



Revised Stakeholder Engagement Framework

September 2017

Revised stakeholder engagement framework

Our purpose: we work to make Australians better off, now and in the future, through independent, effective regulation and monitoring of energy markets and networks.

The decisions we make and the actions we take affect a wide range of individuals, businesses and organisations. Engaging with those affected by our work helps us make better decisions, provides greater transparency and predictability, and builds trust and confidence in the regulatory regime.

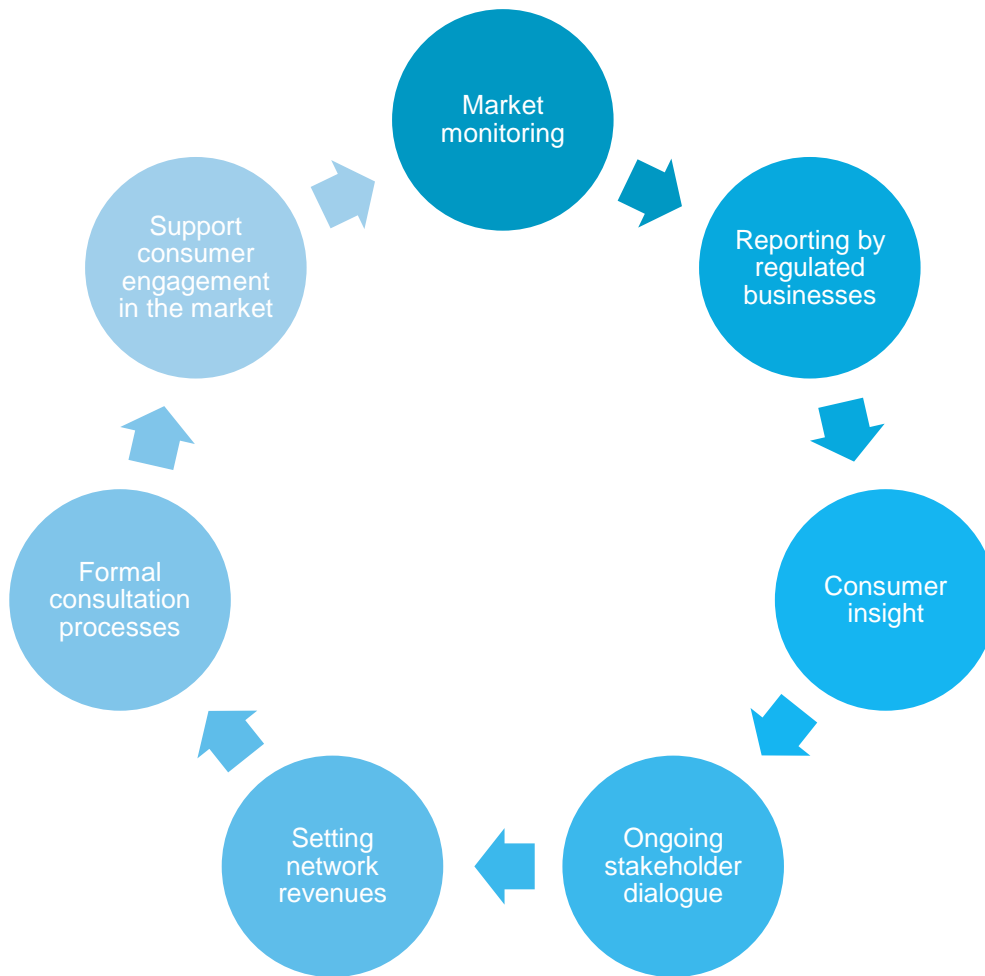
Stakeholder engagement helps us:

- Sharpen our purpose
- Shape our strategic priorities, so we focus in the right areas
- Identify emerging issues in the market
- Improve our insight into businesses' and consumers' behaviour and needs
- Develop, refine and implement our interventions, so that they deliver the best outcomes for consumers
- Make best use of our resources
- Embrace the spirit of better regulation, including evaluating our own performance
- Learn from others' experiences
- Communicate effectively with both consumers and regulated businesses

How stakeholder engagement fits in:

Stakeholder engagement forms a vital part of a wider regulatory approach involving reporting and monitoring, consumer insight and engagement, and formal consultation and decision-making processes as depicted in Figure 1 below.

