

Service Charter

Places of Deposit (PODs)

Assistant Director's Statement

Public Record Office Victoria (PROV) is committed to servicing and strengthening the Places of Deposit (POD) program. This service charter supports our commitment to the POD program by providing clarity and guidance to PODs about the aims of the program and the range of services we can offer them.

David Taylor

Acting Assistant Director, Access Services

Who we are

This service charter applies to Places of Deposit currently appointed as a Class B Place of Deposit under section 14 of the *Public Records Act 1973* (Vic).

Staff who work within the POD program are principally from the Collection Management and Community Engagement teams.

Our vision

Public Records, Publicly Available.

Place of Deposit program mission

To support the effective management of a program of Places of Deposit which provide local storage and access to public records of significance to their communities.

Our commitment to you

We are committed to providing a quality service to PODs. We will endeavour to provide advice, direction and services to PODs efficiently and professionally.

Services we perform

What we can do for you:

- Explain the POD program and answer any administrative or related queries you may have, including your attestation and compliance obligations for continued accreditation as a POD under PROV's requirements
- Provide information and resources on the PROV website to help you to manage your public record collection
- Answer basic queries you may have about building and managing your public record collection which are not covered by our online information or resources. In certain cases we may direct you to external resources or organisations which are better placed to address your queries.
- Once a Government Agency has decided to transfer records into a POD, PROV will authorise the transfer of temporary public records to PODs in accordance with priorities under the Government Services transfer program.
- Provide a communication channel for disseminating updates and information related to our POD program and POD activities and achievements.
- Provide disaster recovery assistance to PODs on a case by-case-basis
- On occasion deliver regional training and/or outreach activities to PODs as part of our annual program of community engagement and events.
- On occasion offer temporary public records which have been deaccessioned from the PROV collection to PODs for acquisition into their collection.

What we cannot do:

- Undertake collection management services on your behalf such as developing collection policies and procedures, indexing or digitising or performing conservation measures on records.
- Provide regional training or outreach activities on request. However, we will consider any proposals which would be delivered as part of our annual program of community engagement and events.
- Offer an on-request service to inspect your facilities to ensure that it is compliant with our requirements.
- Seek out potential public records for acquisition on your behalf and compel Government agencies to transfer the temporary records to a POD.
- Apply for any external grant and other funding opportunities on your behalf.
- Provide preferential consideration purely on the basis of POD status for any PODs which apply for funding under any of PROV's annual grant funding rounds.

Timeliness

We will:

- Provide an immediate acknowledgement for any email query received and will respond to each query within 10 working days.
- Respond to other enquiries in a timely manner.

Measurement and review

We encourage feedback about our services and use it to evaluate and enhance our services and inform future planning.

You can contact us by mail: PO Box 2100, North Melbourne, VIC, 3051 or by completing our online enquiry form <https://prov.altarama.com/reft100.aspx?pmi=jjlki3Ghs7>