

# Arts NSW

Customer service  
Charter

2015-2017



Arts  
NSW

# This customer charter sets out Arts NSW's service standards and outlines our roles and responsibilities towards our clients.

## WHAT DOES ARTS NSW DO?

Arts NSW has reshaped its services and role to be a more dynamic, agile, and expert business unit. A renewed focus on customer service, outward communication and collaboration is core to Arts NSW's leadership of our ambitious reform agenda over the next decade. Arts NSW sits within the NSW Department of Justice.

Arts NSW's mission is to foster the success and future of arts and culture in NSW. We work to achieve this through our development and investment work, our policy work with Screen NSW and the Cultural institutions (the Sydney Opera House, the Art Gallery of NSW, the Australian Museum, the Museum of Applied Arts and Science, and the State Library of NSW) and across the sector and government, and through our strategic and direct delivery role in arts and cultural infrastructure.

The Australia Council for the Arts, and Local Authorities throughout NSW are key partners in our work.

The Arts and Cultural Policy foreshadows that Arts NSW will play a pivotal role within and across government. In addition, Arts NSW will continue to emphasise building partnerships and opportunities across the economy and will explore new ways to work collaboratively with business and creative organisations, philanthropists, artists and the wider community.

There will be stronger focus on communicating the success and achievements of arts and culture in NSW and the opportunities for the community to participate and shape the arts. We will underpin our actions with evidence and build regular evaluation mechanisms to ensure investment and activity is targeted and effective.

Arts NSW will continue its focus on ensuring all who interact with us, including arts organisations, artists, business and the wider community,

find us accessible and effective. We will continue to undertake regular client and stakeholder surveys to determine where and how we should improve our performance.

Arts NSW greatest resource is our staff. Throughout our work we will invest in supporting the development of our people through training, education and other opportunities, including professional exchanges and the development of a Reconciliation Action Plan (RAP).

## OUR PRIORITIES

Our priorities are:

- Leading and contributing to the dialogue about the role and impact of arts, culture and creativity to our identity, community and economy
- Working collaboratively with artists and arts workers, the arts and cultural sector and our partners within government
- An innovative arts and cultural sector, and growing creative industries
- Supporting more opportunities for more people to experience and shape the arts, particularly in regional NSW
- Embracing the diversity of arts and culture in NSW and fostering more opportunities for Aboriginal artists and arts workers
- Being client focused

## SERVICE VALUES

Arts NSW staff will:

- Provide prompt service
- Demonstrate standards of ethics and conduct that maintain public confidence
- Treat clients with respect, courtesy and impartiality
- Take steps to deal with real or perceived conflicts of interest
- Be sensitive to issues of cultural diversity, disability and other needs
- Ensure all people, including those with disability have equitable access to services, information, facilities and events
- Demonstrate respect for Aboriginal people's right to maintain, protect and develop their culture and achieve equitable arts outcomes
- Be accurate and consistent in our communications
- Regularly consult with the sector on issues impacting their work
- Maintain an up to date and relevant website

- Respond to concerns or suggestions clients may have in relation to Arts NSW
- Provide clear and accurate advice and information
- Work collaboratively across government to support the sector
- Deal with confidential information in accordance with the Government Information (Public Access) Act 2009

## SERVICE BEHAVIOURS

Arts NSW staff will:

- address telephone enquiries within two working days and provide any follow up advice within three days
- respond to correspondence within three weeks of receipt
- process applications, assess progress and make payments in a timely manner and notify clients of progress within set timeframes
- maintain discretion and confidentiality of client's projects and requests
- advise when there are delays in service
- continue to implement the Arts NSW communications plan which governs our approach to stakeholder communications
- undertake a review of the Arts and Cultural Development Program every six years to ensure it still meets client needs
- broaden current annual client survey to a wide ranging stakeholder survey which incorporates questions about policy, government relations and communications matters. This survey will continue to measure staff performance in providing customer service and document areas for improvement
- have a customer service component within the performance evaluation of every staff member at Arts NSW
- ensure staff are in touch with the needs of the sector through professional development, attendance at sector events and contributions to research projects such as sector snapshots
- offer staff opportunities to undertake disability, cultural, and Aboriginal awareness training
- conduct annual funding information sessions in metropolitan and regional NSW that equip the sector to apply to the Arts and Cultural Development Program (ACDP)
- meet with multiyear funding program clients face-to-face once a year and with service organisations biennially
- ensure our website anticipates the needs of the sector, offering 24 hour answers to clients' most frequently asked questions

- have an Arts NSW staff representative on the NSW Justice Customer Service Advisory Group, in order to contribute to departmental customer service goals

Please note, due to unforeseen circumstances Arts NSW may need to extend the turnaround times in responding requests. In the event that turnaround times are extended we will advise of the revised timing.

We aim to continually improve the quality of the services we provide and appreciate any feedback about our services. We encourage clients to provide feedback to the specific branch of Arts NSW directly or feedback via our website.

If our staff exceed expectations or provide excellent service, we would love to hear about it. We value our staff and recognise and reward excellence.

When we get something wrong, we encourage clients to let us know. We will try to resolve any problem quickly, explaining what we have done and why.

We conduct annual stakeholder surveys to gauge the public perception of key aspects of Arts NSW's service delivery. We will use this information to benchmark our progress against the charter and update the document regularly based on what we learn.

This Customer Service Charter was last updated on 17 October 2014.