

Transport Certification Australia



Stakeholder Engagement Charter 2023

About the Charter

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

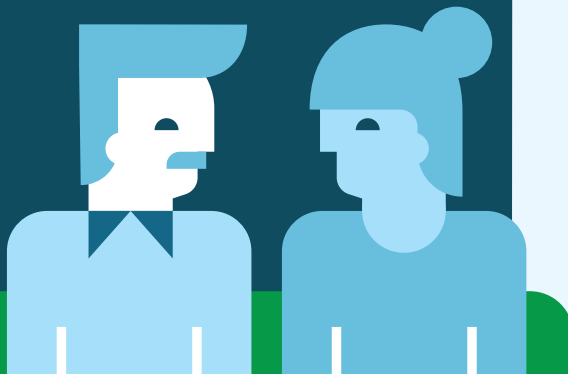
Who We Are

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.

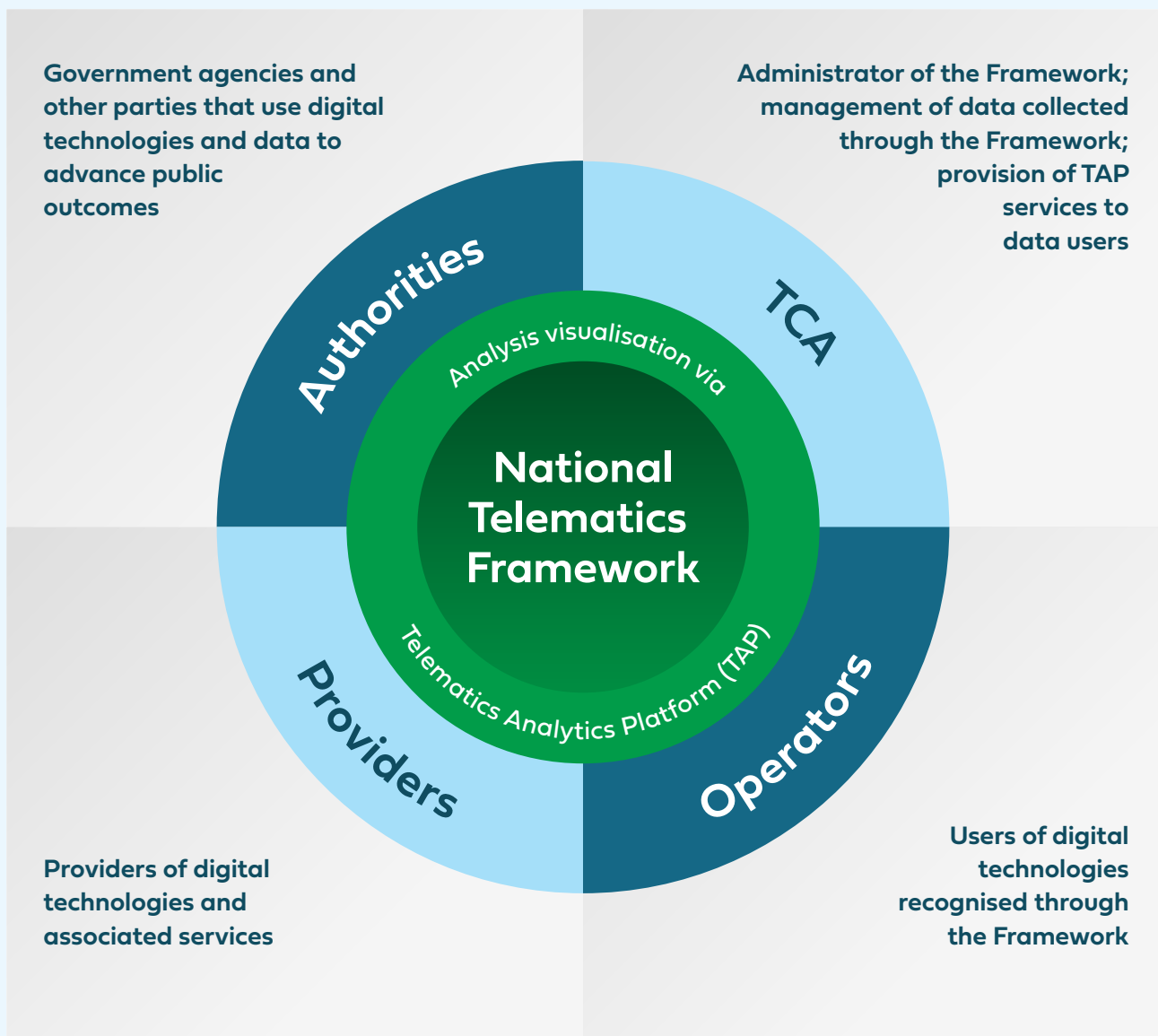
Key aspects of TCA include the following:

- An independent not-for-profit entity, with government oversight and ownership through Austroads
- Administration of the National Telematics Framework, including its rules, specifications, agreements, digital infrastructure and other supporting services
- Assurance services that support but are appropriately separated from regulators, policy makers and enforcement activities, and underpin telematics applications and associated information and data services
- Advice that is based on evidence and a deep subject matter knowledge
- Trusted partner to both government and industry stakeholders, enabling a nationally consistent open market, with services covering all road vehicle types and associated digital infrastructure.



Our Stakeholders

We interact with distinct stakeholder groups in providing services across the National Telematics Framework to facilitate the use of digital technology and data by linking Authorities, Providers and Operators to deliver public purpose outcomes.



The Framework provides an operational ecosystem to manage relationships and interactions between:

- **Authorities:** Creators of applications and schemes through the Framework, and/or users of data, reports and analysis using data generated from applications of the Framework.
- **Providers:** Providers of digital technologies and/or services recognised through the Framework. A Provider may have one or more roles within the Framework. Examples include:
 - Application Service Provider (ASP) (if registered or certified to provide telematics application services)
 - Operator ASP (if registered or certified to provide telematics application services, and if also operating the vehicles it enrolls in schemes of telematics applications)
 - Supplier (supplies telematics devices or connected devices)
 - Operator Supplier (supplies and installs telematics devices or connected devices exclusively in its vehicles that are within its custody and direct control).
- **Operators:** Users of applications (and associated schemes) offered by ASPs through the Framework.
- **TCA:** The national administrator responsible for functions and services within the Framework, which include:
 - Coordinating the interaction of parties within the Framework
 - Developing performance-based requirements for application service providers and suppliers
 - Overseeing assurance mechanisms for application service providers and suppliers (which offer services recognised through the Framework)
 - Managing the collection, storage and use of data, based on standardised consent arrangements entered into by users of applications and schemes
 - Managing the Telematics Analytics Platform (TAP) and associated services.



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 to provide appropriate feedback on



Feedback, Suggestions, Compliments 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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