

Service Charter

27 July 2006

Open Channel Co-operative Ltd

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1. What we do

OPEN CHANNEL is Victoria's Screen Resource Centre, assisting filmmakers, digital artists and communities by providing access to equipment, training and production support. OPEN CHANNEL creates opportunities for people to realise their films and develop screen production skills and by providing pathways into the screen industry.

OPEN CHANNEL is a member of Screen Development Australia, a network of five screen resource organisations providing a strong national infrastructure with the aim of:

- Developing a greater number of skilled film, video and new media makers;
- Facilitating the active engagement with the production, economic and aesthetic issues facing the industry;
- Increasing audiences for Australian film and new media works;
- Facilitating equity in access and delivery of programs.

2. What we offer

2.1. Practitioner Support

- Provide access to affordable production and post-production equipment and facilities
- Provide production advice, mentorship and support through our production program (to be launched October 2006)
- Provide technical advice and support through our equipment and facilities team
- Offer subsidised equipment hire through our OPENAccess initiative
- Offer affordable corporate production services
- Support independent production through collaboration, development of funding proposals and/or joint copyright ventures
- Provide access to infrastructure; production offices, meeting rooms, photocopying and data.
- Provide employment opportunities through Member Crew Database
- Provide Online Distribution opportunities through OPEN CHANNEL website (to be launched November 2006)

2.2. Training and Professional Development

- Short course program
- Nationally accredited training; Currently the Certificate III in Screen and Advanced Diploma of Screen
- Auspiced accredited training eg VET/VCAL Certificate III in Screen at Box Hill Senior Secondary College
- Industry seminars and master classes
- Individual tailored / customised training
- Mentor Programs

2.3. Industry Partnerships

- Provide affordable tenancies to industry organisations
- Equipment brokerage arrangements with individuals and other organizations, eg Channel 31
- Joint projects with industry groups; Writers Guild, Editors Guild, Cinematographers Associations If, ASDA, Popcorn Taxi, Music and Effects, etc.
- Supporting new industry groups and festivals; Animation Posse, In on the Filmmaker, Bayside Film Festival, etc.

2.4. Community Partnerships

- Innovative pilot projects
- Co-production
- Access and Equity

2.5. Membership Services

OPEN CHANNEL membership is open to the general public and currently offers a range of benefits including:

- Discounts on equipment and facilities hire, short courses and seminars
- Production advice and mentorship program (to be launched in October 2006)
- Production subsidy programs (Raw Nerve and OPENAccess)
- Access to advertising opportunities though OPENLine, OPEN CHANNEL's monthly newsletter
- Member Events and Screenings eg *Short & Sharp* and *Love Your Work!*
- Networking and employment opportunities through events, tenancies and Member Databases, eg Crew Database
- Attendance and voting rights at the Annual General Meeting
- Discounts to a wide range of screen and other services
- Access to online distribution opportunities (to be launched November 2006)

OPEN CHANNEL is a not-for-profit membership based cooperative.

3. The service you can expect from OPEN CHANNEL

OPEN CHANNEL has a commitment to help you at every stage of your interest and involvement in film, video and multimedia.

We Will:

- Be contactable by telephone, fax, and email and in person during business hours.
- Be courteous and professional.
- Treat you fairly, impartially and with respect.
- Consider convenience to clients in arranging our services.
- Ensure openness and transparency in decision-making.
- Treat cultural differences with sensitivity and as far as possible make provision for cultural differences in our service provision.
- Adhere to the laws and requirements of anti-discrimination legislation
- Consider all suggestions for how we might improve our services
- Respect your right to privacy and confidentiality.

4. Our service standards

We Will:

- Be accessible by phone, fax email and post to assist with all client and general enquiries.
- OPEN CHANNEL's business hours are Monday to Friday from 9am - 5.30pm. Most phone enquiries will be answered on the day of receipt. Email and post enquiries will be answered within 5 working days of receipt.
- If an inquiry takes longer than a day to answer, an estimated response time will be given. Before 9am calls will be recorded and messages will be handled on the day that they are received.
- After 5.30 pm, a response to recorded messages will be given on the next working day.

5. What we cannot do

- OPEN CHANNEL does not provide cash support for projects.
- OPEN CHANNEL does not provide retrospective support.

6. How to comment on our service

Your views and comments are extremely valuable to us as they assist in raising our standards of service provision.

You can comment formally by:

- Filling in an evaluation/feedback form, which is available at reception and at the completion of each OPEN CHANNEL course/ event.
- Sending us an e-mail - either directly to info@openchannel.org.au or via our website at www.openchannel.org.au, or write to the Office Coordinator, OPEN CHANNEL, Shed 4 North Wharf Road, Victoria Harbour Docklands, Vic 3008.

If you are dissatisfied with our service:

- Firstly, speak with the person directly involved - so that they are aware and a can take action to immediately address the situation.
- If you are still unhappy, speak to the manager of that program area.
- If the response is unsatisfactory, contact the Business Director.
- If this fails refer the matter in writing to the Board of OPEN CHANNEL through the Chair.

Complaints will be acknowledged within five working days and a formal response or progress report will be provided within ten working days.