Our engagement charter
Core values for best practice

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.

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

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

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

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
@FisheriesQueensland
@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.