

Victorian Electoral Commission

Customer Service Charter

July 2020



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What we do

The Victorian Electoral Commission is an independent and impartial statutory authority established under Victoria's *Electoral Act 2002*, with responsibility to:

- conduct Victorian State and local council elections, as well as some statutory, commercial and community elections
- maintain the Victorian electoral roll*
- work to engage all Victorians in the democratic process
- educate the community and raise awareness about Victoria's electoral system
- support redistricting activities for State and local government electoral boundaries
- conduct electoral research
- administer and enforce Victoria's political funding and donation disclosure requirements

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

Our vision:

All Victorians actively participating 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.

Our customer service commitment:

- Provide services that are high quality, responsive, accessible, impartial, transparent and consistent
- Deliver customer service that is guided by our values and developed with our customer needs in mind

To demonstrate our customer focus, we will:

- answer telephone calls quickly, with minimal call transfers
- return telephone messages within one working day, or within an agreed timeframe
- provide a response to an email within two working days or provide an update
- promptly acknowledge and assist visitors to our reception counter
- acknowledge queries quickly and resolve them in a timely manner, within three to five working days if possible. For more detailed matters, we may ask you to put your query in writing so that we can respond efficiently and effectively
- acknowledge written queries within three to five working days if possible, and respond within 10 days, or an agreed timeframe
- train and empower customer-focused staff to respond to your complaints and enquiries.

To improve our communication with you, we will:

- provide accurate, relevant and timely information on our website and when you contact us.
- encourage you to provide an email or mobile number so that we can let you know – ahead of time - when you are affected by an electoral event with a voting reminder (VoterAlert)
- ensure our website is in plain English, accurate and relevant to your needs
- ensure that our website is intuitive and that the navigation and applications have been user-tested.

To handle customer feedback and complaints, we will:

- respond to you acknowledging receipt of your complaint and provide you with a case number.
- review your feedback or complaint in line with our [customer feedback policy](#)
- aim to resolve your case within five working days or provide you with a status report after ten days if it will take us longer to investigate.
- treat your information respectfully and in confidence. For more details, please refer to our website: vec.vic.gov.au

To promote accessibility, we will:

- provide access to an interpreter if you need one
- provide information in accessible formats and languages
- do our best to provide offices and voting centres that are either fully or assisted wheelchair accessible
- provide descriptions regarding voting centre accessibility on our website
- provide accessible voting services at State elections to electors who have difficulty casting a secret vote without assistance.
- ensure our Reception Team and telephone staff maintain their Communication Access accreditation

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

- provide easy-to-access, accurate information
- maintain an up-to-date Register of Electors.

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

- promote active participation by Victorians in their democracy
- engage and consult electors from diverse cultural backgrounds, Indigenous communities, young people and other communities of interest such as electors who have a disability or who are experiencing homelessness.

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
- analyse complaints received and review relevant processes, systems and policies, and make changes if needed.

To uphold your privacy, we will:

- respect the confidentiality of personal information
- uphold the secrecy of the ballot
- handle all personal information in accordance with the *Privacy and Data Protection Act 2014* and other relevant legislation.

How you can help us

You can help us to resolve your queries as quickly as possible by:

- making sure you update your enrolment details if you change your address
- providing us with accurate, relevant and timely information
- speaking respectfully and courteously to our staff
- complying with legal requirements
- providing us with feedback on our services.

Enrolment

If you are 18 or over and an Australian citizen, make sure your name is on the Victorian and Australian electoral rolls.

If you are already enrolled, let us know when you change your name or address, so your enrolment can be updated.

You can also check and update your enrolment online at enrolment.vic.gov.au

Our commitment to ongoing improvement

As part of our commitment to ongoing improvement, this Charter will be reviewed annually.

If you have any feedback on this Charter or our compliance with it, please submit your feedback

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

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

