

**STATE RECORDS OFFICE OF WESTERN AUSTRALIA
CUSTOMER SERVICE CHARTER**

October 2005

Our vision

Enabling the Government and the people of Western Australia to have access to records that capture the State's history, maintain open and accountable government, and enrich community well-being.

Our mission

Leading in the creation and preservation of, and access to, Government records.

Our functions

The State Records Office (SRO) of Western Australia is established under section 72 of the *State Records Act 2000*. The SRO is responsible for administration of the Act and reports to the State Records Commission which is accountable directly to Parliament. For administrative purposes, the SRO reports to the Director General, Department of Culture and the Arts.

In accordance with section 73 of the, Act, the functions of the Director of State Records are to:

- advise government organisations on recordkeeping and on training their staff in recordkeeping and to assist them in such matters;
- advise government organisations on the preparation of and compliance with recordkeeping plans;
- provide public access to unrestricted State archives in the State archives collection, information about them, and facilities and services to enable them to be effectively used for administrative, study and research purposes;
- create and maintain a register of State archives including those that are not in the State archives collection;
- provide such advice and assistance to the State Records Commission as the Commission requests; and
- report to the Commission about –
 - the operation and effectiveness of the Act; and
 - any breach or suspected breach of the Act.

Our clients

Our clients include:

- State and local government organisations;
- the people of Western Australia and the broader community;
- the State Records Commission; and
- professional industry bodies.

Our services

Our services include:

- Providing recordkeeping assistance, consultation, advice and training to assist government organizations with the management of their recorded information within the WA legislative environment;
- Promoting and facilitating the use of unrestricted State archives in the State archives collection by providing relevant and convenient reference services and facilities for those accessing State archives;
- Supporting the State Records Commission in all its functions and responsibilities;
- Providing access services for Government organizations;
- Providing advice to the Minister as required;
- Providing peer support to relevant professional organisations and industry bodies.

Our service commitments

We are committed to:

- providing timely, courteous and friendly services of the highest possible standards to all our clients;
- providing effective and efficient advice and service to government organisations consistent with international standards and best practice in recordkeeping;

- providing equitable access to well preserved and managed State archives;
- providing timely and efficient advice and support to the State Records Commission to assist it in performance of its statutory functions;
- providing timely and efficient advice to the Minister as required;
- providing support and assistance to professional bodies as permitted by our resources;

We encourage open communications with, and feedback from, all our clients.

If you contact us, we will:

- answer and respond to messages promptly;
- provide accurate and relevant information;
- if we are not able to answer your query immediately, we will take your contact details to ensure that you get a response;
- If you fax, e-mail or write to us, we will:
 - respond to requests for printed information, reference material or publications, and reply to other correspondence, within a maximum of 20 working days of receipt, or advise you if any delay is expected and the reason for such a delay
 - provide appropriate referral details to you if the matter is outside our responsibility; and provide contact names and phone numbers in our correspondence.

Client Feedback

Feedback about a service provided by the State Records Office, whether praise, a suggestion or a complaint, can be provided by:

Telephone: (08) 9427 3360

Fax: (08) 9427 33 68

Email: sro@sro.wa.gov.au

Mail: State Records Office, Alexander Library Building, Perth Cultural Centre, Perth WA 6000

In person: Visiting the State Records Office, Ground Floor, Alexander Library Building, Perth Cultural Centre, Perth WA 6000

The State Records Office Complaints Policy and Complaints Forms are available on <http://www.sro.wa.gov.au/about/contact.html>.

For more detailed information about the services we provide you can visit our website on <http://www.sro.wa.gov.au/about/contact.html>