



Museum of  
Australian Democracy  
Old Parliament House

## 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](mailto:info@moadoph.gov.au) or
- Via post PO Box 3934 Manuka ACT 2903

