



Customer Service Charter

The Western Australian Museum inspires and challenges 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, valued and used by all Western Australians and admired and visited by the world.

Who we are

We are dedicated to community value, which means we will be:

- **Accountable**
We exist for the benefit of all Western Australians. We must operate with integrity and accountability.
- **Inspirational, inclusive and accessible**
We will inspire people to explore our world and will advance knowledge through study, research and life-long learning. We will make sure that our facilities, programs and resources are diverse and accessible to all.
- **Enterprising and excellent**
We will be creative, resourceful, imaginative, innovative, agile and entrepreneurial; we will be commercially astute, embrace change and aspire to excellence in all that we do.
- **Sustainable**
We will be socially, environmentally, economically and ethically 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.

Our customers

Our customers include the many thousands of visitors to our public sites and website; users of the Museum programs and services; 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.

Accessibility

Through our [Disability Access and Inclusion Plan](#) we are committed to ensuring people with disability, 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 by removing or reducing any physical, sensory or intellectual barriers to access.

Universal Access information is available on the [Accessibility](#) page on our website.

Privacy

Information about the privacy of your personal information can be found on the [Privacy](#) page on our website.

How you can help us

We want to give you an amazing Western Australian Museum experience, so please:

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



How do you provide feedback?

In person at one of the following locations:

- [WA Museum Boola Bardip](#) - Perth Cultural Centre, James Street, Perth
- [WA Maritime Museum](#) - Victoria Quay, Fremantle
- [WA Shipwrecks Museum](#) - Cliff Street, Fremantle
- [Museum of the Great Southern](#) - Residency Road, Albany
- [Museum of Geraldton](#) - Museum Place, Batavia Coast Marina, Geraldton
- [Museum of the Goldfields](#) - Hannan Street, Kalgoorlie.

Where appropriate, access to translating and interpreting services may be provided.

By telephone

Please call 1300 134 081 or toll free (Country WA callers only) on 1800 023 333.

In writing

- Complete the hard copy Customer Feedback Form which can be obtained from the reception desk of the Museum public sites and give it to a WA Museum employee or volunteer
- Complete and submit the online [Customer Feedback Form](#)
- Write an email and send it to: reception@museum.wa.gov.au
- Write a letter and mail it to: Western Australian Museum at Locked Bag 49, Welshpool DC, WA 6986.

Via social media channels

- [Facebook](#)
- [Instagram](#)
- [LinkedIn](#)
- [Twitter](#)



How do we process your feedback?

If you request for a response to your feedback or you make a complaint, we will:

- ensure you are treated fairly and with respect;
- aim to provide a response or have the complaint resolved within 10 working days, or advise you of the reason for any delay;
- respect your privacy and keep information about you confidential.

For further information on the Museum's customer feedback process, you can either:

- refer to the [Complaints Flowchart](#)
- email: feedback@museum.wa.gov.au
- phone: 1300 134 081
or toll free (Country WA callers only): 1800 023 333.