

Stakeholder Engagement Charter



What is this charter?

Tasmanians are our owners, our most important stakeholders and the very people we were created to serve. We are committed to engaging with all our stakeholders; including our shareholder (the Tasmanian Government), partner organisations, the community and contractors and suppliers.

This charter guides our engagement principles, setting out how we hope to work together with you.

Working together to achieve great outcomes through:



Transparency and honesty

We will be transparent in how your feedback has helped to shape decisions as well any limitations and competing priorities. Our responses will be fact-based and informative.

What you can do: Let us know what is going on – the more we understand, the better placed we will be to try to help.



Being inquisitive and open to new ideas

We will be open and inquisitive to help us understand how we can help you. When our activities involve or impact you, we will be sure to listen to any concerns and communicate with you as the project progresses.

What you can do: Ask us questions! By learning more about how we operate we can help you understand where there might be competing priorities and what we can achieve together (see contact details below).



Collaboration

We will work with involved and impacted stakeholders to avoid or minimise impacts and, where possible, achieve mutually beneficial outcomes.

What you can do: Work with us to identify and avoid or minimise impacts on you. This can help to achieve mutually beneficial outcomes.



Shared respect

We respect the opinions of our stakeholders and will undertake all our interactions with integrity.

What you can do: Please don't abuse or cause offence, our people are endeavouring to avoid or minimise any issues that might cause you concern.



Proactive and timely responses

We will communicate with you early to allow you time to provide considered feedback.

What you can do: Get in touch as soon as possible and provide clear feedback on your point of interest or concern.



Being responsive

We will consider and learn from feedback received so we can improve our engagement with you.

What you can do: Let us know how we went! Providing feedback will help us to improve.

Get in touch with us!

We will respond to email queries within 3 business days. For phone queries, we will get back to you as soon as we can – we will make it our priority to find the relevant expert to answer your questions.

hydro.com.au/contact Phone **1300 360 441** connect.hydro.com.au    