

National Film and Sound Archive Service Charter

Who we are?

The National Film and Sound Archive (NFSA) is a Statutory Authority, established by the National Film and Sound Archive Act 2008, operating to ensure the availability and preservation of Australian audiovisual content.

The NFSA aims to enrich Australia's cultural identity by developing and preserving a national collection of recorded historic and contemporary sound, moving image and artefact works and making Australia's audiovisual heritage available to all.

Why do we have a service charter?

We are committed to improving the provision of our services to you. This Charter describes the values that guide the NFSA's activities, outlines the services we provide, describes the service standards that you can expect, and how you can help us improve our services and uphold our values.

What are the NFSA's Values?

All NFSA employees are committed to upholding and embodying the following values in their work.

We are accountable

We are openly accountable to the Australian Government and the communities we serve. We report regularly on our performance, clearly describing and evaluating our programs.

We respect our clients

Our relationships with our clients and stakeholders demonstrate respect, responsiveness, fairness, flexibility, adaptability, timeliness, equity and transparency of decision-making. Our policies, programs and guidelines are straightforward and easily understood, and describe the high standard of service our clients can expect. We encourage and facilitate the participation of a range of clients, reflecting the diversity of the Australian community. We encourage and act on feedback.

We are curators

We will collect, care, preserve, manage and interpret the collection to the highest curatorial standards.

We are professional

We are a reliable source of authentic evidence of Australia's audiovisual heritage. We strive for excellence and are recognised for our professionalism, integrity and innovation. We are open, respectful and fair.

We believe in community

We develop partnerships that extend the NFSA's networks and complement its

status as a national institution of international renown.

We exercise leadership

The NFSA exercises leadership and influence in all its areas of work. We encourage creativity and innovation in the development of our programs and experimentation with new ideas. We showcase expertise through innovative research, service provision, outreach and web based programs. We continuously learn from experience to improve our programs and to provide best possible outcomes. Our work is based on curatorial principles, working collaboratively to achieve the best outcomes.

We inspire curiosity

We will create relevant and stimulating learning opportunities to inspire visitors and users.

We appreciate diversity

We embrace diversity in all its forms especially our Indigenous cultures.

We are open

We provide access to the collection through events, programs, online and with staff.

We are a responsible employer

We respect the diverse backgrounds and dignity of all NFSA employees. There is equal opportunity for employment and advancement on merit. We respect staff skills and depth of knowledge. We value communication, consultation, co-operation and input from employees on matters affecting their workplace and performance. We provide a fair, flexible, safe and rewarding workplace free from discrimination and harassment. We encourage lifelong learning and personal development, and a healthy work/life balance.

We make the best use of our resources

The NFSA maximises the value of resources available for delivering services to the Australian Government and the community.

What you can expect from us

- Our staff are dedicated to assisting you. We do this by making our national audiovisual collection and services accessible to you via:
- Offices in Canberra, Sydney and Melbourne, which offer research and audition services. Clients can also access and preview collection materials via NFSA access centres in other capital cities as shown at the end of this Charter.
- Online access to national collection information and services: www.nfsa.gov.au.
- Public programs such as exhibitions, presentations, performance works, screenings, events and products.
- Access to eligible items from the National Collection.

- Phone and email enquiry services.
- A range of quality merchandise in our shop.
- Research services and support.

Service standards

We will:

- Provide a prompt courteous general enquiry service accessible by phone, fax, email or letter.
- Provide a toll free number for interstate callers to Sydney, Melbourne and Canberra locations.
- Respond to initial enquiries made through our general enquiry service during business hours within one hour EST for phone enquiries and within 24 hours for written enquiries.
- Negotiate and agree delivery deadlines on a case by case basis depending on the type of service requested.
- Maintain a website containing accurate, up to date information, that is well organised and reflects the full spectrum of our services to onsite and offsite users that is available at least 98 per cent of the time.
- Adhere to legal obligations and observe clients and stakeholders rights of privacy and confidentiality.

Reporting on our services standards

The NFSA will monitor its performance against its service standards and will report on performance against them in the Annual Report, including the number and nature of complaints received and action taken.

Help us serve you better

You can assist us in serving you better by:

- Providing us with the information relevant to your enquiry in an accurate and concise manner.
- Requesting items you wish to access prior to your visit via the NFSA's online collection access facilities at www.nfsa.gov.au.
- Handling all collection items with care to ensure that the material will be preserved for future generations.
- Acknowledging the NFSA and citing sources accurately in your work.
- Treating our staff courteously and respecting the rights of other visitors to the NFSA.
- Letting us know how we can improve our services (see page 5 for contact details).

Tell us what you think

We welcome your views about the NFSA's services are important to us and help us maintain a high standard of service.

If we have met or exceeded the service standards – tell us about it and we will pass it on to the staff concerned. A feedback form is attached for your convenience.

If you have a complaint – talk to the person who provided the service in the first instance so that he or she is aware of your concerns and can try to improve the situation for you.

