

Accommodation and Library Services

Service Charter

At the Accommodation and Library Services (ALS), we are committed to applying our expertise and public sector knowledge to deliver efficient and effective shared services for the Victorian Government that give our clients confidence to focus on their core business.

We strive to be the shared service provider of choice, achieving value for the Victorian Public Sector through the strategic delivery of shared services.

This Service Charter defines the service delivery standards our clients can expect from us, the rights of our clients, and how we manage complaints and feedback.

The Charter complements the ALS Service Level Agreement (SLA) it has with its Victorian Government client department and agencies. The SLA and the associated Catalogue of Services define the scope of ALS services performance indicators for delivery.

Who we are and what we do

ALS is part of the Department of Government Services (DGS) and delivers a range of strategic and operational services to Victorian Government departments and agencies in the areas of:



Office Accommodation – In conjunction with ALS's outsourced service provider, deliver office accommodation solutions and building maintenance services that provide fit-for-purpose, clean and safe workspaces that allow clients to conduct their business. Includes workspace changes and relocations, facilities management and building security.



Victorian Government Library Service (VGLS) – Give clients easy access to the information resources they need through licenced electronic resources, the Whole of Victorian Government (WoVG) library collection, a team of information professionals, and access to a global network of libraries and suppliers.

Contact details

Standard services Monday – Friday 8.00am – 5.30pm (except public holidays)

Help desk office maintenance: 24 hours, 7 days.

Access all ALS services

[ALS website](#)

Office Accommodation Management Services

Log a standard priority office maintenance work order online:

For **emergency*** and **critical*** office maintenance work orders call *24 hours, 7 days a week*.



1800 SHARED (1800 742 733)

For all other office accommodation queries, visit: <https://www.vic.gov.au/acls-get-help>.

Victorian Government Libraries Services (VGLS)

Access library services through [ALS website](#) or call 1800 Shared (1800 742 733) option 2 or email: vgls@dgs.vic.gov.au

**Emergency: Incident that causes major property damage, are life threatening or significantly interrupt business
Critical: Incidents that reduce or impact operational efficiency or comfort; and/or cause property damage or injury.
Office maintenance work orders can also be logged directly on <https://jll-vic-govt-au.corrigio.com/Customer/Home>.*

Our locations

Head office (all services)

Level 3, 1 Macarthur Street
Melbourne Vic 3000

VGLS (Visit by appointment)

Knowledge Resource Centre
607 Sneydes Road
Werribee Vic 3030

Our customer service commitments

We are committed to delivering quality services to our clients in line with public sector and DGS organisational values

Customer focus

- Plan and negotiate at the Whole of Victorian Government (WoVG) level to add value over and above what an individual client could achieve independently
- Respond to client requests and queries in a professional, timely and accurate way
- Continually improve our processes and customer experience while seeking opportunities to reduce administrative overheads and decrease duplication across the Victorian public service
- Offer innovative ideas and services to clients that support their current and future business needs.

Accountable

- Take accountability for the quality of services, including those delivered through outsourced providers
- Take a proactive and solution focus to our work in delivering services and managing risks
- Giving stakeholders fit for purpose and timely reporting on services
- Ensure compliance with relevant statutory and legislative requirements

Collaborative

- Engage with our clients to inform, collaborate, consult, seeking feedback on decisions that affect them
- Welcome and proactively seek client feedback on our services and engagement
- Work cohesively across our service areas to deliver holistic, coordinated, and consistent services
- Be courteous and treat all our clients professionally, listen and consider their perspectives and priorities, always respecting their views.

How we engage with our clients

In person



When engaging with us in person, our customers can expect our helpful, friendly staff to respond promptly to their enquiries and do so directly without unnecessary referrals.

Where our staff are unable to resolve queries immediately, we will give clients the name of the person who can assist and make attempts for clients to speak with them (in person or by phone). If that person is not readily available, they will directly contact the client as soon as possible.

Online



As part of our commitment to providing contemporary and convenient shared service delivery, ALS is offering more alternatives to access services and log work requests digitally.

Facilities management services logged online will all be acknowledged through a receipt direct to the individual logging the job.

We commit to responding to all other requests or enquiries in a timely way against our Service Schedule commitments. If a full resolution to the query is not possible initially, then we will notify clients of a timeframe for response and a contact person.



ALS staff members receiving client emails directly will acknowledge receipt of the message (within no more than two working days) and respond as promptly as possible, taking into consideration the timeliness of the enquiry or request. The ALS staff member will ensure they include relevant details of alternative contacts if they are not available at the time of the query. The staff member will let clients know and give them details about who will respond to the query and by when.

On the telephone



The ALS Help Desk is managed by our outsourced service delivery provider, attending to service user calls **24 hours a day, 7 days a week**. We will answer calls as promptly as possible, identify ourselves, and try to deal with an enquiry directly without unnecessary referrals or transfers.

To support an efficient help desk service, ALS recommends that all regular priority accommodation requests are logged online via the outsourced service provider portal (online or by mobile app) [ALS website](#).

Clients must log emergency or critical requests via phone on 1800 742 733.

Clients can also expect a prompt response when contacting an ALS staff member directly. If the line is busy or unattended, the client will have the option to leave a voicemail message or call the staff member's mobile phone. If clients leave a message, our staff will return the call at the first opportunity (by the next business day).

If we cannot resolve a telephone enquiry immediately, our staff will attempt to transfer callers to the appropriate staff member who may be able to assist. If unsuccessful, we will provide the caller with the name of the person who is able to respond to the request or will have the relevant staff member contact the caller directly.

Where a member of staff is likely to be unavailable for more than one business day, clients can expect that the staff member will arrange for someone else to assist them.

Writing a letter



We will acknowledge correspondence that requires a response within two business day of receiving it and aim to respond with a resolution within seven business days. If a full resolution is not possible within this time, a staff member will let clients know and give them details about who will respond to the query and by when.

Supporting our clients' rights

We acknowledge and support our clients' rights to:

- privacy and confidentiality, consistent with Victorian Government standards and policies
- evidence (through agreed indicators and reporting) that ALS is delivering relevant outcomes and benefits as part of fulfilling its whole of Victorian Government and client business needs; and
- review and appeal about any aspect of our service delivery

As part of our service relationship, ALS also engages with clients with an expectation that we all abide by relevant Victorian Government policies, procedures, guidelines and the Code of Conduct.

Lodging feedback and complaints

We welcome and encourage our customers to give us feedback about the quality of our services and our engagement, including highly satisfying experiences, and those where we have not met expectations.

Details about lodging a complaint and escalation processes are available on the [ALS website](#), ALS Service Level Agreement and Catalogue of Services.