

## COMMUNICATING WITH US

You can contact us in person, telephone, letter, fax or email. Contact details for the Department of Treasury and Finance and our client services focused branches are outlined below.

### Department of Treasury and Finance

**In Person:** Ground Floor, State Administration Centre  
200 Victoria Square  
Adelaide

**Mail:** GPO Box 1045  
ADELAIDE SA 5001

**Email:** [treasuryweb@saugov.sa.gov.au](mailto:treasuryweb@saugov.sa.gov.au)

**Website:** [www.treasury.sa.gov.au](http://www.treasury.sa.gov.au)

**Phone:** +61 (8) 8226 9500

**Fax:** +61 (8) 8226 3819

### RevenueSA

**In Person:** Ground Floor, State Administration Centre  
Assessing and Taxpayer Assistance  
200 Victoria Square  
Adelaide

**Mail:** GPO Box 1353  
ADELAIDE SA 5001

**Email:** [revenuesa@saugov.sa.gov.au](mailto:revenuesa@saugov.sa.gov.au)

**Website:** [www.revenuesa.sa.gov.au](http://www.revenuesa.sa.gov.au)

**Phone:** +61 (8) 8226 3750

**Fax:** +61 (8) 8226 3737

### Super SA

**In Person:** Ground Floor (enter from Pulteney Street)  
151 Pirie Street  
Adelaide

**Mail:** GPO Box 48  
ADELAIDE SA 5001

**Email:** [supersa@saugov.sa.gov.au](mailto:supersa@saugov.sa.gov.au)

**Website:** [www.supersa.sa.gov.au](http://www.supersa.sa.gov.au)

**Phone:** (08) 8207 2094 (within government network)  
+61 1300 369 315

**Fax:** +61 (8) 8226 0593

### South Australian Government Finance Authority

**In Person:** Level 5, State Administration Centre  
200 Victoria Square  
Adelaide

**Mail:** GPO Box 1045  
ADELAIDE SA 5001

**Email:** [safa@mail.saugov.sa.gov.au](mailto:safa@mail.saugov.sa.gov.au)

**Website:** [www.safa.sa.gov.au](http://www.safa.sa.gov.au)

**Phone:** +61 (8) 8226 9444 (within government network)

**Fax:** +61 (8) 8226 9458

### State Procurement & Support Operations – Contract Services

**In Person:** Level 1  
12 Victoria Place  
Adelaide

**Mail:** GPO Box 549  
ADELAIDE SA 5001

**Email:** [madsen.margie@saugov.sa.gov.au](mailto:madsen.margie@saugov.sa.gov.au)

**Website:** [www.treasury.sa.gov.au](http://www.treasury.sa.gov.au)

**Phone:** +61 (8) 8226 5661

**Fax:** +61 (8) 8226 5550

### State Procurement & Support Operations – Fleet SA

**In Person:** Ground Floor, Wakefield House  
30 Wakefield Street  
Adelaide

**Mail:** GPO Box 1943  
ADELAIDE SA 5001

**Email:** [fleet.admin@saugov.sa.gov.au](mailto:fleet.admin@saugov.sa.gov.au)

**Website:** [www.fleetsa.sa.gov.au](http://www.fleetsa.sa.gov.au)

**Phone:** +61 (8) 8226 5800

**Fax:** +61 (8) 8232 1426

### Shared Services SA

**In Person:** Level 4, Westpac House  
91 King William Street  
Adelaide

**Mail:** GPO Box 1045  
ADELAIDE SA 5001

**Email:** [sharedservicesreform@saugov.sa.gov.au](mailto:sharedservicesreform@saugov.sa.gov.au)

**Website:** [www.treasury.sa.gov.au/sharedservices](http://www.treasury.sa.gov.au/sharedservices)

**Phone:** +61 (8) 8226 6770

**Fax:** +61 (8) 8226 6711

# Department of Treasury and Finance Client Service Charter



February 2008



**Government  
of South Australia**  
Department of Treasury  
and Finance

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## OUR BUSINESS

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Our business is to provide policy advice and financial management services to the Government of South Australia in order to strengthen State finances and contribute to community well being. We do this by promoting policy accountability in the public sector based on objective and comprehensive analysis of options, by managing the whole of government financial processes and supporting an efficient public sector.

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## OUR VISION

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To be an organisation respected for the quality and integrity of our advice, the standard of public sector financial management, the level of service we deliver to our clients and the development of our people.

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## OUR PEOPLE

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Our organisation comprises a diverse group of dedicated people with a wide range of skills including economics, accounting, finance, business services, insurance, superannuation and management.

