



## DFAT-DELIVERY PARTNER CHARTER

The Australian Government's Foreign Policy White Paper sets out the importance of our Official Development Assistance (ODA) in helping to create a stable, secure and prosperous neighbourhood in uncertain times. DFAT acknowledges the important role that delivery partners will play in delivering the goals under this agenda, and accordingly seeks to articulate its collaborative relationship with delivery partners by establishing a "DFAT-Delivery Partner Charter" (the Charter).

The Charter will complement agreements with delivery partners to foster an inclusive, supportive and responsible contracting community. It will be a document built and agreed by both parties that defines key aspects of how the relationship will work, including:

<b><i>Agreed principles for the relationship</i></b>	<ul style="list-style-type: none"> <li>• Communicating openly and respectfully</li> <li>• Working cooperatively</li> <li>• Working to the highest ethical standards and protecting each other's reputation</li> <li>• Allocating and engaging with risk appropriately</li> <li>• Operating in and contributing to an environment of mutual trust and acting in good faith</li> <li>• Willingness to see change as a chance</li> <li>• Acting with reliability and integrity</li> <li>• Taking shared accountability for results</li> </ul>
<b><i>Agreed objectives for the relationship</i></b>	<ul style="list-style-type: none"> <li>• Pursuing mutual objectives and win-win outcomes</li> <li>• Sharing success and challenges</li> <li>• Maintaining the aid program's quality and focus on protecting those most vulnerable, including women and children and ensuring systems and processes are managed to respond to incidents and risks</li> </ul>
<b><i>Agreed targets</i></b>	<ul style="list-style-type: none"> <li>• Pursuing value for money and cost consciousness and valuing resourcefulness and invention</li> <li>• Promoting and supporting diversity in the delivery of services</li> <li>• Inventing and simplifying – expecting and requiring innovation and invention and looking for new ideas</li> </ul>
<b><i>Agreed improvement initiatives</i></b>	<ul style="list-style-type: none"> <li>• Pursuing continuous improvement</li> <li>• Improving our expertise and capability – becoming learning organisations and getting better as a group</li> <li>• Measuring the effectiveness and demonstrating the overall impacts of the Australian aid program, including through regular and accurate reporting via the CRF</li> </ul>
<b><i>Dispute resolution arrangements</i></b>	<ul style="list-style-type: none"> <li>• Respectfully challenging decisions when there is disagreement</li> <li>• Fostering a no-blame culture</li> <li>• Taking a joint problem solving approach</li> </ul>
<b><i>Governance arrangements for the relationship</i></b>	<ul style="list-style-type: none"> <li>• Communicating and meeting regularly</li> <li>• Basing discussions on facts</li> <li>• Sharing information promptly</li> <li>• Paying consistent attention to detail and conducting frequent audits</li> </ul>