

# Port Macquarie Museum

## Client Service Charter

### About Us

The Port Macquarie Museum is an award winning independent regional museum exploring the history and heritage of Port Macquarie and the Hastings Region. The Museum's purpose is to collect, interpret and share Port Macquarie's stories in an informative and engaging way to audiences of all ages.

### Vision

Authentic, inclusive and inspiring – a trusted source of knowledge and a must-see regional NSW cultural destination

### Values

Our guiding values are to: strive, explore, embrace, respect, connect and sustain.

### Client Rights and Responsibilities

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 State Heritage building and additions
- Have online access to our museum collections, recognising this is a work in progress

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 10.00am and 3.30pm 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 information on our website is up to date
- Ensure that Museum information, policies and reports are available

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**

Port Macquarie Museum  
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Email: [portmuseum@gmail.com](mailto:portmuseum@gmail.com)

## **Review**

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

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

Reviewed and Updated: 13 July 2021