

TRANSPORT CERTIFICATION AUSTRALIA

Stakeholder Engagement Charter



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Document Details

Title	Stakeholder Engagement Charter
Document Number	TCA-A67
Version	2.0
Version Date	January 2018
Printing Instructions	Print double sided in colour

Document History

<u>Version</u>	<u>Date</u>	<u>Description</u>
1.0	March 2012	First public issue
2.0	January 2018	Updated with new office address

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MESSAGE FROM TCA'S CHIEF EXECUTIVE OFFICER

This Stakeholder Engagement Charter details TCA's commitment to maintain quality engagement and interaction with all of our stakeholders. It has been developed in consultation with TCA's Board and staff and a range of stakeholders.

TCA has a Code of Conduct for its management and staff. Importantly, this document builds on the Code of Conduct by engaging directly with our stakeholders. The Board, staff and I are committed to providing you with a responsive and quality service of engagement, and to improving that service.

If you become aware of any shortfall in meeting the following standards I encourage you to let us know.

Chris Koniditsiotis
Chief Executive Officer
Transport Certification Australia

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1 OUR TCA

The Stakeholder Engagement Charter sets out the level of engagement that a stakeholder can expect to receive from TCA, and the process by which a stakeholder's concerns may be addressed.

1.1 Vision

TCA's **vision** is to be recognised as the Australian leader in the **provision of high quality advice, accreditation and administration** services to improve mobility through information, communications and sensor solutions.

TCA provides **assurance** in the use of information, communications and sensor solutions through **identifying delivering and deploying** quality systems.

Provision of high quality:

- **Advice** founded on a demonstrated capability to design and deploy operational systems as enablers for reform
- **Accreditation** in the type-approval and certification of telematics and intelligent technologies and services that give confidence to all stakeholders for their consideration of use
- **Administration** of applications within the National Telematics Framework.

1.2 Mission

TCA will identify, deliver, deploy quality systems for the mobility of people, products and assets.

1.3 Ethics and Values

TCA has Ethics and Values which are central to the way we work. They govern the way we interact with each other, and our stakeholders. The ethics and values and a statement of the behaviour expectations are:

- **Integrity** – Requires honesty, impartiality, confidentiality and fairness
- **Professionalism** – Requires passion and commitment to excellence, teamwork and delivery of high-quality service
- **Innovation** – Requires forward thinking, and a commitment to research and development and to continual investment and learning
- **Accountability** - Requires caring about the needs of others, a focus on achieving outcomes and commitment to timeliness and financial responsibility

2 OUR STAKEHOLDERS

TCA interacts with a diverse set of stakeholders. Positive engagement with each stakeholder is necessary for TCA to understand the diversity of views within its stakeholder environment.

TCA's primary stakeholders comprise:

- Member Organisations
- Australian Government, State and Territory Governments and their Agencies and Ministers
- National Government based bodies such as National Transport Commission, ARRB Group, Austroads, National Heavy Vehicle Regulator project office
- Local Governments throughout Australia
- National and local industry based bodies, such as the Australian Logistics Council and ITS Australia
- Intelligent Transport Systems (ITS) Industry
- Applicants for TCA Certification
- End Users of TCA's Certified Services
- TCA's Certified Service Providers (e.g. IAP Service Providers)

For a number of these stakeholder groups, TCA has established formal engagement channels (with specific Terms of Reference), or associated contracts or processes.

3 STAKEHOLDERS' EXPECTATIONS OF TCA

TCA's stakeholders have a right to expect high standards based on TCA's ethics and values.

TCA's Code of Conduct has been written to ensure that our statements are clear and communicated to all staff.

We will:

- Comply with all lawful and reasonable instructions given by a person entitled to do so
- Act honestly and ethically with integrity, fairness and transparency
- Apply the highest possible standards in everything TCA does
- Provide accurate and timely information
- Apply the highest level of protection to prevent the disclosure of confidential and private information
- Not provide misleading information
- Continually be aware of and vigilantly manage potential conflicts of interest
- Be cognisant of the competing priorities and demands that different stakeholders may possess within a complex regulatory, technical and operational environment that TCA manages
- Be courteous, respectful and helpful in our dealings with stakeholders
- Be consistent with the response, dealings and treatment of stakeholders
- Use plain language that is clear and easy to understand and be consistent with use of terminology

4 TCA'S EXPECTATIONS OF ITS STAKEHOLDERS

TCA seeks the support and cooperation of its stakeholders in achieving its expected standards. It is expected that stakeholders will:

- Provide timely and accurate information
- Treat TCA staff with courtesy and respect
- Fulfil their obligations in a timely manner
- Be honest and fair in their dealings with TCA
- Recognise that TCA staff may not be in a position to respond immediately to queries raised without first seeking confirmation or advice
- Provide appropriate feedback on TCA's service.

5 FEEDBACK – COMPLIMENTS, SUGGESTIONS AND COMPLAINTS

It is important to TCA that our stakeholders have the opportunity to provide feedback, including compliments, suggestions for improvement of our services and complaints, to foster continuous improvement in our service delivery.

TCA seeks formal feedback through several methods including through the established formal engagement channels and associated contract or processes. TCA also undertakes formal stakeholder reviews of its functions and performance.

If we fail to meet our expected high standard commitments:

- First try to resolve the problem with the person you are dealing with
- If you are still not satisfied, talk to that person's manager
- If these approaches are not satisfactory or appropriate, contact the CEO in writing at Level 6, 333 Queen Street, Melbourne, Victoria 3000
- TCA will confirm receipt of your correspondence within 5 (five) business days (of its receipt) and indicate the necessary period to address the issue(s) raised.

