How do I provide feedback?

In person at one of the following locations:

- WA Museum – Perth
  Perth Cultural Centre, James Street, Perth
- WA Maritime Museum
  Victoria Quay, Fremantle
- WA Museum – Shipwreck Galleries
  Cliff Street, Fremantle
- WA Museum – Albany
  Residency Road, Albany
- WA Museum – Geraldton
  Museum Place, Batavia Coast Marina, Geraldton
- WA Museum – Kalgoorlie-Boulder
  17 Hannan Street, Kalgoorlie
- WA Museum – Collections and Research Centre
  49 Kew Street, Welshpool

By telephone
Please call +61 8 9212 3700 or toll free (country WA callers only) on 1300 023 333.

In writing
Click here to complete and submit the online Customer Comment and Complaints form or write a letter to: Western Australian Museum, Locked Bag 49, Welshpool WA 6986.

Universal Access
Information is available on the Contact Us page on our website, or you can visit the Western Australian Government Complaints Information Site where translated information about making a complaint regarding a government service is available.

For further information on the Museum’s feedback process, please refer to our website: museum.wa.gov.au/about/feedback or email: feedback@museum.wa.gov.au
The Western Australian Museum inspires people to explore and share their identity, culture, environment and sense of place, and to experience and contribute to the diversity and creativity of our world.

We aspire to be an excellent and vibrant museum service, used and valued by all Western Australians and admired and visited by the world.

Our customers
Our customers include the many thousands of visitors to our public sites and website; our scientific, curatorial and corporate clients; and any person who makes contact with the Museum for any purpose.

Our commitment to you
We are committed to providing the best possible service to all our customers at every level and every point of contact with the Museum, which means we will:

- Provide an excellent Museum customer experience that will make you want to return to us again and again.
- Be professional, engaged and engaging in all that we do.
- Manage and review our services to ensure we continue to meet your needs and exceed your expectations.
- Be honest, transparent and accountable in our dealings with you.
- Provide a safe and inviting space where you can explore our collections and exhibitions, supported by innovative, accurate and informative interpretation and vibrant public programs.

- Continually strive to improve our interactions with you, so you are inspired to support our journey to create a cultural legacy for all Western Australians through the development of a New Museum for Western Australia.

Who we are
The Western Australian Museum is dedicated to community value, which means we will be:

Accountable
We exist for the benefit of all the people of Western Australia and recognise that we are accountable to them and are custodians of their collections.

Inspirational, inclusive and accessible
We will inspire people to explore our world and will advance knowledge through study, research and life-long learning; making sure that our facilities, programs and resources are accessible to all.

Enterprising and excellent
We will be creative, resourceful, imaginative, innovative and entrepreneurial; we will be commercially astute and aspire to excellence in all that we do.

Sustainable
We aspire to be socially, environmentally and economically sustainable and will work in partnership with others to maximise public benefit and value for money.

We recognise Aboriginal and Torres Strait Islander peoples as the first peoples of Australia
We acknowledge the primary rights of Aboriginal and Torres Strait Islander peoples in their cultural heritage and will work collaboratively to advance understanding between all peoples.

Accessibility
The Western Australian Museum is committed to ensuring people with disabilities, their families and their carers have the same opportunities, rights and responsibilities as others to access the Museum’s range of services, information and facilities. Through our Disability Access and Inclusion Plan we are also committed to ensuring these customers have the opportunity to provide input into, and be consulted about, the development of a New Museum for Western Australia.

Privacy
We will protect your personal information, including contact and credit card details, from misuse and any unauthorised access or disclosure. We will ensure that any promotional material we send you identifies the Museum or one of our partners as the sender, and provides a function that allows you to unsubscribe from such communication.

How you can help us
We want to give you an amazing Western Australian Museum experience, so please:

- Respect our facilities, our staff and volunteers, and the enjoyment of other customers.
- Supervise any children in your care.
- Provide us with the best possible information when working with our scientists, curators and specialists.

Your feedback
The Western Australian Museum aims to provide the highest standard of customer service and user experience in all that we do and we value your feedback. If you feel that we have exceeded your expectations or not handled something to your satisfaction, please talk to us about it – we'd love to hear from you. We also welcome feedback from children and young people and our staff are happy to assist in this process, or to help an adult provide feedback on their behalf.