

# HSS CUSTOMER SERVICE CHARTER

Putting our customers at the heart of what we do



*At HSS, 'we put the customers at the heart of what we do.' Together we are here to ensure that Western Australians receive the best health care, and at HSS, we're here to ensure that we deliver services aligned to our customers' changing needs.*

*This Customer Service Charter not only sets out the quality and standards our customers should expect from HSS, but also outlines our commitment to delivering these services in a simple, reliable, responsive, and sustainable way.*

*HSS welcomes all feedback from our customers to help us shape the future of health services in Western Australia.*



**HSS** health support services

**Health Support Services Customer Service Charter outlines the quality and standards our customers can and should expect when engaging with HSS.**

## About Health Support Services

At HSS, we have an important role in helping the Western Australian (WA) public health system run smoothly. HSS is the 'backbone' that supports everyone in WA Health, including all our public hospitals and health services, and a trusted partner to navigate complex challenges.

We strive to deliver these services in ways that are simple, reliable, responsive and sustainable so that we can achieve our vision of great services, valued partner, healthy Western Australians.

## Our services include:

- Information and communications technology (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment, and workforce data
- Financial services
- Delivery of customer-driven programs and projects.

## Who are our customers?

Our customers are the 60,000+ employees working within the WA health system. These people are clinical and operational professionals based at the Department of Health; doctors, nurses, allied health professionals and other employees across six health service providers (HSPs); as well as our own employees at HSS.

## Our commitment to our customers

We are committed to continuously improving and delivering great service experiences by following our HSS objectives:



**Simple** – Simplifying the customer experience by reducing complexity and making it easier for our customers to work with us.



**Reliable** – Consistently delivering high-quality services to our customers across every interaction they have with us.



**Responsive** – Responding to our customers' needs and expectations so we can better and more proactively support them.



**Sustainable** – Delivering our services in a sustainable and responsible way that ensures the longevity of the WA health system.

## Our Service Standards

We measure our customer service standards in the following ways:



When customers call the HSS Contact Centre, 80% of their calls will be answered by us within 30 seconds



We will acknowledge customer feedback, compliments or complaints, within 24 hours

## Our customer satisfaction targets

The Voice of the Customer program is used to measure how satisfied our customers are with our services. These results are shared on the [HSS Customer Experience page](#).

The targets of satisfaction are:



70% of customers are either satisfied or highly satisfied with the service they have received



73% of customers agree or strongly agree that HSS is easy to do business with

## Customer Feedback, Compliments and Complaints

We're here to listen. Receiving customer feedback helps us to learn about issues that might be happening across all of WA Health. All feedback is valuable: Even small changes made as a result of direct customer feedback can have a big impact on all users across the WA health system.

All compliments, complaints and general feedback can be submitted via our [online form](#) or calling the HSS Contact Centre on 13 44 77.

## Contact us



Call our HSS Contact Centre: 13 44 77  
Available: 7.30am to 5.00pm, Monday to Friday



Online Form  
Submit an online form [here](#)

Want to learn more about us? Read more about HSS and what we do at [Health Support Services](#).

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