



Australian Government

# Workforce Australia

## Joint Charter – Workforce Australia

The department and providers contracted to deliver employment and related services agree to act in accordance with the principles and joint expectations in this Charter.

We will work together to deliver quality services that are **respectful**, **connected**, **simple** and **supported**.

These principles will apply to the way we work together, and how we all contribute to high quality, tailored and effective employment and related services for individuals and employers.



### Respectful

**Providers are empowered** to deliver personalised, innovative and flexible services that are culturally appropriate and tailored to the needs of individuals and businesses.

**Local and national experience and expertise is recognised and harnessed** to deliver effective services to individuals and businesses.

**Service quality is valued, with integrity and respect** afforded to all stakeholders.

**Actions are taken in good faith**, including the exercise of rights and responsibilities under deeds and guidelines.

**Issues are resolved collaboratively** through cooperation and informal dispute resolution processes in the first instance.



### Connected

**Engagement** is proactive, timely and fit for purpose to support the objective of the services.

**Digital delivery** supports service delivery to individuals and employers, and maximise return on investments.

**Technology is used** to:

- deliver quality services and timely information;
- share performance and caseload data;
- streamline communications.

**Innovative ideas and solutions** are encouraged to deliver sustained benefits to individuals, employers and businesses.

**Decisions are transparent** and informed by evidence and data intelligence.



### Simple

**Service delivery** is tailored and outcome focused, considering individual and employer needs, and local job opportunities.

**Activities are safe, efficient and effective** by ensuring they meet work health and safety requirements and contribute to individuals' job readiness.

**Automation supports** streamlined processes and workflows.

**Outcome focused** delivery and decisions consider the needs of the individuals and employers.

**Complexity is reduced** by recognising and acting on opportunities to cut red tape and ensuring quality, timely and relevant support.



### Supported

**Greater flexibility and choice** supports individuals in how they engage with employment services.

**Collaborative partnerships** with employment services, industry, businesses, state/territory and local governments, community organisations and support services are leveraged to benefit individuals and businesses.

**Stakeholder needs are met responsively** by actively contributing to the resolution of issues and delivery of solutions.

**Service delivery and decision making is informed** through regular consultation, engagement and leveraging of new and emerging approaches.

**Improvements are continuous** by building staff capabilities and sharing feedback and ideas to better meet the needs of individuals and businesses.