

DPTI Customer Service Charter

Our Purpose

We work as part of the community to deliver effective planning policy, efficient transport, and valuable social and economic infrastructure that will improve the lives of all South Australians every day.

We are one business, best in class, delivering for our residents and growing our economy.

We embody simplicity, effectiveness and accountability.

Our commitment

Our commitment to customer-focused services underpins the DPTI Strategic Plan 2016-2020.

We will continuously improve our services by:

- strengthening our customer-focused culture
- actively seeking community and business input
- ensuring our services are simple to use and digital by default
- making information more openly available and decisions transparent
- coordinating service delivery with our partners

Our customers

Our customers are the people, businesses and communities that receive or rely on the services and products provided directly by DPTI or in partnership with others.

Many South Australians and visitors to our state rely on our services on a daily basis. This includes roads, public transport, land and development services, public buildings and recreation facilities.

Our customers include pedestrians, motorcyclists, public transport passengers, motorists, cyclists, recreational boaters, commercial vehicle operators, importers, exporters, industry, development applicants, local communities, builders, sports participants, land services professionals and home owners.

Our Approach

Listen Partner Innovate

Our Values

**Collaboration Honesty
Excellence Enjoyment Respect**

Our customer service excellence principles

Listen and Engage

- Understand our customers, their needs and preferences
- Actively engage our customers in the design and delivery of services
- Work with hard-to-reach and disadvantaged customers to tailor services to their needs
- Share customer insights across the department to improve services

Integrate and Empower

- Make a customer focus integral to our governance and operations
- Develop and empower our people to deliver
- Respect diversity and ensure all customers receive fair treatment and that their privacy is protected
- Use customer input to drive innovation and continuous improvement

Simplify and Be Open

- Provide customers with the information they need to best, and safely, use our services and products
- Keep our customers informed about what is happening and how to get involved
- Ensure our services are safe, easy to use, fit for purpose and digital by default
- Consider how customers interact with us to improve access to services and information

Partner and Perform

- Work with our customers to set service standards and focus on what they value most
- Collaborate and coordinate with our partners to maximise benefits to our customers
- Monitor and publicly report on our performance, including customer satisfaction
- Maintain an easy to use and responsive feedback and complaints process

