

Australian Institute of Aboriginal and Torres Strait Islander Studies

Service Charter

Our Mission

Our Mission is to promote knowledge and understanding of Australian Indigenous cultures, past and present.

Through a network of Council and its committees, staff, members and stakeholders, we comprise a diverse community committed to carrying out activities which affirm and raise awareness among all Australians, and people of other nations, of the richness and diversity of Australian Indigenous cultures and histories.

Functions

The functions of the Institute are as follows:

- (a) to undertake and promote Aboriginal and Torres Strait Islander studies;
- (b) to publish the results of Aboriginal and Torres Strait Islander studies and to assist in the publication of the results of such studies;
- (c) to conduct research in fields relevant to Aboriginal and Torres Strait Islander studies and to encourage other persons or bodies to conduct such research;
- (d) to assist in training persons, particularly Aboriginal and Torres Strait Islanders, as research workers in fields relevant to Aboriginal and Torres Strait Islander Studies;
- (e) to establish and maintain a cultural resource collection consisting of materials relating to Aboriginal and Torres Strait Islander Studies;
- (f) to encourage understanding, in the general community of Aboriginal and Torres Strait Islander societies.

Our Clients are:

- Australian Indigenous peoples and their future generations
- People in the wider Australian and international communities with an interest in Indigenous studies
- Members of the Institute

Our Services to you:

- Conduct, promote, fund and facilitate high quality research in Australian Indigenous studies
- Develop and care for archives and collections of Australian Indigenous studies
- Facilitate appropriate access to these archives and collections and provide information based on them
- Create and develop a diverse range of products and services about Australian Indigenous cultures

- Product sales and mail order

You can expect

- Courteous, responsive and friendly service
- Informed and culturally aware staff
- Standards of service informed by intellectual, ethical and cultural considerations

In doing this we are committed to:

- Communicating with you about what we do and why we do it
- Always identifying ourselves when talking with or writing to you
- Providing accurate and accessible information
- Adhering to the legal obligations and rights of access pertaining to the materials in our care

We expect you to:

- Respect our staff and our other clients
- Value our unique collections as we do
- Provide us with the information that we need to help you

Client feedback

We welcome constructive feedback on our performance, so that we can know whether or not we are meeting your needs.

If you need assistance, or you would like to give feedback on some aspect of our service, please contact us at one of the numbers listed below:

Aboriginal Studies Press:	02 6246 1184
Archives and Production	02 6246 1133
Community Access:	02 6246 1147
Library:	02 6246 1182
Native Title Research Unit	02 6246 1161
Research Program	02 6246 1159
Corporate Services	02 6246 1112
Executive:	02 6246 1118

Evaluation of our Performance

We will regularly monitor and seek to improve the quality of our client services according to the standards set out in this charter.

We will publicly report on this ongoing evaluation of our performance in our Annual Report.