Figure 1 How stakeholder engagement fits in



This Framework helps us consistently, transparently and meaningfully consider stakeholder input across our work.

Our principles-based approach:

- To communicate in a clear, accurate and timely way, we will:
 - Use plain language to assist stakeholders to understand issues and make informed contributions
 - Have clear and realistic timeframes for input
 - Engage through the whole lifecycle, from planning to consultation and closure, including seeking views as early as possible.
- To be accessible, proactive and inclusive, we will:
 - Be flexible and tailor our engagement and communication to meet different stakeholder needs and our various decisions, activities and processes
 - Take steps where needed to build knowledge and capacity to help stakeholders to engage.

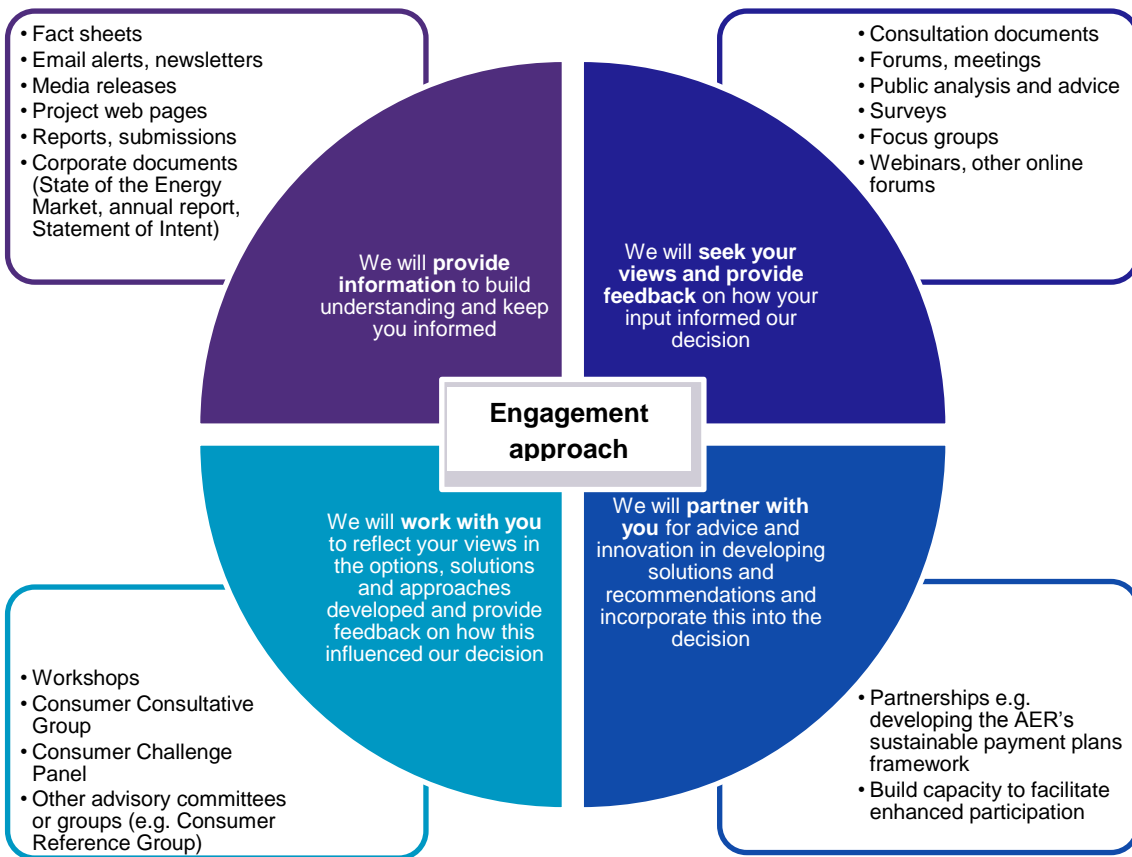
- Consider the time and resources needed by stakeholders to engage effectively, and where possible:
 - hold meetings at mutually convenient times and locations and coordinate engagement activities
 - allow at least 4 weeks for stakeholders to provide submissions
 - accept submissions in a range of formats, including written submissions, oral or emailed comments etc.
- To be transparent and accountable, we will:
 - Explain the purpose of our engagement, our objectives, and where it fits in our approach
 - Report on how stakeholder input was considered and how it informed our decision or process
 - Report on our engagement activities, and their effectiveness, on our website and in our annual report.
- To measure and evaluate the effectiveness of our engagement , we will:
 - Seek feedback on our engagement activities, using a range of methods, to evaluate their effectiveness and use this information to improve continuously
 - Monitor our progress through our stakeholder survey.

