



Building a Modern AAT: Our Strategic Plan

Introduction

This plan sets the strategic direction and priorities for the Administrative Appeals Tribunal for the period 2015 to 2020. The strategies in this plan will be realised by actions set out in operational and project plans.

Our Vision

We will be an expert and innovative Tribunal that delivers accessible, high-quality, proportionate and timely reviews.

Our Mission

We provide independent merits review of administrative decisions as provided under Australian law.

Our Strategy

1. INTEGRATE

We will create an integrated, national Tribunal

This means we will:

- a) build a cohesive and collaborative culture aligned with the values set out in the [Conduct Guide for AAT Members](#) and the [APS Values](#)
- b) harmonise our administrative processes across divisions and geographic locations
- c) adopt approaches for managing like-matters consistently
- d) integrate or align resources and tools, especially technology systems.

2. TRANSFORM

We will improve how we work and maximise our use of technology

This means we will:

- a) strive for excellence with reference to the International Framework for Tribunal Excellence
- b) develop efficient, flexible, proportionate and timely pathways and services
- c) engage with users in the design of services
- d) build an integrated suite of electronic systems that support service delivery and information management
- e) develop tools that help us meet our statutory objective, including resources to assist members and staff undertake their work.

3. ENGAGE

We will nurture relationships and partnerships

This means we will:

- a) engage with external stakeholders
- b) communicate and consult effectively with members and staff
- c) promote teamwork and collaboration, including between members and staff
- d) seek and openly receive feedback from each other and from users.

4. OPTIMISE

We will make best use of our resources and build capacity

This means we will:

- a) implement effective and accountable governance arrangements and manage resources, budgets and risk effectively
- b) plan for the future, establish priorities and align resources to meet our statutory objective
- c) set standards for guiding and measuring performance
- d) attract, retain, utilise and recognise talent
- e) provide learning and development opportunities to members and staff.

Further Information

See the [AAT Corporate Plan](#) for further information about our operating environment, performance measures, and strategies to build capability and manage risk.