



DoT Statement

# Statement of Business Ethics for DVS Contractors and Suppliers

## Overview

The Department of Transport's (DoT) - Driver and Vehicle Services (DVS) Statement of Business Ethics (the Statement) has been developed for DVS service providers. The Statement outlines specifically the standard of conduct and ethics that DVS adheres to in all aspects of business which includes our staff and our third-party activities, as well as our expectations of contractors and persons who are authorised as Agents.

## Why compliance is important

DVS assists the Director General (the CEO) in his function as the regulator of driver and vehicle licensing in Western Australia (WA). The CEO has the responsibility for the delivery and regulation of licensing programs. It is therefore essential that contracted service providers who work with DVS ensure the integrity of services and public safety through their participation in providing goods and services.

Non-compliance with DVS ethical and regulatory requirements can result in negative consequences for the WA community, DVS, the contractor and related businesses. This may include investigations by regulatory authorities and sanctions. Investigations may be conducted publicly and will be damaging to the reputations of both organisations, whether a breach has occurred or not. In most circumstances, an agent of DVS and external contractors are considered a "Public Officer" under the *Corruption, Crime and Misconduct Act 2003*. The Crime and Corruption Commission (the CCC) regards corruption by agents contracted by the government the same as corruption by public servants.

DoT is obliged to report any actual or suspected misconduct to the CCC. The CCC, like the Police, have the power to investigate when there is a complaint laid against a Public Officer during their employment. Demonstrated corrupt or unethical conduct may lead to termination of contractual arrangements and potential criminal charges.

## Our values

DoT's values are the safe, accessible and efficient movement for the economic and social prosperity of WA. Our vision is to have the best integrated and intelligent transport services and solutions for the State. Our mission is to have safe drivers, safe vehicles, secure identities and excellent service. Our cultural values are **Accountability, Adaptability, Collaboration and Wellbeing**. These values will underpin the DoT culture and behaviour, helping to guide the day-to-day decisions making and actions.

## Our role

DVS contributes towards the provision of safe, accessible, sustainable and efficient transport services and systems through the provision of driver and vehicle licensing services:

- Setting motor vehicle standards in accordance with national and State Government requirements, examining motor vehicles for compliance with those standards and licensing and transferring compliant motor vehicles.
- Setting standards and requirements for the issue of a driver licence in accordance with State Government legislation, national identity and security and privacy policies.
- Assessing driver competency, issuing and renewing driver licences in accordance with national and State Government requirements and driver competency standards.
- Securing and maintaining a database of licensed vehicles and drivers, and managing vehicle identification numbers, to support the enforcement of road traffic and other relevant laws.
- Collecting revenue on behalf of the State Government.
- Informing and educating road users about driver and vehicle licensing and related requirements.

DVS is responsible for all aspects of driver and vehicle licensing in WA in accordance with our administered legislation and has an interaction with most members of the WA public.

## Our key business principles

### Ethics and Integrity

DVS believes that an ethical and professional workplace reduces the risks associated with misconduct and corruption. We require our employees, contractors and agents to exhibit the highest standards of ethics and integrity in all areas of their work including driver and vehicle related services and transactions including vehicle examinations, driving assessments and the provision of corporate services.

### Gifts

DVS service providers are not to solicit or receive a gift from any organisation or individual whom the provider may have dealings related to the services. DVS service providers are required to report to the Department in writing if they are confronted with an attempt by a customer or the public to offer a gift in any form, either with the object of obtaining a concession or recognition of a service rendered.

### Best Value for Money

Value for money procurement is an overarching DoT requirement that seeks to enable the best possible outcome. However, obtaining competitive pricing will not be achieved at the expense of requirements such as, safety, ethical and quality standards, timeliness of supply, whole of life costs and relevant service benchmarks.

### Social and Environmental Responsibility

DVS is committed to providing services to the diverse WA community in a fair and non-discriminatory manner. DVS does not condone behaviour that takes advantage of or discriminates against socially disadvantaged or minority groups. DVS is committed to environmentally sustainable business practices and will seek to procure products and services that minimise environmental impact.

### Safety

DVS believes that ethical organisational behaviour includes ensuring the safety of the public, contractors, agents and employees are not knowingly endangered by us or our contractors.

