Consumer and Business Services

Strategy on a Page

Purpose

Fostering a safe, fair and trusted marketplace, and helping South Australians navigate key life events with confidence.

Vision

A progressive, proactive and trusted regulator and custodian of key life events.

Mission

To protect and empower South Australians by delivering responsive and innovative services, regulating with impact and championing consumer protection.

Government of South Australia
Consumer and Business Services

Our Strategic Objectives



Fostering a sustainable and empowered workforce

Shape our high-performing workforce through clear governance, contemporary technology, fit-for-purpose tools, and data-driven insights that support modern ways of working.



Supporting the community's key life events

Deliver reliable, accessible and responsive services that meet community needs by providing timely resolution, education and the safeguarding of industry standards.



Delivering trusted regulation with impact

Proactively prevent harm and promote a fair marketplace through proportionate, intelligence-led regulatory action that is fair, consistent, and transparent.

Our Actions

1

Modern and Consistent Ways of Working

Standardise ways of working and enable smarter use of digital tools to reduce duplication and improve efficiency.

2

Accessible, High Quality Services

Deliver services that are accessible, inclusive and consistent, supported by clear service standards and quality outcomes.

3

A Capable and Engaged Workforce

Strengthen workforce planning, capability development and communication to ensure CBS has the skills and capacity it needs now and into the future.

4

Insight Led and Community Responsive Services

Use data, insights and community feedback to design, prioritise and evolve services that deliver public value.

5

Connected and Collaborative Operations

Align processes, systems and workflows to enable effective collaboration across teams and functions.

6

Clear Governance and Accountability

Clarify roles, responsibilities and delegations to support transparent, timely and consistent decision making.