



**OFFICE FOR
PUBLIC INTEGRITY**
SOUTH AUSTRALIA

SERVICE CHARTER

PROFESSIONALISM ACCESSIBILITY

The OPI is committed to providing service excellence to the community by:

- Providing accurate, prompt and helpful advice and information, which is easy to understand.
- Treating people respectfully and taking all concerns seriously.
- Having various ways in which you can make your complaint (in person, over the phone, by email or post) and actively reducing contact barriers.
- Explaining clearly what we can and cannot do and referring you to another agency or organisation if we are not the appropriate body to assist with your issue.
- Dealing with complaints and reports with discretion and confidentiality.
- Providing accountability to the South Australian public by adhering to legislative requirements.

In providing a respectful service, we ask that you treat our staff in the same manner in addition to providing truthful and accurate information.

TEAM CHARTER

COLLABORATION RESILIENCE

The OPI is dedicated to developing a positive culture by:

- Discharging its responsibilities to the highest standard.
- Having a strong, resilient workforce that is responsive in times of change.
- Actively identifying opportunities for business process improvement.
- Having open communication channels within the team.
- Meeting legislative and internal timeframes to ensure efficient outcomes.
- Collaborating as a team, as well as with external stakeholders, to develop awareness of corruption, misconduct, and maladministration in public administration.
- Providing training and professional development opportunities to ensure staff are highly skilled.

By providing a supportive, inclusive and collaborative working environment, OPI staff are able to provide the best possible service to the public and SA Public Sector.