

TRANSPORT CERTIFICATION AUSTRALIA

Stakeholder Engagement Charter



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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 Values

In all our work, we strive to uphold four core values of our organisation:

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

Our primary stakeholders comprise those who interact with TCA in obtaining advice, accreditation administration, and information and data services; users and providers of telematics; and those who interface with the National Telematics Framework, including end users of TCA's certified services.

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

- 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 Executive General Manager in writing at: Transport Certification Australia, 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.

