



# CUSTOMER SERVICE GUARANTEE

Shared Services SA is a service delivery organisation committed to achieving a consistently high level of customer service and strives to deliver quality services in a professional, coordinated and timely manner.

## OUR CUSTOMERS

We provide services to a wide range of customers including:

- Citizens and businesses making payments to government
- Businesses supplying or tendering for services to government
- Government employees using transactional services
- Government agencies purchasing business and support services
- Parliament of South Australia and Cabinet.

## OUR PURPOSE

Working with our customers to deliver valued service to citizens, the community and government.

## OUR VALUES

Our values guide us in achieving our purpose, they underpin our culture and how we engage with our customers:

- Service
- Professionalism
- Trust
- Respect
- Collaboration and engagement
- Honesty and integrity
- Courage and tenacity
- Sustainability.

## OUR PRINCIPLES

Shared Services SA is committed to delivering a high standard of service by understanding customer needs and listening to feedback.

### SHOW WE CARE

**When interacting with customers, we are:**

- Knowledgeable and helpful
- Responsive to customer needs
- Fair and reasonable
- Open and honest
- Professional, courteous and friendly
- Respectful of diverse backgrounds, experiences and perspectives.

### BUILD TRUSTED RELATIONSHIPS

**When working with our clients, our people:**

- Consult and engage regularly
- Share and exchange information
- Work collaboratively to achieve positive outcomes
- Build and maintain valued relationships.

### DELIVER RESULTS

**The services we provide are:**

- Accessible and informative
- Accurate and reliable
- Timely and where possible, issues are resolved in the first instance
- Delivered with customer expectations in mind
- Quality-focussed.

### STRIVE TO BE BETTER

**To improve our customer service, we:**

- Actively seek feedback and manage customer complaints
- Measure and report our performance
- Continuously review results
- Identify and implement process and other improvements.

## CUSTOMER SERVICE STANDARDS

- Shared Services SA aim to provide high quality assistance across our range of services.
- We are committed to responding to enquiries in a timely manner so we continually monitor and report on our service performance.
- We regularly seek feedback from our customers to ensure we are delivering on our customer service principles.

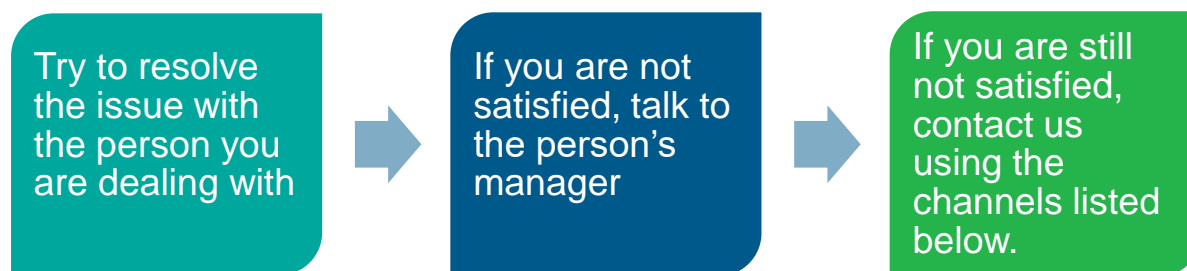
## CUSTOMER FEEDBACK

We welcome your feedback. If you would like to provide improvement suggestions or compliment exemplary service, you can provide feedback using the channels listed below.

## CUSTOMER COMPLAINTS

We recognise that sometimes things can and do go wrong. If this occurs, we aim to collaboratively resolve the issue or concern quickly and efficiently.

We recommend that you:



## CONTACT US

Channels for providing feedback or lodging a complaint:

<b>Telephone</b>	8462 1300
<b>Email</b>	<a href="mailto:SSSACustomerservice@sa.gov.au">SSSACustomerservice@sa.gov.au</a>
<b>Web</b>	<a href="https://shareservices.sa.gov.au/complaints-and-feedback">shareservices.sa.gov.au/complaints-and-feedback</a>
<b>Postal</b>	GPO Box 11030, Adelaide, SA 5001