

Victorian Electoral Commission

Customer Service Charter

July 2022



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What we do

We are an independent and impartial body established under Victoria's *Electoral Act 2002*.

We hold:

- State elections
- Local Council elections
- Polls and fee for service elections¹

We also:

- maintain the register of Victorian electors (the electoral roll)*
- promote public awareness and understanding of electoral issues
- conduct electoral research
- support the Electoral Boundaries Commission
- administer Victoria's political funding and donations disclosure rules.

** The electoral roll is generated from this register at the time of State or local government elections.*

Our vision

All Victorians actively participate in their democracy.

Our values

- **Independence:** acting with impartiality and integrity
- **Accountability:** transparent reporting and effective stewardship of resources
- **Innovation:** shaping our future through creativity and leadership
- **Respect:** consideration of self, others and the environment
- **Collaboration:** working as a team with partners and communities.

Our purpose

To deliver high quality, accessible electoral services with innovation, integrity, and independence.

¹ These include some statutory, community and commercial groups

Our customer service commitment

- Provide services that are high quality, accessible and inclusive.
- Deliver customer service that is approachable, meaningful, accountable, and valuable.
- Support voters understand the role of VEC and the role they play in the election process.

To show our customer focus, we will:

- acknowledge and assist visitors to our reception counter
- answer telephone calls as fast as possible
- get your call to the right team with minimal call transfers
- return telephone messages within one working day, or within an agreed timeframe
- provide an acknowledgement to an email within 2 working days of receipt and respond within 10 days (or an agreed timeframe)
- acknowledge written queries within 3 to 5 working days of receipt and respond within 10 days (or an agreed timeframe)
- acknowledge in person queries and resolve them within 3 to 5 working days. We may ask you to put your query in writing so we can direct it to the right team to respond
- acknowledge or respond to social media queries (direct messages, comments and tags) within one working day
- train and empower customer-focused staff to respond to your enquiries.

We will:

- keep our communication simple and use plain language wherever possible
- actively listen
- be open and transparent
- be timely and relevant
- engage with you in appropriate ways.

To support access to information, we will:

- provide accurate, relevant and timely information on our website and when you contact us
- ensure content on our website is written in plain English, is accurate and relevant to your needs
- ensure that our website is intuitive and easy to navigate.

To handle customer feedback and complaints, we will:

- review your feedback or complaint in line with our complaints policy
- treat your information in line with our privacy policy and relevant legislation
- confirm we have received your complaint and give you a case number
- assign your case to one of our staff to investigate
- aim to respond to your complaint within five days or provide you with a status update after ten days if it takes us longer to investigate.

For more information, please refer to our website at vec.vic.gov.au/about-us/complaints

To promote accessibility, we will:

- provide access to an interpreter if you need one
- provide information in accessible formats and languages
- provide accessible voting services at State and local council elections, including
 - provide information about voting centre accessibility on our website
 - ensure that there is at least one fully accessible voting centre or early voting centre in each district that can provide maximum access to voters
- ensure our reception team are communication access accredited.

To deliver high quality, effective and accountable services, we will:

- provide information that is easy to access
- maintain the register of Victorian electors.

As part of our commitment to consultation and engagement, we will:

- promote active participation by Victorians in their democracy
- work with communities who experience barriers, including;
 - Aboriginal peoples
 - people from diverse language and cultural backgrounds
 - people with disabilities
 - people experiencing homelessness
 - people in prison, and
 - young people.

As part of our commitment to ongoing review and evaluation, we will:

- assess stakeholder satisfaction with the delivery of our election services
- debrief and review our election performance after each major electoral event
- review our processes, systems and policies, and make changes if needed.

To uphold your privacy, we will:

- protect your personal information and only use it for the right reasons
- uphold the secrecy of the ballot
- handle all personal information in line with our privacy policy and relevant legislation.

Find out more on our website at vec.vic.gov.au/privacy

How you can help us

You can help us to resolve your queries by:

- making sure you update your enrolment details if you change your address
- providing us with accurate, relevant and timely information
- showing respect and courtesy when engaging with our staff
- complying with legal requirements
- providing us with feedback on our services.

Our commitment to ongoing improvement

If you have any feedback on this Charter or our compliance with it, please submit your feedback at: vec.vic.gov.au/about-us/complaints

We will review the Charter each year as part of our commitment to ongoing improvement.

Contact the VEC

Office and mailing address:

The Victorian Electoral Commission
Level 11, 530 Collins Street (access via the tower lifts)
Melbourne Victoria 3000

Phone:

General enquiries: 131 832
From outside Victoria: +61 3 8620 1100
Enrolment enquiries: 1300 805 478
If you have failed to vote at an election: 1300 551 575

Interpreter services are also available.

For information in other languages, phone: +61 3 9209 0112

Email:

General enquiries: info@vec.vic.gov.au
Technical problems with the website: webmaster@vec.vic.gov.au

Office hours:

8:30 am – 5 pm
Monday to Friday

National Relay Service:

People who are deaf or who have a hearing or speech impairment can contact the VEC via the National Relay Service.

National Relay Service users should phone 133 677 then ask for 03 8620 1100.

Speak & Listen users (speech-to-speech relay) should phone 1300 555 727 then ask for 03 8620 1100.

Internet relay users should connect to the National Relay Service via: relayservice.gov.au

and then ask for 03 8620 1100.

Feedback and complaints:

vec.vic.gov.au/about-us/complaints

