

Department of Treasury and Finance

Client Service Strategy

South Australia's Strategic Plan (SASP) Target 1.7



Government of South Australia
Department of Treasury
and Finance

Our target

This document outlines the Department of Treasury and Finance's (DTF) Client Service Strategy developed as part of DTF's commitment to achieving South Australia's Strategic Plan (SASP) Target 1.7.

Performance in the public sector - customer and client satisfaction with government services: Increase the satisfaction of South Australians with government services by 10% by 2010, maintaining or exceeding that level of satisfaction thereafter.

Strategies to achieve our target

In achieving our target we will:

- develop Service Standard Guidelines for relevant external client focused DTF Business Units (RevenueSA, Super SA, South Australian Government Financing Authority, State Procurement and Support Operations, Shared Services SA);
- promote our Client Charter and Service Standards;
- promote our commitment to client service in relevant DTF publications;
- provide comprehensive and up-to-date information on our Internet sites;
- undertake Benchmarking (where appropriate) to achieve best practice;
- conduct client service surveys for relevant client focused DTF Business Units on a two yearly basis which incorporate the eight core questions based on the Common Measurement Tool (CMT) to measure satisfaction;
- equip staff with skills required to provide exceptional client service;
- implement a process for client feedback; and
- consult with stakeholders and industry groups.

Measurement of performance

Our performance will be measured by:

- results from client service surveys;
- reviewing customer feedback; and
- achievement of client service targets.