All DVS Contractors/Agents and Suppliers must ensure safe operating practices are being conducted at all times.

### Excellent Service

DVS listens to their customers, treats them courteously and ethically and strives to provide an exceptional level of service to the public.

## Mutual Responsibilities

### Lawful Actions and Social/ Environmental Responsibility

Each party has an obligation to act lawfully and in a manner that does not take advantage of socially disadvantaged peoples in Australia or abroad.

### Safety

All parties have legal and moral obligations to protect the safety of the public and employees.

### Conflicts of Interest

All DVS employees, contractors and agents are required to disclose any actual or potential conflicts of interest. "Interest" means an interest that could reasonably be perceived to adversely affect the impartiality of the person having the interest. It includes an interest arising from family relations, friendship, people who have shared an address or membership of an association. Most often a conflict of interest arises where some financial gain is involved.

Certain searches, accessing of records and transactions processed in DoT systems can be a conflict of interest or even a criminal offence.

DoT system users are not permitted to process vehicle or driver licence transactions on behalf of family members, friends, people who they have previously or currently share an address with, or themselves. A breach will result in the suspension of the user's access and reporting to the WA Police and the Corruption and Crime Commission and may result in criminal prosecution.

### Confidentiality

Unless in the public domain or required to be provided by law, we will respect confidentiality of information provided and require all DVS information to be treated likewise. The information obtained from DoT systems is confidential and must not be disclosed to unauthorised persons under any circumstances or accessed for personal reasons.

The information on DoT systems or obtained as a result of processing DVS transactions must only be used for driver and vehicle licensing purposes.

All contractual conditions must be adhered to.

## Use of Equipment, Resources and Information

All DVS equipment, resources and information are only to be used for its official DVS purpose. DVS system users should be aware that DVS uses a sophisticated predictive analytics system that analyses vehicle and driver licence transactions looking for trends and identifying unusual activity (including alleged conflicts of interest). Unauthorised access or use of DoT systems and of the information contained within may result in suspension of access, a permanent banning, or even criminal charges.

### Contracting Workers

All workers should be made aware of and required to comply with this Statement.

## What you can expect from DVS

DVS will ensure that its policies, procedures and practices relating to contracting are consistent with professional industry standards and with the highest standards of ethical conduct and integrity.

Our employees are bound by the Department's "Code of Conduct". When dealing with contractors, employees are accountable for their actions and are required to:

- Deal with individuals and organisations with integrity in an ethical manner.
- Provide culture and work environment free of discrimination.
- Avoid any actual or perceived conflicts of interest.
- Ensure training for our employees and contractors.
- Not seek or accept personal benefits or gifts of any value whilst engaged in the process of seeking quotations / tenders or expressions of interest (including entertainment).
- Not accept personal benefits of any kind.

## The commitments we seek from contractors

DVS requires all suppliers of products and/or services to:

- Abide by all terms and conditions of the contract.
- Comply with Australian Laws and adhere to policies, guidelines and procedures outlined by DVS.
- Act with integrity in an ethical manner when dealing with DVS and the public.
- Commit to providing quality services to the public and the Department.
- Provide accurate and reliable information and advice.
- Take all reasonable measures to prevent the unauthorised disclosure of confidential information.
- Not take actions that would inappropriately influence the independence of DVS officers and the integrity of the contract process including refraining from offering incentives, gifts, samples for non-business use or other benefits to employees.
- Declare actual or perceived conflicts of interest as they become known (if in doubt contact the Department through the process included in the contract).
- DVS to prevent unethical practices by reporting any fraudulent or corrupt practices that become evident.
- from discussing any DVS business information with any persons including co-workers not involved in the licensing of driver and vehicles.
- Agents and Contractors are not permitted to make comment or disclosure to the Media and any inquiries received from media organisations or other community groups should be referred to DoT.

### Acceptance

*I acknowledge receipt of the Department of Transport's Driver and Vehicle Services Statement of Business Ethics.  
I have read and understood this document and hereby agree to abide by the terms outlined in this statement.*

Name	Company	Signature	Date
Name	Position	Signature	Date
	<i>Manager / Dealer Principal / CEO</i>		