



# Our promise

## DEECA Community Charter

Our community charter describes what you can expect from us. We recognise that communities are made up of diverse sectors, organisations, rights holders, interest groups, influencers, families and individuals.

We will work collaboratively with you to deliver services and create opportunities that support thriving, productive, and sustainable communities, environments and industries.

### In all aspects of our work we will:

<b>Be available</b>  	<b>Issues and place-based focus</b>	Connect with you where you live, work and play on issues that matter to your communities
	<b>Accessibility</b>	Make sure we are easy to contact and our information is straightforward and available in a variety of ways
	<b>Flexibility</b>	Recognise and respect the way you want to work with us and adapt our approach according to needs of individuals, organisations and industries
<b>Involve and listen</b>  	<b>Active listening and understanding</b>	Listen to and understand your views and needs, actively seek and respect different opinions
	<b>Honesty and transparency</b>	Be honest about what's driving our priorities, what we can and can't promise to do, our timelines and why decisions have been made
	<b>Clarity and purposefulness</b>	Be clear about why and how we are engaging, making sure we give you real opportunities to participate, shape decisions and make a difference
<b>Take action</b>  	<b>Timely and proactive</b>	Engage with communities as early as we can. Identify opportunities and be responsive to issues and feedback
	<b>Consistency</b>	Ensure we are consistent in the way we approach decisions
	<b>Closing the loop</b>	Share outcomes with communities and report back on what we heard, and how we adapted

### Our business is:

-  Agriculture and Forestry
-  Climate Action
-  Earth Resources
-  Emergency Management
-  Energy
-  Environment and Circular Economy
-  Land Management
-  Water



### Aboriginal self-determination

Our charter reflects our unique relationship with First Peoples as rights holders and embodies our commitment to self-determination. This requires us to be culturally capable and safe and that we recognise and embrace Aboriginal decision-making. Our promise is articulated in *Pupangarli Marnmarnepu 'Owning our Future' – Aboriginal Self Determination Reform Strategy 2020-2025*.



Energy,  
Environment  
and Climate Action