



**Australian Government**

# Charter of Partnerships and Engagement

The Charter of Partnerships and Engagement sets out principles for improving the way the APS puts people and business at the centre of policy, implementation and delivery.

By realising the aspirational principles of the Charter of Partnerships and Engagement, the APS will:

1. meet the Government's commitment to genuine partnership and engagement in policy-making and service delivery with the public
2. instil public trust and transparency in government institutions and processes and embed integrity in public service culture and behaviour
3. build on current best-practice frameworks for partnership and engagement and inform the development of future frameworks
4. work across and within the APS, to genuinely partner and engage with all people, communities, non-government sectors, academia and industry.

When developing policy and delivering services, the APS will strive to be:

## Open

Be open to engaging with a diverse range of perspectives to inform policy and program development, so that those affected can have a genuine and equitable opportunity to have their say.

## Responsive

Be willing to try new approaches to make sure engagements are fit for purpose, culturally appropriate and adaptable, while remaining outcomes-focussed.

## Transparent

Build public trust by acting with integrity, and being open and honest about expectations, roles and responsibilities, limitations, objectives and processes at the outset.

## Accountable

Maintain clear and regular communication by sharing information, taking responsibility for commitments made and informing people and communities on how they have contributed to the final decision.

## Informed

Underpin robust decision-making with the effective and ethical use of data, research and other insights, as well as informed by lived experience, history and context.

## Collaborative

Encourage and build relationships through respectful collaboration, and partner with communities, businesses, academia, industry and other sectors, to achieve the best outcomes.

**We encourage all APS staff to consider how you can apply these principles in your role.**

Visit [Charter of Partnerships and Engagement](#) for more information.