

# Visitor Experience Charter



## Our commitment

Created to inspire and educate, the Australian Space Discovery Centre is a place where visitors can explore the latest innovations in space technologies and learn about Australia's role in expanding national and international space activities.

We aspire to be a world class centre that raises national awareness, fosters understanding, and instils positive attitudes towards space science and technology.

We are committed to providing high quality interactive space science and technology exhibits and programs which are relevant, contemporary, and accessible to all visitors, particularly families and students.



## What you can experience

We offer a fun and interactive environment to entertain, excite and stimulate your interest in space and your understanding of space science and technology.

Our visitor experience aims to include:

- innovative and engaging exhibitions at the Centre
- in-person public and school programs, including presentations and workshops
- nationally accessible virtual educational programs
- website publications, including activities for those unable to visit the Centre
- first class facilities and theatre for events, celebrations, and lectures, and
- a safe environment that protects all children, young people, and vulnerable people from harm, or risk of harm, and that upholds the rights of children, young people, and vulnerable people to feel and be safe.



## What you can expect from us

- to provide high quality, fun, innovative, and contemporary programs, supported by accurate, easily understood information to entertain and stimulate you
- to provide a range of engagement options, including nationally accessible virtual programs
- to provide a clean and safe environment for visitors including those in wheelchairs and access for those with disabilities
- to have staff that deliver professional visitor experience, are well trained, welcoming and friendly, and who will assist you promptly with all enquiries
- be committed to maintaining a Child Safe environment with staff trained in child safety, and
- value and welcome your feedback and suggestions and proactively apply this feedback towards continuous improvement.



## How you can help us

Please:

- enjoy yourself - have fun!
- make the most of your visit by using the exhibits, posing questions, and interacting with our staff
- respect our staff, the environment and the enjoyment of other visitors
- follow all posted signage throughout the Centre, including our Conditions of Entry
- follow the direction of our staff when engaging with us
- participate in programs and tell others about your experience, and
- be responsible for the children under your care.

## Your feedback

Our Visitor Experience Charter has been developed through extensive discussions with our staff and our valued visitors. The Charter is evolving, and we welcome all enquiries, comments, suggestions, or complaints.

Our customer feedback form is available for download from the Australian Space Agency website at [www.space.gov.au](http://www.space.gov.au).

If you want to tell us about your visit and provide suggestions on how we might improve our services, you can contact us.

## Contact details

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