

# VICTORIAN ELECTORAL COMMISSION

## Customer Service Charter

This Charter outlines the standard of customer service you can expect from the Victorian Electoral Commission with the delivery of election services.

### **Our Customer Service Promise:**

To provide high quality, responsive, accessible, impartial, transparent and consistent electoral services.

### **High Quality**

- We will provide elections focussed on meeting or exceeding customer expectations — good information and access, minimal queues and fundamentally free from errors.

### **Responsiveness**

- We will have people ready and trained to assist you and answer your query correctly and, if unable to do so in the first instance, will get back to you within an agreed time.
- We will provide you with a number of avenues for contact with us — face-to-face, telephone, email, website, fax and by mail.
- We will respond or acknowledge your written query or complaint within 24 hours of receipt (business days only).

### **Accessibility**

- We will provide access to an interpreter if you need one.
- We will provide key electoral information in accessible, alternative formats and languages.
- We will always do our best to find and utilise offices and voting centres that are either fully or assisted wheelchair accessible.
- We will provide electronically assisted voting services to electors who have difficulty casting a secret vote without assistance, within the guidelines of the *Electoral Act 2002*.

### **Impartiality**

- We will ensure that all electors, political parties and candidates are treated equally and fairly.
- We will never offer comment or provide information with any political bias.
- We will ensure that all electoral officials are, and are seen to be, completely impartial.

## Transparency

- We will ensure proper and thorough scrutiny of electoral events.
- We will seek third party certification or independent audit of software used to manage elections or aspects of an election and the calculation of results.
- We will publicly report our compliance with this Charter in our annual report.

## Consistency

- Our people will be trained and empowered to provide consistent and accurate information — so you will receive the same information no matter who you ask.
- We will ensure that the confidentiality of enrolment data is respected by all staff and your privacy preserved in the handling of personal details.

## Consultation, review and evaluation

- We will ensure that formal consultation mechanisms are in place to consult with communities or organisations representing electors from different cultural backgrounds, electors with a disability, electors from Aboriginal communities, and electors who are experiencing homelessness — those more likely to experience barriers to enrolling and voting.
- We will analyse complaints received at key electoral events to determine whether processes, systems, policies or legislation may need to be reviewed and/or revised.

- We will always conduct independent market research to assess the level of customer satisfaction with the delivery of our State election services and will act on any recommendations for improvement.

**This Charter will be reviewed annually. If you have any feedback on this Charter or our compliance with it, please email us at [info@vec.vic.gov.au](mailto:info@vec.vic.gov.au)**

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## CONTACT DETAILS

### Visit our office

Level 8/505 Little Collins St,  
Melbourne Vic 3000  
Between 8.30am and 5.00pm  
Monday to Friday

### Write to us

Level 8/505 Little Collins St,  
Melbourne Vic 3000

### Telephone

(03) 9299 0520 or  
toll free 800 013 366

### Email

[info@vec.vic.gov.au](mailto:info@vec.vic.gov.au)

### Fax

(03) 9629 9330

### Website

[www.vec.vic.gov.au](http://www.vec.vic.gov.au)