

November 2016 Customer Satisfaction Survey Outcomes and Actions

You said...

We will...

You said...



Improve the user-friendliness and navigation of the OSR websites, including providing up to date information that is easy to find and better search functionality.

We will...



We are consolidating the current websites to form a OneOSR website. This new website will be co-designed with customers to ensure it meets your needs.

You said...



You want us to listen to our customers better, improve our responsiveness to customer needs and be able to offer more tailored solutions to meet those needs.

We will...



We are increasing our customer service training and providing an online self-service portal. We are also inviting customers to be involved in designing service improvements to ensure they meet customer needs.

You said...



You would like us to provide you with more consistent and up to date information online, over the phone and in person.

We will...



Whilst completing the website upgrade we will review all content and make necessary updates. As part of our new service training program we are including continual updates and comprehensive service targets.

For more information...

To find out more about what we are doing to improve our service and to provide your feedback contact *feedback@osr.nsw.gov.au*