

CUSTOMER AND COMMUNITY ENGAGEMENT POLICY

1. PURPOSE

The purpose of the Customer and Community Engagement Policy (Policy) is to provide a corporate wide approach to public participation, using a consistent customer and community engagement framework that will enable Queensland Urban Utilities (QUU) to understand the concerns, priorities and preferences of our customers and then take those matters into account during decision making.

2. APPLICABILITY OF POLICY

This is a strategic policy which is for internal and external use and will be made available on our external website.

This policy commences from the date approved by the Board.

3. SCOPE

This policy applies to QUU employees and contractors who are required to undertake customer and/or community engagement on behalf of QUU.

4. RELATED LEGISLATION

- *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*
- *Information Privacy Act 2009*
- *Water Supply (Safety and Reliability) Act 2008*

5. POLICY STATEMENT

To underpin our commitment to excellence in water and sewerage services that meet the evolving needs of our customers and enhance our communities, QUU will:

- uphold the International Association of Public Participation (IAP2) principles of engagement
- apply appropriate resources to deliver effective customer and community engagement that reflects our organisational commitment to customer-centricity
- give full consideration to our customers having input into decisions that will affect them when seeking strategic and operational opportunities to engage with customers and/or communities

The following principles guide the planning, implementation and review of all customer and/or community engagement activities:

- Accountability
- Commitment
- Transparency

- Inclusiveness

6. DEFINITIONS

Customer refers to a person who purchases the services provided by QUU or to whom registered services are available.

Community is defined as any group of people working toward a common goal, or who have shared interests, regardless of geographical and cultural characteristics. Communities can be determined by location, interests or their connection to a particular issue.

Community engagement is all interaction with a particular group of people who might be associated by geographic location, interests or affiliation, to address issues or opportunities relevant to them.

It includes one-way information sharing, two-way consultation and active involvement in the decision making process to input and influence the negotiable aspects of projects or decisions that impact them.

Effective engagement is planned, strategic, 'fit-for-purpose' and upholds IAP2 principles. It is values-based, decision-orientated and goal-driven.

IAP2 refers to the International Association of Public Participation. The IAP2 foundations of public participation are an internationally recognised model of values and best practices for involving the public in decision making processes.

7. RELATED DOCUMENTS

- Queensland Urban Utilities Community Engagement Manual
- Queensland Urban Utilities Customer Service Standards
- Queensland Urban Utilities Information Privacy Policy
- Queensland Urban Utilities Customer Engagement Strategy
- IAP2 Quality Assurance Standard (2015).

8. REVIEW DATE

This policy will be reviewed every two years or in accordance with changes to relevant legislation or strategic business objectives.

9. AUTHORISING OFFICER

The Queensland Urban Utilities Board