If you believe that the complaint cannot be resolved by that person, or your approach is unsuccessful, the Manager responsible for the service will welcome you contacting them.

If you feel that the issue remains unresolved contact the General Manager, Corporate Services at:

National Film and Sound Archive

Reply Paid 2002

CANBERRA ACT 2600

Phone: (02) 6248 2079

Facsimile: (02) 6248 2165

enquiries@nfsa.gov.au

If you remain dissatisfied with the NFSA's handling of the complaint or you still feel that the proper process of assessment was not followed, you may contact the Commonwealth Ombudsman by writing to:

Commonwealth Ombudsman

GPO Box 442

CANBERRA ACT 2601

Phone: 1300 362 072 (toll free)

The NFSA is committed to protecting the privacy of your personal information in accordance with the Privacy Act 1988. If you have any concerns about the use of your personal information, you may wish to contact the NFSA's Privacy Officer on 6248 2240 or the Commonwealth Privacy Commissioner— local call 1300 363 992.

NFSA Locations & Contact Details

Canberra Headquarters

Street Address: McCoy Circuit
ACTON ACT 2601

Postal Address: GPO Box 2002
CANBERRA ACT 2601

General Enquiries: Tel: +61 2 6248 2000
Fax: +61 2 6248 2222
Toll Free: 1800 067 274 (only available within Australia)

Email: enquiries@nfsa.gov.au

Visitor Information

9.00 am - 5.00 pm, Monday - Sunday (except Christmas Day)

NFSA Shop

Toll Free: 1800 677 609
Tel: +61 2 6248 2006

Library

10.00 am – 4.00 pm, Monday - Friday

Tel: +61 2 6248 2051
Fax: +61 2 6248 2222

Melbourne Office

Street Address: Level 3, 114 Flinders St
Melbourne VIC 3001

Postal Address: GPO Box 4317
Melbourne VIC 3001

General Enquiries: Toll Free: 1800 067 274 (only available within Australia)

Sydney Office

Street Address: Level 1, 45 Murray Street
Pyrmont NSW 2009

Postal Address: PO Box 397
Pyrmont NSW 2009

General Enquiries: Tel: +61 2 8202 0100
Fax: +61 2 8202 0101
Toll Free: 1800 157 705 (only available within Australia)

Access Centres

Adelaide

NFSA Adelaide Access Centre
State Library of South Australia
North Terrace
ADELAIDE SA 5000
Tel: +61 8 8207 7231
Fax: +61 8 8207 7247

Brisbane

NFSA Brisbane Access Centre
State Library of Queensland
Cnr Stanley and Peel St
South Brisbane QLD 4101
Tel: + 61 7 3840 7810

Hobart

NFSA Hobart Access Centre
State Library of Tasmania
91 Murray Street
HOBART TAS 7000
Tel: +61 3 6233 7498
Fax: +61 3 6233 7902

Perth

NFSA Perth Access Centre
State Film & Video Library
Perth Cultural Centre
PERTH WA 6000
Tel: +61 8 9427 3286
Fax: +61 8 9427 3212

What did you think? We want to know!

The National Film and Sound Archive values the opinion of our visitors. We appreciate your assistance in giving us feedback so we can provide the best possible service to you.

Your answers will be kept anonymous, but some comments may be used for marketing and research purposes. The survey should take less than 5 minutes to complete.

1. What date did you visit the NFSA? _____
2. Overall, how satisfied were you with your experience at the NFSA?
 Very unsatisfied
 Unsatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very satisfied
3. How would you rate the service and assistance you received from NFSA staff during your visit?
 Poor Average Good Very good Excellent
4. What parts of the NFSA did you experience during your visit? (Select those which apply)
 The exhibition Arc Cinema
 Archive Alive! Library
 The Studio Café Shop
 Lecture or presentation (please specify) _____
 Other (eg temporary exhibition, please specify) _____
5. Who did you visit the NFSA with?
 With my class/school
 With a social or tour group
 With friends
 With family
 By myself
6. Have you ever visited the NFSA before?
 Yes (go to Q7)
 No (go to Q8)

7. If yes, approximately how many times have you visited the NFSA?

- Once
- 2 - 3 times
- 4 - 5 times
- 6 + times

8. Approximately when was your last visit?

- Within the last month
- Within the last year
- More than a year ago

9. Would you recommend a visit to the NFSA to others?

- Definitely not
- Probably not
- Unsure
- Probably
- Definitely

10. Where are you from?

- ACT
- NSW
- Victoria
- Queensland
- South Australia
- Northern Territory
- Western Australia
- Tasmania
- Outside Australia (please specify) _____

Are there any other comments or suggestions you would like to make about your visit?

If you would like a response to your feedback please provide your contact details below. The contact information you provide here will be confidential and will not be used for any other purpose.

Name: _____

Email or other address: _____

Thank you for your time and assistance in completing this survey.