

Transport Certification Australia



Stakeholder Engagement Charter

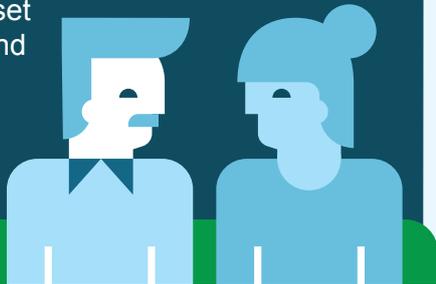
About Us

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.

Who We Are

Transport Certification Australia (TCA) is a national organisation that provides assurance services relating to transport technologies and data to enable improved public purpose outcomes from road transport.

Priority outcome areas enabled by TCA services include improved road safety, transport efficiency, freight productivity, asset management and sustainability.



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.

Our Stakeholders

We interact with three distinct stakeholder groups in providing services across assurance, administration, advice and analysis and reporting, to deliver improved public outcomes.

Our primary stakeholders comprise:

- **Government authorities** - that administer policies, regulations and programs using telematics and related technologies
- **Transport operators** – that use telematics and related intelligent technologies in response to government or regulatory policies and programs
- **Service providers and suppliers** - that develop and deliver telematics (and data) products and services to regulated industry sectors and transport operators.

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.

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.



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 contracts 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, or by email at tca@tca.gov.au
- 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.

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Transport Certification Australia

Level 6, 333 Queen Street, Melbourne 3000

P +61 3 8601 4600

E tca@tca.gov.au

W tca.gov.au

ABN 83 113 379 936

