

INDUCTION OF NEW RECRUITS: UPHOLDING CUSTOMER SERVICE EXCELLENCE AT OAG



On 12 November 2025, the Office of the Auditor-General (OAG) welcomed a fresh group of recruits into its dynamic team. The induction session, led by Mr Michael Matheus, the Public Relations Officer and Innovation Champion on the OAG Customer Service Charter Committee, emphasised the organisation's unwavering commitment to exceptional customer service.

A Commitment to Excellence

For the past four years, the OAG has set a benchmark in customer service across government entities, consistently recognised through annual spot audits conducted by the Office of the Prime Minister. This recognition underscores the OAG's dedication to fostering a strong culture of service, making it imperative for every new staff member to understand and embrace the office's service promises to clients from their very first day.

A Comprehensive Training Session

During the induction, recruits engaged in discussions about various customer service charters, commitments to clients, and the importance of timely interactions. The session aimed to instill a shared understanding of standards that uphold the OAG's reputation for reliability and responsiveness.

Key practices emphasised during the training included:

- **Answering Calls Promptly:** Ensuring that all incoming calls are answered within three rings to demonstrate attentiveness and respect for clients' time.
- **Timely Email Responses:** Encouraging staff to return emails promptly, fostering effective communication and demonstrating professionalism.
- **Out of Office Notifications:** Stressing the importance of activating "out of office" notifications when unavailable, ensuring clients are informed of their status.

- **Diversion of Calls:** Sharing procedures for diverting calls to colleagues during absences, ensuring continuity of service and support.

Building a Cohesive Culture

By instilling these essential practices, the OAG aims to create an environment where every team member not only understands their responsibilities but also feels empowered to contribute positively to the overall client experience. This commitment to excellence is at the heart of the OAG's mission, ensuring that all interactions reflect their values and dedication to public service.

As these new staff members embark on their journey with the OAG, they are equipped with the knowledge and training to uphold a standard of excellence that has become synonymous with the OAG family. Through their collective efforts, the OAG will continue to thrive as a leader in government customer service, reinforcing its promise to the community it serves. By fostering a culture of service excellence, the OAG not only meets the expectations of its clients but also sets the stage for continuous improvement and innovation in the realm of public service.