

Our engagement charter

Core values for best practice

Our 'customers first' approach values the experiences and contributions of our stakeholders

We are committed to developing mutually beneficial relationships based on trust and respect to drive innovation, agility and sustainability in Queensland's agriculture, fisheries and forestry sectors.

What you can expect of us



Inclusivity

We will work hard to make sure those with a stake in our work have the opportunity to have their say. We will do this by giving you the information you need, and providing you with ways to provide feedback.



Respect

We will respect and listen to your views and provide a safe environment for you to engage. We will disengage from those who abuse or cause offence.



Transparency

We will be clear about how you can influence an outcome, and let you know how your feedback has shaped decisions.



Responsiveness

We will continually review and learn from past projects to improve how we engage with you.



Timeliness

We will endeavour to involve you early in activities where you have a stake to allow you time to provide considered feedback.



Connection

We value our long-term relationships with stakeholders, and encourage regular contact with us.

What we expect of you

Get involved

Share your knowledge and ideas.

Keep it respectful

Don't abuse or cause offence.

Be open to other ideas

It's okay to have different views.

Be honest

We want to know how you really feel.

Stay on topic

Keep focussed on what we're here to discuss.

Connect with us

Keep in touch (ways to stay connected are listed below).

How you can connect with us

Register daf.engagementhub.com.au

Visit daf.qld.gov.au

Call 13 25 23

Email info@daf.qld.gov.au

Follow [@BiosecurityQld](https://twitter.com/BiosecurityQld)
[@FisheriesQueensland](https://twitter.com/FisheriesQueensland)
[@QldAgriculture](https://twitter.com/QldAgriculture)

Visit One of our counters
(see our office list online)

If you are deaf or have a hearing or speech impairment, contact us through the Auslan Connections (Deaf Services) on (07) 3892 8554 or (07) 3892 8512.

If you need an interpreter, we have a range of service providers on our website at daf.qld.gov.au/contact/customer-service-centre.