needed to provide a response

If you telephone us, we will:

- Be available between 9.30am and 4.30pm each working day
- Welcome your call and always identify ourselves by name
- Aim to resolve your query by the end of the call, or leave a message for the appropriate person

If you visit our website, we will:

- Ensure it is available 99% of the time
- Ensure that Museum information and policies are available on our website/s

If you make a complaint, we will:

- Direct the complaint to the person you were dealing with in the first instance
- Ensure you are treated fairly and with respect
- Aim to resolve the complaint on the spot. If this is not possible due to the nature of the complaint, we will aim to have the complaint resolved within 14 days or advise you of the reason for the delay.
- Ask you to be reasonable and honest in your expectations
- Respect your privacy and keep information about you confidential and in accordance with the Privacy Act 1988.

Contact

Secretary
Port Macquarie Historical Society
PO Box 82
Port Macquarie NSW 2444
Telephone: +61 2 6583 1108
Email: pmmuseum@bigpond.com

Review

To ensure this charter reflects the needs and expectations of our clients it will be regularly reviewed, at least annually.

Performance against this charter will be reported at summary level in our Annual Report

Adopted by Management Committee: 16 May 2016