



Government  
of South Australia

Housing Safety Authority



# Client Services Charter

*UNCONTROLLED if printed*



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## 1. Our Charter

Our Client Services Charter sets out:

- what we do.
- the standards of service you can expect from us.
- how you can provide feedback on our performance.

## 2. Our Role

The Housing Safety Authority oversees the administration of the *Housing Improvement Act 2016* (the **Act**), which requires residential premises meet minimum housing standards within South Australia.

Our objectives include:

1. Protecting the community from unsafe living conditions.
2. Regulating unsafe or unsuitable housing for human habitation.
3. Controlling the rent of unsafe or unsuitable housing.
4. Raising community awareness of minimum housing standards.

## 3. Our Values

We proudly uphold the South Australian Public Sector Values and Code of Ethics:



### Service

*We proudly serve the community and the South Australian government.*



### Professionalism

*We strive for excellence.*



### Trust

*We have confidence in the ability of other.*



### Respect

*We value every individual.*



### Collaboration and engagement

*We create solution together.*



### Honest and Integrity

*We act truthfully, consistently and fairly.*



### Courage and tenacity

*We never give up.*



### Sustainability

*We work to get the best results for current and future generations of South Australia.*



## 4. Our Clients

Our clients include:

- people to whom we provide a service, which include tenants, owners and their agents.
- those who partner with us in delivering results.
- anyone who has an interest in what we do, including other Government agencies, industry non-government organisations, and members of the wider community.

## 5. Our Service Standards

We aim to:

- respond to your contact within two business days. *(Sometimes, matters raised in correspondence are complex and require detailed consideration. These may take a longer respond so please remain patient with our response).*
- answer your questions as clearly as possible in a respectful way.
- answer your phone call promptly during normal office hours.
- reply to correspondence within twenty-one business days of receipt. *(If we cannot answer within that time, we will send you an acknowledgment and let you know when to expect a reply).*
- provide clear and up to date impartial advice in relation to the prescribed minimum housing standards.

If we receive correspondence marked as a carbon copy, it will be treated as information only. In that case, your correspondence, while appreciated, may not be responded to.

When carrying out our legislative responsibilities, we will:

- administer provisions lawfully, fairly and objectively.
- act with impartiality to provide you with up to date and accurate information to clarify obligations of relevant parties.

We assess our performance through:

- the responses of our clients and other stakeholders to our services and actions.
- surveys of clients and users of our services and actions.
- monitoring and evaluating our services and actions against our standards.

## 6. How You Can Help

You can help us by:

- giving us sufficient and accurate information for us to assist you or review your query. *(This may be using images or videos).*
- treating our staff courteously.
- providing feedback and comments on our service.



## 7. Compliments, Complaints and Feedback

We value comments about our service. Your compliments, complaints and feedback on how we are meeting our service standards is important in allowing us to improve our services.

If you have any general comments, suggestions for improvement, or you feel that the standard of service you have received has not been satisfactory, please let us know by emailing us. Our email address is in the *Contact Us* section.

If you would like to discuss a Housing Improvement Act order or notice that you have been issued, please email or call us.

If you would like to make a formal complaint, you can complete the online complaint form at <https://www.housing.sa.gov.au/about-us/feedback-and-complaints>.

## 8. Your Privacy

We do not disclose to property owners or their agents who made the substandard property report to us or how we were notified. We treat how we come to investigate a substandard property as confidential.

Reporting a substandard property can be made anonymously. However, if we need further information from you, we may not be able to proceed any further with your report.

## 9. Uncivil Behaviour to Staff

Uncivil behaviour towards our staff will not be tolerated. Uncivil behaviour includes:

- **Disrespect** by being rude, impolite and offensive towards staff, whether verbally or non-verbally.
- **Abuse**, which includes shouting, name calling, hateful comments, verbal threats and insults, racial abuse, racism, sexual harassment and swearing that is directed at our staff.
- **Aggression**, which includes screaming, throwing things, standing over staff, spitting, damaging property and violence.

Services restrictions will be initiated until such time that the behaviour is no longer a risk to the health, safety and wellbeing of our staff. Service restrictions include communicating via a third party or via written correspondence only, e.g., email.

## 10. Contact Us

### Housing Safety Authority

☎ 1300 700 729

✉ [housingsafety@sa.gov.au](mailto:housingsafety@sa.gov.au)

🌐 [www.housingsafetyauthority.sa.gov.au](http://www.housingsafetyauthority.sa.gov.au)

📮 GPO Box 1669, Adelaide, SA 5001

## 11. Further Information

For information about minimum housing standards and the Housing Safety Authority, visit [www.housingsafetyauthority.sa.gov.au](http://www.housingsafetyauthority.sa.gov.au).