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## COMMUNICATING WITH YOU

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The Department of Treasury and Finance (DTF) will:

- be available for contact from 9 am to 5 pm on any business day;
- provide our documentation in easy to read language;
- ensure all correspondence provided by us includes a contact name and telephone number;
- advertise relevant changes via the Internet and through our communications with clients, representatives and industry bodies;
- make our publications available 24 hours a day through the Internet;
- consult with relevant industry groups on specific matters as they arise;
- act impartially and consistently to make fair and equitable decisions, which are in accordance with the law or appropriate directions and guidelines;
- not disadvantage clients when we cause delays; and
- apologise for any mistakes, explain what happened and rectify the problem as a matter of high priority.

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## OUR VALUES

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**Efficient and Effective:** we recognise our obligation to make best use of our resources for the benefit of the South Australian community. Our people are supported and developed to improve our department's performance.

**Respect and Courtesy:** in delivering our services and in working together our conduct reflects the highest ethical standards expected of public servants by government and the community.

**Credibility:** our skills and expertise are applied to providing government, agencies and the community with advice that is rigorous, consistent with legislative requirements, well researched and canvasses the range of options.

**Timely and Responsive:** we respond with speed and appropriateness, whilst maintaining the integrity of our advice and solutions.

**Standards:** the quality of our financial services and our contribution to the standards of public sector financial management in South Australian government agencies are the measures of our success.

**Professional:** we value professional expertise and encourage our staff to maintain the highest standards.

**Collaborative:** we value the contribution of each other, we are generous in the exchange of ideas and information and we share effort and success.

**Accountable:** we act in the public interest and take responsibility for our actions, knowing they will stand up to scrutiny and are open, fair and honest.

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## OUR MAJOR CLIENTS AND STAKEHOLDERS

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**Government:** Our principal clients are our Ministers, Cabinet and its committees, and through them, the government, for our work in providing policy analysis and advice, administering and coordinating the State Government's finances and providing a range of financial services and by supporting an efficient public sector.

**Government entities:** In addition to administering and coordinating the government's requirements across agencies, we deliver a range of services, including advice and technical support, to all portfolio groups, state entities and government businesses.

**SA Community:** The broader community, through the elected government and Parliament, is the ultimate client of our services. Treasury and Finance has direct dealings with a range of community members, including taxpayers and their representatives, members of superannuation schemes and the business community generally.

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## OUR SERVICES

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The Department of Treasury and Finance supports the government's key economic, social and financial policy outcomes through the provision of advice and coordination of resource allocation for Government programs. We also provide financial services to the government and the community covering asset and liability management, collection of state taxes, insurance and superannuation.

The Department also supports the government's target for improved administrative efficiency within the public sector through the implementation and provision of shared services and provision of procurement and fleet management across the SA Government.

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## LEVEL OF SERVICE

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Each client focused branch of the Department of Treasury and Finance issues its own service standard document, outlining the services and standards you should expect from that branch. These are available on their respective websites.

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## CONFIDENTIALITY AND PRIVACY

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The Department of Treasury and Finance will:

- respect your privacy and comply with secrecy and privacy principles provided by law;
- provide you with access to information in accordance with the *Freedom of Information Act 1991*; and
- keep information provided to us accurate and complete.

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## YOUR OBLIGATIONS

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As a client of the Department of Treasury and Finance you are expected to:

- be truthful and cooperative in your dealings with us;
- abide by legislation, policies, guidelines and directives of the South Australian Government;
- keep records and documentation in accordance with government legislation or DTF directives; and
- ensure payments and/or documents are received within specified timeframes.

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## RESPECTFUL AND FAIR TREATMENT

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This Charter supports the Department of Treasury and Finance's commitment to serving its clients and providing fair treatment to all South Australians, regardless of their age, gender, sexuality, race, marital status, pregnancy, linguistic background, disability or impairment, religious beliefs, family/carer responsibilities, or where they live.

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## IMPROVING OUR SERVICES

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The Department of Treasury and Finance values professional, timely and responsive service. Your feedback is important to us. We want to hear from you if for any reason, you are dissatisfied with any services we provide you. We also want to hear your ideas on how we can improve our services outlined in this charter and in our client focused branches service standards. Naturally we would like you to let us know when our service exceeds your expectations. We need the range of feedback to continually improve our services and develop new standards within our capabilities.

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## FREEDOM OF INFORMATION

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For further information and a copy of the application form please refer to the State Records website: [www.archives.sa.gov.au](http://www.archives.sa.gov.au)

Applications should be addressed to:

Freedom of Information Officer  
Department of Treasury and Finance  
GPO Box 1045  
ADELAIDE SA 5001

Phone +61 (8) 8226 9500