

CUSTOMER SERVICE CHARTER

Sydney Living Museums cares for 12 of the most important historic houses and museums in NSW on behalf of the people of NSW.

Our vision is to create a living future for the past.

Our mission is to cherish, protect and share our places and stories.

We are committed to providing you with the best possible experience when you visit one of our museums and historic houses. We promise to:

- Warmly welcome you to our properties;
- Provide an excellent and engaging customer experience that will make you want to return again and again;
- Treat everyone courteously and fairly, respect diversity, and understand and meet your specific needs;
- Connect you with the authentic, diverse and vibrant stories of our properties and collections;
- Be helpful, and provide relevant and timely information using clear and concise language;
- Keep our properties clean, safe and inviting;
- Listen to you, and if you have a suggestion or complaint, address it honestly, transparently and in a timely manner;
- Continually strive to improve our interactions with you to inspire your support of our stewardship of these special places.



Naseema Sparks AM
Chair,
Sydney Living Museums

How to contact us

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