



Thriving Communities Partnership

Member Charter

The Thriving Communities Partnership (TCP) is a cross-sector collaboration ensuring that everybody has fair access to the modern essential services they need to thrive in contemporary Australia: including utilities, financial services, telecommunications and transport.

The Thriving Communities Partnership aims to build more resilient community and stronger businesses.

As our population grows and economy shifts gears, it's becoming harder for everyone to experience "a fair go" and achieve a quality of life that allows them and their families to thrive. This matters to all of us on several levels: our health and life expectancy, our social and economic participation, financial resilience and the ability of our businesses to grow and prosper sustainably.

Membership of the TCP comes with a commitment to the TCP Charter; to contribute to and implement policies, practices and initiatives that result in tangible improvement in the lives of people at risk of experiencing vulnerability. This commitment reflects an acknowledgement that all people may experience vulnerability at some time in their lives, and a whole-of-organisation approach is required to build a more supportive ecosystem. The impact of this commitment to people centred-approaches, will strengthen social, physical and financial wellbeing and resilience, benefiting both people and businesses alike.



Thriving
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The Charter

As responsible and committed organisations, members of the TCP recognise their services are essential for people to thrive in contemporary Australia. The reduction or loss of access to such services may impact on the rights of a person to a standard of living adequate for the health and wellbeing of themselves and their families.

The Thriving Communities Partnership calls on member organisations and their service delivery partners to commit to respect the rights and support the resilience of all people (consumers, customers, clients), particularly those experiencing vulnerability, through adoption and application of the following principles.

Principles

1. Build trust with people & communities

Building relationships and consistent fair treatment is a demonstration of an organisation's intention to prioritise the interests of people and communities. This includes;

- » Treating all people with fairness, dignity, integrity and respect in every interaction.
- » Setting people up for success by:
 - understanding and meeting their needs through connection, partnerships and investment in community wellbeing and resilience.
 - building awareness of rights and options through accessible information, materials, programs and services that adapt to the needs of people and community groups, particularly those experiencing vulnerability.

2. Create systems, processes and culture that make it easy to build trust

Invest in ongoing efforts to build a whole of organisation capability by;

- » Ensuring accessible and efficient systems and processes for people and communities.
- » Anticipating and responding to the changing needs of people and community.
- » Ensuring employees across the organisation are appropriately trained and supported, including service delivery partners.
- » Assessing the risk of all products, services and practices in contributing to or exacerbating vulnerability, and actively mitigating those risks.
- » Developing effective, accessible and transparent mechanisms for addressing concerns and grievances raised by people and community groups.
- » Demonstrating via publicly available statements and policies that we understand and respect the needs of people and community, and take responsibility for our actions.

3. Seek proactive and early intervention that supports people to thrive

Invest in research and partnerships that identify and respond to people experiencing vulnerability and build community resilience, including;

- » Identify actual or potential circumstances that may result in greater degrees of vulnerability, such as family violence, migration status, age, education, physical or mental disability, employment status, cultural or linguistic diversity, Aboriginal or Torres Strait Islander background, and others, and understand the early warnings of vulnerability.
- » Act on the findings by reaching out to those at risk of short or long-term vulnerability to make them aware of support options.
- » Identify and offer appropriate assistance when actual or potential difficulties arise, including through partnerships with community and support organisations, and track the effectiveness of our responses.

4. Participate in intra and cross-sector collaboration to develop systemic and sustained solutions

- » Commit to sharing learning, practice, research and resources to support the widespread adoption of approaches that address vulnerability, within our organisation's and within and across sectors.
- » Leverage collective data and insight to generate new ways to support those who are at risk.
- » Work within and across sectors, including with potential competitors, to build common policy, practice, referral pathways and grievance mechanisms that empower people and make it easier for them to access the support and services they need.
- » Track the effectiveness of approaches adopted to achieve the goals in this statement.
- » Work with governments to clarify businesses' evolving obligations with the aim of providing certainty for business, people and communities.

The Commitment

In becoming a signatory to the Thriving Communities Partnership Charter, members are expected to commit to the following:

1. Demonstrate commitment at the Senior Management level to the TCP Charter Principles
2. Carry out due diligence on the organisation's intersection with vulnerable groups
3. Reflect the Thriving Communities Partnership principles in policy and practices to respond to issues of vulnerability
4. Continuously adapt and improve their approaches to meet changing needs
5. Communicate progress annually and contribute to collective measures
6. Promote the adoption of the Thriving Communities Partnership within their industry and networks, to ensure a systemic approach to tackling vulnerability

The TCP Charter aligns with and encourages members to align with the following standards where appropriate:

- » Consumer Policy Research Centre – Building Consumer Trust Principles
- » The UN Global Compact – 10 Principles
- » The UN Sustainable Development Goals

Organisation:

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Endorsement:

Ciara Sterling – Head of Thriving Communities Partnership

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Name & Position of Signatory:

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Signature & Date:

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Signature & Date:

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www.thriving.org.au