

# Transport Certification Australia



## Stakeholder Engagement Charter 2024

# 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.

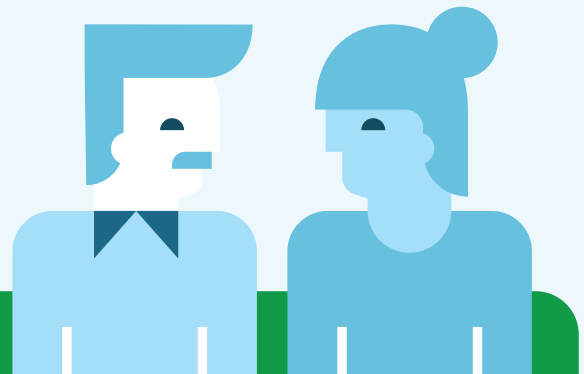
## Who We Are

**Transport Certification Australia (TCA) is a centre of excellence within Austroads, responsible for assessing and recognising telematics and other vehicle-based technologies.**

Through its administration of the National Telematics Framework, TCA helps Australian and New Zealand transport agencies collect data from vehicles in ways that are trusted by government and industry, and to provide data and analytical services that enable improved road outcomes.

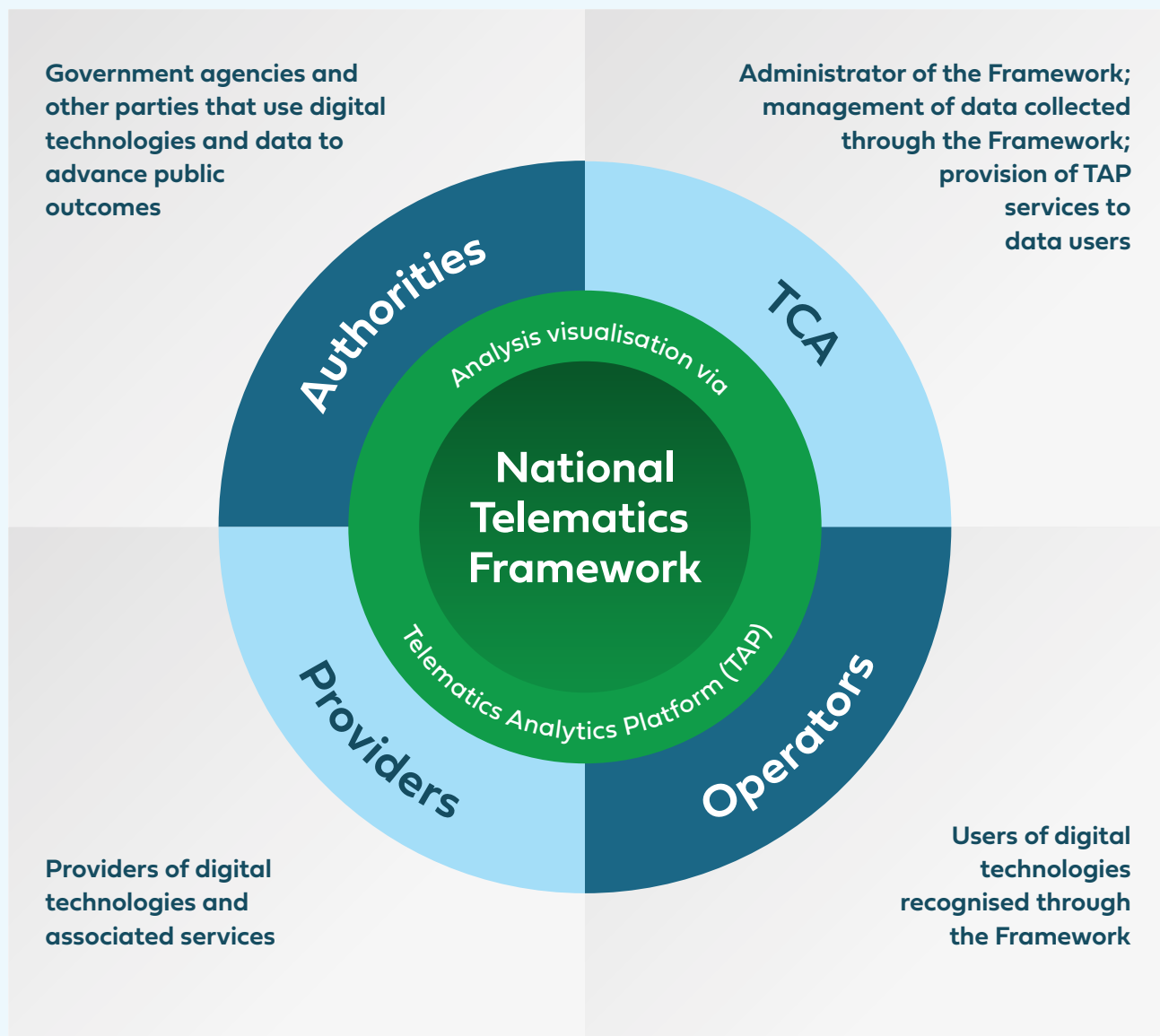
TCA offers the following broad categories of service:

- 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.



# 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

**Stakeholders of TCA services have a right to expect high standards which align with our organisational values: Professionalism, Innovation, Accountability, Integrity.**

We always:

- Act honestly and ethically with integrity, fairness and transparency
- Apply the highest possible standards in everything we do
- Provide accurate information in a timely manner
- Protect the disclosure of confidential and private information
- Identify and manage conflicts of interest
- Consider the needs of different stakeholders
- Ensure we are courteous, respectful and helpful in our dealings with stakeholders
- Use plain and consistent language that is clear and easy to understand.

# TCA's Expectations of its Stakeholders

We expect our stakeholders to:

- Act honestly and ethically with integrity, fairness and transparency
- Provide accurate information in a timely manner
- Treat our staff with courtesy and respect
- Protect the disclosure of confidential information.



# Feedback, Suggestions, Compliments and Complaints

It is important for our stakeholders to have the opportunity to provide us with constructive feedback, including compliments, suggestions for improvement and complaints, to foster continuous improvement

Feedback, suggestions, compliments and complaints can be offered in the following ways:

1. Direct communication with the relevant staff member or their manager; or
2. Provide feedback on our website, via the Contact Us form or
3. Formally express your views in writing to the Austroads Chief Executive:

***By post:***

Austroads  
Level 17, 360 Elizabeth Street, Melbourne  
Victoria 3000

***By email:***

[tca@tca.gov.au](mailto:tca@tca.gov.au).

We will confirm receipt of all feedback, suggestions, compliments and complaints within 5 (five) business days (of receipt).

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**Transport Certification Australia**

Level 17, 360 Elizabeth Street, Melbourne

**P** +61 3 8601 4600

**E** [tca@tca.gov.au](mailto:tca@tca.gov.au)

**W** [tca.gov.au](http://tca.gov.au)

**ABN** 83 113 379 936

