



Customer Service Charter

Our customers are the people who live, move, visit and work in South Australia. Whether they drive, cycle, ride, walk, boat or visit - our customers are at the centre of everything we do.

Our Values

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Collaboration
 We work together as one team to serve our customers.
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Honesty
 We are honest, open and act with integrity.
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Excellence
 We are committed to excellence in everything we do.
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Enjoyment
 We enjoy our work and recognise our success.
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Respect
 We respect, understand and value the people we serve.

Our Approach

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Simple
 Make it easy for customers to interact with us and our services.
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Accessible
 Ensure information, resources and services are accessible to everyone.
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Efficient
 Strive to continuously improve how we deliver services and support to our customers.
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Evidence-based
 Deliver improvements and greater benefits by using customer insights to drive better decision-making.

Our Purpose

We work to deliver safe, reliable and quality transport and infrastructure solutions that improve the lives of all South Australians.

Our goal is to deliver on our promises and continue to connect with our customers, meet their expectations and make a difference now and into the future.

Our Commitment

We are committed to delivering the right services, in the right way, and at the right time.

We strive to deliver service excellence and provide the best possible customer experience through every interaction we have with our customers.

Our Principles

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Listen and Engage
 - Listen to our customers, understand what they need and value, and meet their expectations.
 - Provide opportunities for customers to have their say and tell us what matters to them.
 - Harness the voice of our customers to deliver changes, improvements and greater benefits across all service offerings.
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Integrate and Empower
 - Put customers at the centre of our decision making.
 - Be accountable for the decisions we make and drive continuous improvement.
 - Empower our workers to drive innovation and deliver positive and efficient experiences for our customers.
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Simplify and Be Open
 - Make it easy for customers to access and understand the information they need.
 - Communicate simply and clearly across all digital and non-digital information channels.
 - Build trust with our customers through open, honest and transparent communication and processes.
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Partner and Perform
 - Deliver a 'Customer First' approach that fulfils the needs and expectations of our customers and partners.
 - Continually assess our performance and standards to deliver better services.
 - Work to better serve customers from diverse cultural and linguistic backgrounds, and customers living with a disability.