

Cultural Environments - Customer Service Charter

Queensland Museum's Cultural Environment collection includes a rich diversity of cultural objects including significant Aboriginal and Torres Strait Islander collections, material from the Pacific Islands and important social history, transport and technology collections. These objects are cared for on behalf of Queenslanders so that they can be enjoyed by future generations.

What we can provide

1. **General Enquiries** - If you phone us we are generally able to spend up to *10 minutes* assisting you. This may include advising you of the most appropriate information resources to guide you in your search. If your enquiry cannot be answered in a short time frame, you may be requested to submit a request in writing or be referred to another information provider.
2. **Request to view collection objects** – To the extent that operational priorities permit, we may be able to provide access to our collection objects based on an assessment of your requirements. You will need to submit an email request for this service. Viewing times need to be negotiated on a case by case basis.
3. **Request for information about our collection** – We can provide collection information in line with the [Australian Privacy Principles](#). You may also be referred to other – more appropriate – service providers, should we be unable to assist.
4. **Request to research our collection** – We can provide access to our collections for research purposes. These requests are negotiated on a case by case basis.
5. **Donation proposal assessments** –. You can submit a [donation proposal](#) to us and we will assess this offer to determine if it can be added to the State Collection. As a general guide, preference is given to acquisitions which can substantially and demonstrably enhance our understanding of Queensland's cultural heritage.
6. **Identification services** – *Cultural Environments staff possess a broad range of subject matter expertise, particularly in relation to Australian social history, technology, transport, ethnography, archaeology, Aboriginal and Torres Strait Islander studies, and Pacific cultures. While we can usually provide identification advice, we are unable to undertake extended research on your behalf.*

What we are unable to provide

- Lengthy or complex research (unless negotiated with a professional body)
- Assistance with assignments
- Valuations
- Legal or medical advice

Service Goals

- To deliver on the [Queensland Museum Network's 2014 – 2018 Strategic Plan](#) Goals (specifically, enhance visitation, social engagement, knowledge and research).
- To provide a range of targetted services through easily accessible channels to meet customer needs
- Through our interactions, help our customers build capacity to research independently
- To provide our defined services to the public as cost-effectively as possible

Service Channels

Customers can request these services through a range of channels;

- Telephone
- [Web forms](#)
- Email
- Letter
- Face-to-face

Service Cost

All services are provided free of charge, except for Professional Consultation. Costs for this service are negotiated on a case by case basis.

Who is eligible to use these services?

These services are provided for:

- All individuals and organisations, under the terms and conditions stated above

Service Disclaimer

- We aim to provide the most current and accurate information. We do not assume responsibility for any errors or omissions in the information provided, or for any action which relies on this information.
- The terms and conditions and timeframes stated above may change from time to time in line with overriding operational demands. You will be advised of any variation to these stated guidelines when you request a service.

Privacy

The Queensland Museum respects your privacy. Personal information we collect is used only for our internal and managed in accord with the [Queensland Museum's Privacy Guidelines](#).

Service Level Guidelines

Enquiry Type	Example	Who	Service Level
View objects	<ul style="list-style-type: none"> • My grandmother donated a quilt and I would like to come in and see it 	Curator	Acknowledge receipt: 10 days Provide response: Negotiated with customer Expected effort: As required Search of Vernon database and object files to locate object and

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objects	I saw in the museum?		<p>Expected effort/content: 2 hours max</p> <p>Search of Vernon database and object files. Compilation of list and summary information and send response by email</p>
Research questions	<ul style="list-style-type: none"> I want to know when the first daguerreotype photos were taken in Queensland. I am researching Japanese music in Queensland in the 1920s. Do you have any objects or information relating to this subject? I am working on a PhD and need access to objects in the collection 	Curator	<p>Acknowledge receipt: 10 days</p> <p>Provide response: Negotiated with customer</p> <p>Expected effort/content: 4 hours max</p> <p>Clarify details with enquirer. Search of Vernon database and object files. Liaison with QM Library and Records personnel. Compilation of list and summary information and send response by email.</p> <p>If professional body. Researcher or partner, clarify and negotiate their requirements. Estimate effort required and seek approval from Senior Curator.</p>
Identification services	<ul style="list-style-type: none"> I found this very old thing. Can you tell me what it is and approximately how old it is? 	Curator	<p>Acknowledge receipt: 10 days</p> <p>Provide response: 30 days (maximum)</p> <p>Expected effort/content: 2 hours max</p>
Professional Consultation	<ul style="list-style-type: none"> Curatorial assistance required by an 	Program Head	Acknowledge receipt: 10 days

Enquiry Type	Example	Who	Service Level
	<p>organisation e.g. Brisbane Arcade historical display</p>		<p>Provide response: Negotiated with customer</p> <p>Expected effort/content: As negotiated with Program Head</p>
<p>Donation proposal assessment</p>	<ul style="list-style-type: none"> • I have a very important object that I wish to donate to the museum • I have inherited 5 items that I think should be in a museum 	<p>Curator</p>	<p>Acknowledge receipt: 10 days</p> <p>Provide response: Negotiated with customer</p> <p>Expected effort/content: Variable on a case by case basis. However on average 1 day effort</p> <ol style="list-style-type: none"> 1. Clarify details with requestor 2. Request Donation Proposal Form (if not already received) 3. High level assessment to filter out non-compliant offers. 4. Document in tracking spreadsheet 5. Estimate effort and seek approval from Senior Curator if expected to take more than 1 day effort 6. Provide response to donor with indicative timeframes. If lengthy timeframe then provide updates to donor. 7. Provide decision and required paperwork to complete donation if item is to be accepted