**Client Service Charter**

**Our vision:**

The Museum of Australian Democracy at Old Parliament House (MoAD) Framework 2018-2023 will guide and inform how we realise this important, timely and exciting vision of being:

* Bold
* Relevant
* Authentic
* Dynamic

Through our exhibitions, events, engagement and education programs we will cultivate ‘a peoples’ place’ – true to the building’s original brief – to improve understanding of democracy and the skills required to participate in it.

**Our Commitment:**

At MoAD we demonstrate our commitment to high quality customer service by providing:

* A welcoming and vibrant meeting place taking into account the diverse backgrounds, needs and expectations of all our clients and stakeholders
* An experience relevant to you by explaining our services, facilities and products
* Knowledge and learning through our collections, programs and exhibitions
* Adherence to heritage management best practice

**Our Code of Conduct:**

We are committed to the Australian Public Service Values and Code of Conduct and you can expect our staff will:

* behave courteously and with respect
* act with care and diligence
* comply with all applicable Australian laws
* use Commonwealth resources in a proper manner
* provide professional and consistent advice, information and standards of service

**How to Contact us:**

* Telephone Reception on **02 6270 8221**
* email us at info@moadoph.gov.au or
* Via post PO Box 3934 Manuka ACT 2903

**Visitor Feedback Form**

We invite you to provide feedback which will help us to continually strive to improve the visitor experience.

We welcome all enquiries, comments, suggestions or complaints.

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**Thank you for your feedback.**

**Please provide your contact details if you would like a response**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email/Postal address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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