

Wide Angle Tasmania's Service Charter 2013 - 2015

Introduction

Wide Angle Tasmania's vision is to contribute to a vibrant, diverse and renewable Tasmanian screen culture. Our mission is to encourage, develop and support emerging screen practitioners in Tasmania.

Service Charter

Our Service Charter describes the values that guide WAT's activities, the service standards that can be expected, and what to do if you are not satisfied that WAT has upheld these standards.

WAT's Values

WAT undertakes that all Board and Staff Members will uphold and embody the following values in their work. These values demonstrate WAT's commitment to integrity and professional ethics.

We Are Accountable

We take responsibility for our actions and their outcomes. We are openly accountable to our funding partners and the community we serve. We report regularly on our performance, clearly describing and evaluating our programs. Our Board of management is available for people to contact directly.

We Build Community

We share skills, talents, ideas and resources to support the work of others. Our relationships with our clients and stakeholders demonstrate respect, responsiveness, fairness and equity. Our policies, programs and procedures are straightforward and easily understood, and embody the high standard of service our clients can expect. We encourage and facilitate the participation of a range of clients, reflecting the diversity of the Australian community. We encourage and act on feedback and consult with clients and stakeholders on a regular basis.

We Are Open

We are receptive to new and diverse ideas and approaches. WAT encourages and supports creativity and innovation in the development of our programs and experimentation with new ideas. We continuously learn from experience to improve our programs and to provide best possible outcomes. We actively work towards increasing opportunities for the Tasmanian screen community.

We Are Resourceful

We make intelligent and creative use of limited resources. The implementation and ongoing reviews of WAT's Business and Strategic Plan maximises the value of resources available for delivering services to the Tasmanian community.

WAT Services

WAT provides:

Access to resources:

- Resources for the professional development and training of screen practitioners.
- Resources for screen project development and low budget productions.

Access to opportunities:

- Access to industry professionals and networks.
- Access to relevant screen initiatives and events
- Public programs such as exhibitions, presentations, screenings, outreach activities, events and products.

Information services:

- Collection and dissemination of information about Tasmania's audiovisual industry, and relevant nationwide opportunities.
- A website providing information about the WAT's services and activities www.wideangle.org.au
- Phone and email enquiry services. Wide Angle Tasmania can be contacted on 03 6223 8344 or via email on info@wideangle.org.au

Service Standards

Information and Advice

- Be accessible and provide a prompt, courteous service accessible in person or by phone, email or letter.
- Provide an emergency contact mobile number for after hours or when the office is unstaffed.
- Maintain a website containing accurate, up to date information.
- Regularly publish email bulletins outlining WAT activities and events, and other relevant industry news.

Applications for Special Initiatives, Bursaries or Production Equipment Subsidies

- Provide comprehensive information about services and application requirements in guidelines and application forms, in both hard copy and electronic form.
- Identify to applicants all those involved in decisions on their applications where appropriate.
- Treat all information provided by applicants in confidence.

Timeliness & Quality

WAT will:

- Endeavour to answer or acknowledge enquiries the same day. If an enquiry takes longer than a day to answer, an estimated response time will be given. Calls and emails which are not answered immediately will be recorded and answered at the first available opportunity, or within ten working days.
- Observe timeframes specified by various initiatives. Dispatch requested materials within three working days.
- Adhere to legal and moral obligations, and observe rights to privacy and confidentiality.

How You Can Assist If Applying for a Special Initiative, Bursary or a Production Equipment Subsidy

- Applications will be assessed and assistance contracted more quickly if the information required by WAT is supplied by applicants in a complete form. Application forms for various initiatives and guidelines specify the types of information required will be available from WAT upon request.
- Ring WAT if you have any queries and avoid delays caused by the need to re-submit material. Remember to read all the relevant forms, guidelines or WAT correspondence first. The WAT website www.wideangle.org.au contains information relevant to clients and stakeholders.

What WAT Cannot Do

WAT does not consult with applicants about the relative merits of their projects before a complete application has been received, and project assessments nor any subsequent cash flow or access to equipment can begin until all relevant material is supplied.

WAT does not meet with unsuccessful applicants after a final decision has been made, except in the case of a formal grievance about the process. Any questions can be discussed by telephone, mail or email.

Compliments or Complaints

Your views about WAT's services help us maintain a high standard of service, and are welcome. If we've met or exceeded the service standards, we'd like to know about it.

If you feel the service standards have not been met or are unhappy with the service, in the first case talk to the person who provided the service so that he or she is aware of your concerns and can try to improve the situation for you. If this approach is not successful you should write to either the General Manager or any Board Member of Wide Angle Tasmania. If you are still not satisfied you may write to the WAT Chair. *(Please mark the envelope "Private and Confidential", and address to Wide Angle Tasmania Board, Space 123, 77 Salamanca Place, Hobart 7004, and the correspondence will be sent onto the Board Member of your choice without having been opened by WAT Staff.)*

If you believe your right to confidentiality has not been respected, you can call the Privacy Commissioner—local call 1300 363 992.

If you believe you have been discriminated against, you can contact the Office of the Anti – Discrimination Commissioner on 1300 305 062

If you have issues as a consumer of Wide Angle Tasmania's services, please contact Consumer Affairs and Fair Trading on 1300 65 44 99

Review passed at Board Meeting held November 20, 2013