

We want you to have a good experience when you engage with the EPA. This Charter of Engagement outlines our commitment to everyone we work with. It signals our intent to better listen, inform, consult and involve community, industry and government in our work. We will be guided by the following principles.

### **We place people at the centre of our thinking**

- We will:**
- ✓ consider the perspectives and views of affected or interested stakeholders
  - ✓ tailor engagement to take into account the stakeholder needs and diversity
  - ✓ identify the potential impacts of our decisions on our stakeholders
  - ✓ target engagement to the stakeholders who are most directly affected.

### **We prioritise positive behaviour change**

- We will:**
- ✓ use education, training and behavioural insights to drive positive behavioural change
  - ✓ use research and seek to understand motivations and actions, in developing our programs.

### **We are clear and genuine when we interact with people**

- We will:**
- ✓ set out a clear purpose for why we are engaging
  - ✓ be open and transparent about the level of influence you have and what we can and cannot do
  - ✓ make it easy for you to engage with us.

### **We are service-oriented**

- We will:**
- ✓ create genuine opportunities for stakeholders to participate in decision-making
  - ✓ provide accessible and easy to understand information
  - ✓ plan carefully, and engage early, to ensure you are given an appropriate and fair amount of time.

### **We communicate with, not to, people and the starting point for this is listening**

- We will:**
- ✓ listen to you genuinely and seek to understand your perspective and views
  - ✓ ensure our communication is two-way
  - ✓ allow space and time for difficult conversations, and ensure these are respectful.

### **We are outcomes-focused and close the feedback loop**

- We will:**
- ✓ let you know how we have listened
  - ✓ respect that you have taken time to engage with us
  - ✓ provide a timely response
  - ✓ tell you the outcome and reasons for our decisions.

### **We have a learning mindset**

- We will:**
- ✓ seek out, and listen to, your feedback on our engagement processes
  - ✓ evaluate and continually improve our engagement.