

Vision and Service Principles

For the statutory Parliamentary Workplace Support Service (PWSS)

This document sets out the Vision and Service Principles of the statutory PWSS, to inform the establishment of the new entity.

Vision

Vision statement:

The PWSS is an independent, trusted HR and support service driving cultural change in Commonwealth parliamentary workplaces.

Service Principles

The Service Principles describe the way the statutory PWSS achieves its vision, and inform the strategic direction, policies, processes, and engagement approach of the agency. These principles underpin all elements of the PWSS and guide all interactions with Commonwealth parliamentary workplace participants and other stakeholders.

Independent

- The PWSS and its staff are independent, impartial and apolitical, and are seen as such.
- Personal information is kept confidential and only shared externally with clients' consent, except in limited circumstances as required by law.

People-centred

- Our approach is underpinned by the five principles of trauma-informed service:
 - **Safety:** ensuring people feel physically and psychologically safe;
 - **Choice:** people are empowered to choose what actions to take;
 - **Collaboration:** people are assisted and guided to make informed decisions, and the PWSS works with them to achieve outcomes;
 - **Trustworthiness:** processes and decisions are transparent;
 - **Empowerment:** working closely with people to explore their issues and options, and develop strategies.
- Services are tailored to the individual and are solutions focussed.

- The PWSS internal culture is one of physical and psychological safety, and we provide a safe space for our colleagues and clients.

Innovative

- Employees are highly trained professionals who are empowered to leverage their expertise to influence and improve services, supports and outcomes.
- The PWSS understands the complex, sensitive and unique operating environment of CPWs and applies an open mind to the full range of solutions and supports that may be available.
- The PWSS takes a proactive approach to strategic service delivery.
- Safe and respectful workplaces are built through a focus on preventative measures such as education and influence.
- The PWSS values continual improvement through innovative ways of using data and systems, and robust testing and evaluation.

Connected

- Clients experience integrated, holistic, end-to-end service coherence, with no wrong door to access assistance.
- Collaborative, proactive and considered engagement with, and referral to, stakeholders and other bodies is the norm.
- Strategies, policies, initiatives and operational responses are connected across internal teams and external stakeholders to reflect best practice.

Consistent

- All Commonwealth parliamentary workplace participants and stakeholders receive universally consistent service, regardless of their position, party, or other status.
- The PWSS offers 24/7 support for all Commonwealth parliamentary workplace participants.
- Continuity of service is achieved through best practice, grounded in clear frameworks.
- Service delivery is accurate, efficient, timely and responsive.
- Quality assurance processes are in place to ensure delivery of these service principles.

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Review	This document will be reviewed annually or when a business requirement to do so is identified.
Notes	v0.2 incorporates feedback from attendees of the preliminary executive workshop on 30 June 2023 v0.3 incorporates feedback from MaPS and PWSS attendees of the sPWSS workshop on 24 August 2023