Strategic Framework

Assistance & Information

Dispute Resolution

Exemplar ADR agency

Enhanced Alternative Dispute Resolution & Remedies

Best practice case management

Better Practice Promotion & Information Services

Supporting self-help and healthy commercial dealings and dispute avoidance through know-how

Advocacy

Addressing Sector Impediments

Efforts to ease what is holding sector back

Enhancing Sector Opportunities

Realising new possibilities

Supporting Transformation & Sector 'Future State'

Assisting the transition and preparing small business for future adjustments

Shifting the Dial for Sector Advantage

Improving the enterprise environment

Data Analysis & Reporting

Economic Impact Analysis

Supporting advocacy with economic implications

Data Analytics & Insights

Enhancing evidence and adding to sector knowledge

Data Governance

Improved management of inhouse information

Research & Reporting

Revealing new knowledge to inform actions

Communications

Strategic Communications

Reaching our community, influencing decision makers and earning allies

Agency Awareness

Improved management of inhouse information

Sector Promotion & Showcasing

Raising awareness of sector contribution and inspiration

Thought Leadership

Shaping thinking and leading opinion

Enhanced Communications Ability

Compelling content delivered diligently

Enablement & Operations

Agency Capability

Able and organised to perform

Systems Enhancement

Best available technology & processes

Employer of Choice

Exemplar workplace supporting higher performance

Agency Performance

Clear purpose and accountability

Proactive Engagement

Networked and near 'our community'