

Communique

Partnership Priorities Committee

Date: 5 September 2024

The Partnership Priorities Committee (Committee) met for the fifth time in 2024 to discuss the following matters.

First Nations Economic Opportunities

The Committee considered the institutional reform considerations included in the Murru Waaruu final outcomes report. The Committee agreed to the whole-of-Government approach to progressing the Government's First Nations economic policy agenda in collaboration with the First Nations Economic Opportunity Working Group.

Customer Experience Principles

The Committee endorsed the APS-wide set of experience design principles to guide the future design of people and business-facing policy and services. The principles support the APS Vision for User-centred Service Excellence "Reliable and accessible services, when and how you need them". Implementation of the Principles can be tailored by departments and agencies to meet their needs.

Frontline Services Council

The Committee supported embedding a customer experience perspective in governance bodies, building on recent changes that have already been made, and to develop a frontline staff Service Delivery Network.

Investment Dialogue for Australia's Children

DSS and Treasury provided an update to the Committee on work across the Commonwealth, and with philanthropic members of the Investment Dialogue for Australia's Children, to identify opportunities to better coordinate and align place-based investment in communities experiencing disadvantage.

Remote Australia Framework

The Committee noted an update on the Remote Australia Framework including the establishment of an Interdepartmental Committee.