

Our 2012-2015 Strategic Plan



Our Strategic Plan aims to meet the six external dispute resolution (EDR) benchmarks prescribed by the Australian Securities and Investments Commission (ASIC).

Our three-year focus is about delivering an efficient and effective dispute resolution service, successfully managing our public role and stakeholder engagement, and further developing FOS's capability and infrastructure.

EDR BENCHMARKS



ACCESSIBILITY



INDEPENDENCE



FAIRNESS



ACCOUNTABILITY



EFFICIENCY



EFFECTIVENESS

THREE-YEAR FOCUS



Delivering a more efficient and effective dispute resolution service



Enhancing our public role and stakeholder engagement



Ensuring organisational development and sustainability

WHAT WE WANT TO BE

A customer-centric service

An organisation that continuously monitors and improves its performance.

A trusted organisation

The authority on financial services dispute resolution and an influential voice on how to prevent disputes.

A smart, efficient and responsible business

An organisation with passionate people, effective systems, clear plans and a conscience.

WHAT WE NEED TO DO

- » Build excellent customer service and quality into all our dispute resolution services.
- » Set and meet time and service standards for all our dispute resolution processes.

- » Actively engage with and maintain the support of all our stakeholders.
- » Routinely seek stakeholder feedback – and act on it.
- » Share our knowledge, experience and insights.
- » Raise community awareness of FOS, especially among vulnerable and under-represented groups.

- » Attract and develop highly skilled and engaged people.
- » Measure the costs of disputes and eliminate inefficiencies.
- » Establish programs to reduce FOS's environmental footprint.
- » Embed our values into everything we do.