

QUALITY PUBLIC SERVICES

ACTION NOW!

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www.QPSconference.org

Geneva Quality Public Services Charter

(draft 4 Sept. 2010)

Please add your comments and suggestions for this draft Charter on Quality Public Services.

1. Public services enhance the quality of peoples' lives and are fundamental to the creation of societies that are equal, prosperous and democratic.
2. When they are universally available and when they are of the highest quality they nourish and enrich our lives and promote solidarity within our communities. But these benefits will not be achieved automatically.
3. In today's world people yearn for security and lives free from want and fear, but their aspirations will not be realized unless governments and all stakeholders in society work together to create a new vision of public services for all.
4. The great challenges of the 21st Century will remain unconquered unless there is a renewal of commitment to services that will deliver people and communities from ignorance, poverty, conflict and neglect.
5. Therefore we call for the adoption of a global agenda for quality public services that will provide social justice, sustainable development and a better quality of life and promote gender equality and equity amongst all citizens. Such an agenda requires:
 - ▶ Commitment to the right of all citizens to public services that are universal in their reach and availability, irrespective of social and economic conditions,
 - ▶ Recognition that quality public services are required in developing, emerging and advanced economies for sustainable economic growth and for the equitable distribution of the benefits of growth,
 - ▶ Adoption of policies and strategies for human development that meet the needs of everyone in society to have access to culture, communications, transport, health and education, as well as cultural and political freedoms and the right to enjoy decent conditions at work.

6. With this in mind we reaffirm that quality public services can meet the challenges of our times to:

- ▶ Reach the Millennium Development Goals, providing hope for hundreds of millions of men, women, young people and children to bring them out of poverty, to build a decent future,
- ▶ Respond to the threats of climate change and seizing the opportunities to create green economies,
- ▶ Provide a foundation for the future, through better education and health for children and young people,
- ▶ Ensure the mobility of citizens and communications among people,
- ▶ Defend the social wage for working families, social security, and pensions,
- ▶ Attain gender equality and the empowerment of women
- ▶ Protect and create opportunities for disadvantaged groups and those who suffer discrimination.

7. In meeting these challenges global unions will work together and with others to –

Create a culture of quality in the delivery of efficient, affordable, accountable, well-run and responsive public services that serve communities.

Support actions to reinforce the framework of democratic pluralism buttressed by transparent institutions including:

- ▶ legislatures that provide good governance at both national and local level through enactment of just laws and fair rules,
- ▶ executive authority exercised at all levels that is accountable, responsive to the needs of citizens and that provides responsible leadership in the application of laws and administration,
- ▶ Institutions of justice that operate independently and respect internal and external security,
- ▶ capacity to respond rapidly and effectively to emergencies, national disasters and the consequences of conflict,
- ▶ effective international institutions, working with national and local levels of governance to respond to global challenges in an increasingly interdependent global community,
- ▶ an enabling environment in which the fundamental rights of all citizens are guaranteed and in which freedom of expression and of media, the right to communicate, the right to free assembly and freedom of association are paramount.

Campaign for adequate public resources and a commitment to invest in the future of citizens and their communities. The time has come to redefine the debate over the generation of necessary public resources. This debate must focus on the need to serve common interests rather than special interests. Discussion of fair taxation (including corporate taxes) a core function of democracy, must engage all stakeholders through representative organizations of civil society.

8. Global Unions pledge to work with the key actors – governments and international agencies, civil society, and business and enterprise – to pursue a new vision of quality public services. In the 21st century the public and private sectors must be complementary; limiting the excesses of the market is central to maintaining democratic balance and ensuring equal rights and sustainability.

9. Today, more than ever before, the world needs to work together for the viability of our planet in a new context of decency, change and hope. That work will succeed when we take our inspiration from the knowledge that quality public services provide quality of life.