Our engagement approach: shows the different types of engagement we may use depending on the particular project or decision, and the different methods that may accompany each approach.

The engagement approach will be determined by our role and responsibilities, the issue or decision being considered, and what we are trying to achieve.

Each engagement approach involves a clear objective and promise to our stakeholders. Figure 2 sets out our commitments, with some illustrations of how we will apply these.

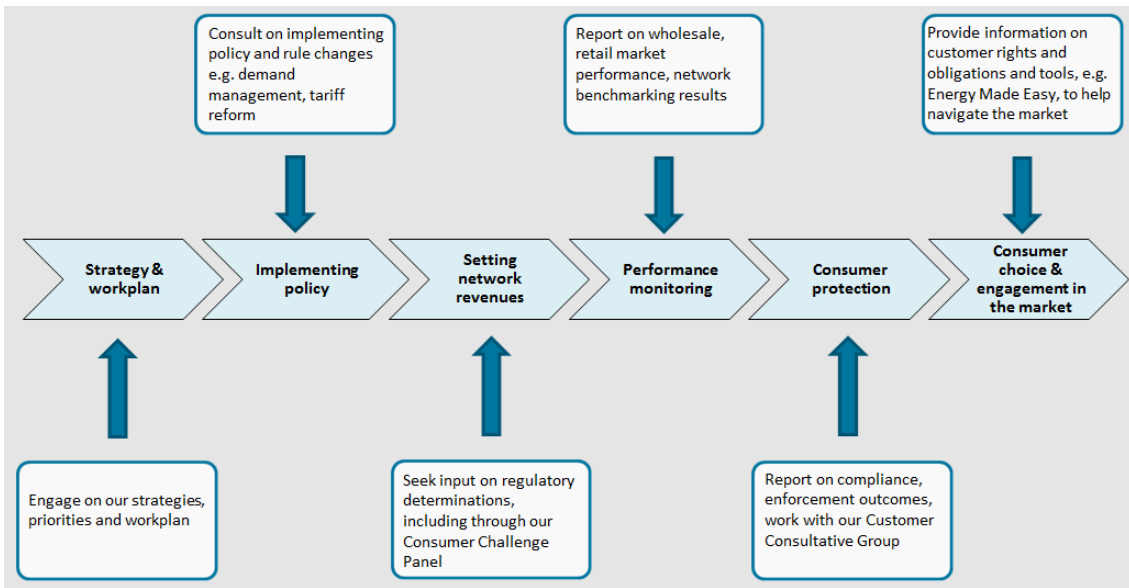
Figure 2 Engagement approach



How we will engage:

Stakeholder engagement can make a positive contribution at every stage of what we do, from strategic planning to how we support individual consumers. While much of it will often be project-based, we aim to have an ongoing dialogue with our stakeholders too. Figure 3 illustrates some key points for engagement. We recognise that not every stakeholder may want or will be able to input at each point.

Figure 3 Key points of engagement



Improving and learning

We are committed to improving the effectiveness of our engagement with stakeholders over time and will monitor and measure our progress. We will periodically review this Framework, and we will always welcome input about how we can engage better and lessons we can learn from other bodies.