



# Our service delivery model

Service excellence is an organisational goal within the ACU Strategic Plan 2015-2020. This means we're aiming to deliver an excellent service experience for our staff and students, which supports the broader goal of achieving excellence in education and research.

Our model is expressed through four dimensions that underpin excellent service delivery. The four dimensions - People and Culture, Policies and Processes, Solutions and Systems, and Measurement and Performance - are aligned with ACU's Identity and Mission, as well as local and national needs. Fundamental to our model is an improved way of working that aims to deliver impact through empathy, with a focus on being accessible, accountable, collaborative and appropriate for the needs of our people and our University.



# People and culture

**Strengthen capability** – increase staff knowledge and skills to pursue service excellence.

**Recognise and reward** – acknowledge service excellence through formal and informal means.

**Focus on the service user** – foster a service culture focused and informed by the service experience.

**Collaborate** – partner across services to provide an integrated and excellent service experience.



# Solutions and systems

**Enhance service management** – implement solutions and systems that are fit for purpose, easy to access and use.

**Integrate for connectivity** – deliver integrated solutions and infrastructure to enable seamless connectivity and information access.

**Support service delivery** – ensure solutions support the provision of efficient, consistent and high-quality services that are customer focused.

**Meet business needs** – understand business needs to deliver systems that provide the best and most sustainable solution.

# Policies and processes

**Understand process frameworks** – build knowledge of legislation, policies and frameworks.

**Document what we do** – be transparent about service delivery and the steps involved in processes.

**Co-create improvements** – engage Service Providers and Service Recipients in mapping, simplifying and re-designing new or existing processes.

**Work smarter** – transform inefficient or manual business processes through automation and digitization.

# Measurement and performance

**Focus on feedback** – use data analytics to understand and improve the service experience.

**Benchmark** – compare data from across the sector to inform internal standards.

**Improve services** – measure service performance against agreed service standards and make ongoing adjustments.

**Report and monitor** – capture meaningful metrics to understand the service experience, demand, delivery and quality.