

Appendix Item 1.

1 <http://www.dewrsb.gov.au/publications/ourMissionAndGoals/default.asp>

Our Mission and Goals]

The department aims to maximise the ability of all Australians of working age to find work, particularly those that face the most severe barriers to work; and support strong employment growth and the improved productive performance of enterprises in Australia.

To do this, the department provides the Government with high quality advice, programmes and services to achieve three outcomes:

- an effectively functioning labour market
- higher productivity, higher pay workplaces, and
- increased workforce participation.

These outcomes:

- are integrally linked to the achievement of broader Government economic performance, employment and social goals
- contribute substantially to other Government policy measures directed towards sustaining a fundamentally sound economy that is better able to adjust to external shocks, and designed to increase 'welfare-to-work' incentives
- are based on the knowledge that there is a direct link between the quality of workplace relations and employment
- will have an impact on communities, organisations, business and individuals in metropolitan, regional and remote areas
- incorporate equity considerations in policy development, and through the way the department's programmes and services are implemented
- reflect the mutual benefits of providing businesses, employers, employees and job seekers with access to electronic services delivered through the Internet and by telephone, and
- recognise the requirements for further reform to create competitive workplaces.

The department places importance on:

- our Ministers as our key customers
- serving our key clients on behalf of our Ministers:
 - job seekers including all people of working age and people with disabilities
 - Indigenous communities
 - employers and employees
- high standards of performance and accountability
- effective people management
- learning, and
- striving to make a difference.

The department's key behaviours are:

- **R**esponsiveness
- **E**thics and integrity
- **S**ervice to Ministers and clients
- **P**rofessionalism
- **E**nthusiasm
- **C**reativity
- **T**eamwork.

