



Australian
Service
Excellence
Awards

MEDIA RELEASE

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AUSTRALIA'S TOP CUSTOMER SERVICE ORGANISATIONS AND INDIVIDUALS NAMED

2017 Australian Service Excellence Awards

The Customer Service Institute of Australia (CSIA), the nation's leading independent customer service body celebrating 20 years in 2017, has rewarded outstanding customer service-driven organisations and individuals at the 2017 Australian Service Excellence Awards, held in Sydney last night.

Hosted by CSIA and exclusive ASEAs partner Salesforce, a leader in customer relationship management, the event saw a crowd of more than 600 guests from some of Australia's largest organisations gather at The Westin Sydney to honour the industry's best and brightest at the annual gala dinner event.

In the 16th year of the awards, the evening's top honour, the *Best of the Best*, was awarded to Sydney Water, who also took out the top prize in the category of *Service Excellence in a Medium Contact Centre*.

The organisation's *Best of the Best* win came down to the passion that Sydney Water's contact centre staff have for customers and each other, in addition to its first-class onboarding of staff, training and development, and innovative ways in which the organisation is using technology to exceed customer expectations.

Sunsuper was awarded *Customer Service Organisation of the Year - Large Business* while Centorrino Technologies claimed *Customer Service Organisation of the Year - Small Business*. Repeat winner American Express Australia Limited, and last year's *Best of the Best*, again took home the award for *Service Excellence in a Large Contact Centre*.

Testament to the growing success of the ASEAs program, more individual entries than ever before were received this year, making the individual categories even more competitive.

Individuals at all levels were recognised for their diligence and passion for outstanding customer engagement including Mel Webby from Vocus Communications, who won *Customer Service Advocate of the Year*, and Julie Pyke from Department of Defence, who took home the coveted *Customer Service Professional of the Year Award*.

Customer Service Leader of the Year was awarded to Kristie Harris from American Express Australia Limited. Kristie, a Virtual Team Leader, is instrumental to the success of American Express's virtual contact centre program, and its customer base. In addition to receiving second-to-none praise from her staff, Kristie acts on a belief that to truly know your customer you need to want to get to know them.

A special mention goes to Vocus Communications and American Express Australia Limited which were successful in both the individual and organisational categories, demonstrating a strong commitment to a culture centered squarely on continuously improving customer service delivery.

CEO of Customer Service Institute of Australia Anouche Newman said there was a record number of nominations this year, highlighting the strength of the customer service profession in Australia.



“When CSIA was founded in 1997, the business landscape was very different. Over the years the Australian Service Excellence Awards program has evolved in response to new developments and growth in the customer service profession.

“The calibre of entries this year was truly outstanding, and we are proud to acknowledge the achievements of the winning organisations and individuals who demonstrate innovation and best practice in the field. They are at the forefront of service excellence and absolutely leading the charge,” she said.

The Australian Service Excellence Awards are Australia’s premier customer service awards event, and are a recognised symbol of personal and organisational excellence. The awards program is endorsed by the Prime Minister of Australia.

A full list of national winners is included below:

Australian Service Excellence Awards 2017 Winners	
Award category	Winner
Organisations	
Best of the Best	Sydney Water
Customer Service Organisation of the Year - Large Business	Sunsuper
Customer Service Organisation of the Year - Medium Business	AMP Capital - Pacific Fair
Customer Service Organisation of the Year - Small Business	Centorrino Technologies
Customer Service Team of the Year - Large	Wyndham Vacation Resorts Asia Pacific
Customer Service Team of the Year - Medium	Adestra
Customer Service Team of the Year - Small	Vocus Communications
Service Excellence in a Large Contact Centre	American Express Australia Limited
Service Excellence in a Medium Contact Centre	Sydney Water
Service Excellence in a Small Contact Centre	Intuit Australia
Customer Service Project of the Year – Customer Impact	Queensland University of Technology
Customer Service Project of the Year – Continuous Improvement	City of Casey
Customer Service Project of the Year – Cultural Transformation	Melbourne Cricket Club
Customer Service Organisation of the Year - Not for profit / Government	Defence Housing Australia



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Individuals	
Customer Service Advocate of the Year	Mel Webby, Vocus Communications
Customer Service Professional of the Year	Julie Pyke, Chief Information Officer Group, Department of Defence
Customer Service Leader of the Year	Kristie Harris, American Express Australia Limited
Customer Service Manager of the Year	Charlotte Whyatt, Vocus Communications
Customer Service Executive of the Year	Kerryn Saward, Commonwealth Bank of Australia

For more information about the awards and the full details of all the winners and images, visit www.csia.com.au. #CSIA2017 #ASEA

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For more information, please contact Access-DGC:

Rachael Hoy, 02 9292 7112, 0416 400 737, rachael@access-dgc.com.au

Rachael Ryan, 02 9292 7008, 0406 484 929, rachaer@access-dgc.com.au

About the Australian Service Excellence Awards:

Held by the Customer Service Institute of Australia, the 16th annual Australian Service Excellence Awards represent the pinnacle of recognition in customer service excellence for Australia's most outstanding customer service-driven organisations and individuals across a broad industry base.

About the Customer Service Institute Australia:

Founded in 1997, the [Customer Service Institute of Australia](http://www.csia.com.au) is the country's leading independent customer service organisation. CSIA believes that great customer experience is fundamental to every business, and supports organisations and individuals with best-practice know-how, international recognition and practical support. The goal of this Sydney-based Institute is to help people see the world through a customer lens. For more information or enquiries, visit www.csia.com.au. Follow CSIA on [Twitter](#) and [LinkedIn](#).