

Transforming our culture supports our commitment for making our blueprint for change a reality. We will focus on the following new culture traits.



Client focused

We put clients, external and internal, at the centre of everything we do.

To do this we:

- have a service focus
- make it as easy as possible to get things right, and hard not to
- understand and consider our clients' circumstances, and offer a fair and differentiated service
- treat all people with respect and dignity
- build trusted relationships
- are pragmatic and fair in our decisions
- give the right answer, in the right time, and in the right way
- use our skills and expertise to help clients do the right thing.



United and connected

We work as one team to deliver the right outcomes for the community.

To do this we:

- willingly share information, insights and experience
- collaborate without boundaries
- have and foster the right relationships
- use our collective talent to achieve the right outcomes
- never lose sight of what the ATO and APS are trying to achieve
- encourage and support each other.

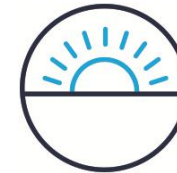


Empowered and trusted

We are supported to take ownership, exercise judgment and make reasonable decisions.

To do this we:

- are accountable for our actions and inactions
- have confidence and trust in each other
- foster trust through leaders who say what they mean, and do what they say
- recognise effort and celebrate success
- acknowledge mistakes, learn from them and move forward without blame.



Future oriented

We will be flexible and adapt to meet immediate and future challenges.

To do this we:

- keep an eye on the future, and are ready to respond
- simplify and improve the way we do things
- take a global view - look across the ATO, government and internationally
- are open to new ways and new thinking
- are prepared to take informed risks
- are creative and purposefully innovative
- have the courage to change course.



Passionate and committed

We are passionate about our role in serving the community. We bring professionalism, energy and determination to everything we do.

To do this we:

- take action, take responsibility and strive to succeed
- strive to make a difference
- get things done promptly and with purpose
- tell it as it is, with honesty, empathy and respect
- hear it as it is, and seek to understand
- actively grow our knowledge and skills through continuous development.