

SERVICE CHARTER

At Canberra Museum and Gallery (CMAG), we constantly strive to improve our services and work towards our mission. This charter outlines the services and standards you can expect to receive from us, and how you can assist us to improve our customer service.

OUR VISION

To engage our community by presenting Canberra's stories, diverse visual culture and heritage.

OUR MISSION

We will enrich the cultural life of people in the ACT and region, by managing our facility and collections, and delivering services and programs in creative, professional and innovative ways.

OUR SERVICES TO YOU

- A diverse exhibition program, including permanent, temporary and travelling exhibitions.
- Community engagement through education and community programs, membership benefits and venue hire facilities.
- Professional, friendly and respectful staff who are committed to improving our standards of service and act in accordance with the ACT Public Service Code of Conduct.
- A safe, comfortable and stimulating environment, our goal is for all visitors have a positive experience.
- Information that is accurate and as up to date as practicable.

YOUR RIGHTS & RESPONSIBILITIES AS A VISITOR

- Visitors have the right to be treated with respect by all CMAG staff.
- Visitors have the right to visit CMAG during opening hours and to booked private events where invited.
- Visitors are encouraged to suggest improvements to our services via the survey form onsite or the feedback section on the CMAG website.
- Visitors have a responsibility to respect CMAG staff and other users of our facilities. This includes complying with all reasonable requests from staff.
- Visitors have a responsibility to be reasonable in their expectations of CMAG staff and the services they are authorised to provide.
- Visitors have a responsibility to monitor the behaviour of children in their care, especially to ensure they respect objects on display and other visitors.