



# DELWP community charter

## Our promise to you

Our community charter describes what you can expect from the Department of Environment, Land, Water and Planning (DELWP). We recognise that communities are diverse. We will work with you to deliver services that support liveable, inclusive and sustainable communities and thriving natural environments.

### What you can expect of us In all aspects of our work and interaction with the public, we will

 <b>Be available</b>	Place-based community focus	Talk to you where you live, work and play and be visible in local communities
	Accessibility	Make sure we are easy to contact and our information is straightforward and available in a variety of ways
	Flexibility	Respect the way you want to work with us, and adapt our approach according to local needs
 <b>Speak and listen</b>	Active listening and understanding	Listen to and understand your views and needs and respect different opinions
	Honesty and transparency	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
	Clarity and purposefulness	Be clear why and how we are engaging, making sure we give you real opportunities to influence and make a difference
 <b>Take action</b>	Timely and proactive	Talk to the community as early as we can, responding quickly to issues and feedback
	Consistency	Ensure we are consistent in the way we approach decisions
	Closing the loop	Inform communities about the outcomes of projects and if our plans change we will let you know when this happens and why

### Delivering on our promise

The community charter is the beginning of our work, not the end – and is only as good as its implementation on the ground. DELWP will be working with you to make this work at a practical level throughout Victoria.

### When the charter is working

You will tell us we have communicated openly and honestly

You will be clear about what we do, who your local contacts are and how we can help

You will be open with us and tell us about your issues and aspirations

You trust us to do our jobs and to work with you

You feel included and that you are part of the decision-making process

### Your feedback

We want your feedback on how we are doing, so we know if we are delivering on our promise. It helps us understand your experience and better meet your needs.

### Phone DELWP Customer Contact Centre 136 186

Monday to Friday, 8am to 6pm

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service on 133 677 or visit [www.relayservice.com.au](http://www.relayservice.com.au)

### Find out more

Visit [delwp.vic.gov.au/communitycharter](http://delwp.vic.gov.au/communitycharter)

