

# Customer Service Standards

Customers can expect consistent standards of products and services delivered by the Drugs of Dependence Unit. We aim to deliver products and services both in a timely manner and to a high quality.

## Products

### Application Forms

- All forms are reviewed yearly regarding quality, relevance, and corporate branding compliance.
- All forms are available on the Unit's website in PDF format.

### Policy Documents

- Policy drafts are provided to relevant customers for comment.
- Policy documents in force are reviewed each year for quality, relevance, and corporate branding compliance.

### Online S58 "Privileged Circular"

- The Manager, Drugs of Dependence Unit maintains the utility of the Privileged Circular by carefully considering individual patient cases that have been submitted for possible inclusion in the Circular.
- The Circular is available on the Unit's website in a password-protected area, and updated within 2 monthly intervals.

### Online S57 "Prohibition Orders List"

- The Prohibition Orders List is updated when a new Order is executed and Gazetted.
- The List is available on the Unit's website.

### Code of Practice for the Storage and Transport of Drugs of Dependence

- The Code is reviewed every five years, which includes stakeholder consultation.

### Presentations and In-Services

- All presentations are delivered on SA Health PowerPoint templates.
- Presentations explain the Unit's role in helping minimise induction / relapse of drug dependence and minimisation of drug diversion in medical treatment settings.
- Presentations include information about relevant legislation and medical conditions treated with drugs of dependence.
- Presentations are, as far as possible, tailored to the specific health practitioner audience and include case studies to maximise audience participation.



## Services

### General

- Services are available to customers during business hours of 09:00 – 17:00, Monday to Friday.

### Email

- Out-of-office assistant is used when staff are away for extended periods.
- Staff respond to general and complex queries within 1 and 7 days, respectively.

### Telephone

- Staff identify themselves when answering calls.
- Messages left on the Unit's answering service are returned the same business day where possible, or at least within 48 hours.
- Where possible, customers will be advised in advance of any disruption to the Unit's Telephone Service.

### Website

- Website is available 24 hours, 7 days a week outside of scheduled maintenance.

### Authority Applications

- New authority applications (other than for opioid pharmacotherapy) are completed within 15 business days of receipt.
- New faxed MATOD applications are completed within 3 hours of receipt, or the following business morning in the case of applications received after-hours.
- All existing authorities, where appropriate, are renewed prior to the end of the month in which they expire.

### New Correspondence

- Correspondence is actioned or acknowledged within 14 days.

### MATOD Take Away Doses Applications

- Applications are completed within 14 days of receipt.

### Health Practitioner Complaints & Investigations

- Complaints about health practitioner handling of prescription drugs that require further investigation are lodged with the Manager, Investigations & Compliance within 2 days of receipt.
- Section 57 Orders are served within 3 days of execution by the Ministerial delegate.
- Served section 57 Orders are published in the *South Australian Government Gazette* within 8 days of service.

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## For more information

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Government  
of South Australia

SA Health