



SOUTH  
AUSTRALIAN  
EMPLOYMENT  
TRIBUNAL

Strategic Plan **2021-2024**

# VISION

To be a leading employment tribunal



# VALUES

## ■ We serve the public of South Australia

By delivering independent, effective and timely dispute resolution services.

## ■ We adapt to change

We respond to the changing needs of our community and continually strive to improve our services.

## ■ We are professional in all of our interactions

Consistency, impartiality and fairness are at the core of all that we do.

## ■ We value community and encourage teamwork and collaboration.

We work together for the good of the tribunal and the users we serve.

## ■ We respect individuals and organisations that engage with us

We generate respect by being accountable, consistent and fair.

## ■ We communicate honestly and openly

We will communicate with each other honestly and openly and with our users in straightforward language, providing information that is timely and accessible.

# PURPOSE

To promote the best principles of decision-making and resolve disputes fairly, efficiently and transparently.

The **Tribunal Excellence Framework** will inform our actions and measures of success.



## Our people

Our objective is to be a model employer.



## Our users

Our objective is to be a service-focused tribunal that is accessible and user friendly.



## Our processes

Our objective is to be a modern, innovative tribunal with straightforward processes and contemporary systems.

# OUR PEOPLE

Our objective is to be a model employer.

Our aims for the next four years will be to:

01

Prioritise the safety and wellbeing of everyone who works at the tribunal.

02

Develop and employ people who are agile, adaptable, energetic, enthusiastic, positive and professional.

03

Provide first class support and appropriate resources to our Commissioners and Presidential Members so they can undertake their work with efficiency and confidence.

# OUR USERS

Our objective is to be a service-focused, flexible, responsive tribunal that is easy to access and use.

Our aims for the next four years will be to:

01

Listen to, and learn from, tribunal users and others.

02

Improve accessibility and transparency.

03

Improve our premises and facilities.

04

Consistent improvement of processes and procedures.

# OUR PROCESSES

Our objective is to be a modern, innovative tribunal with straightforward processes and contemporary systems.

Our aims for the next four years will be to:

01

Maintain internal systems and procedures that are flexible, contemporary and secure and can be extended to new jurisdictions if need be.

02

Continue to strive for matters to be resolved as quickly as practically possible calling on a range of dispute resolution methodologies as needed.

03

Ensure that all process improvements are evidence based.



SOUTH  
AUSTRALIAN  
EMPLOYMENT  
TRIBUNAL

Strategic Plan **2021-2024**