Stakeholder Engagement Framework
Workshop 23 February 2017

Session 1 – Review context

Agenda

- Where we are today
  - What is in the current Framework
  - Stakeholder survey findings

- Review scope
  - What aspects of the current Framework are meeting needs; where is improvement needed
  - What alternative approaches are relevant

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Stakeholder Engagement Framework

- The Framework is a public document that:
  - articulates the principles that guide our engagement with stakeholders
  - provides a structure for stakeholders needs and interests to be consistently considered
  - Covers engagement around regulatory issues (eg. network pricing proposals, guidelines) and strategic issues (eg. compliance and enforcement priorities, consumer capacity building)

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Principles-based approach

1. Clear, accurate and timely communication
2. Accessible and inclusive
3. Transparent
4. Measurable

Q1. Is the principles-based approach effective? Are these principles being met? Are they still the right ones?

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Different levels of engagement

- Engagement spectrum: each level carries its own commitment to stakeholders - 'promise'
  - Inform
  - Consult
  - Involve
  - Collaborate
  - Empower

Q2. Are the levels of engagement clear and appropriate? Are the tools useful?

Why review the Framework

- We said we would

- 2016 Stakeholder survey results
  - 77% stakeholders satisfied with how effectively we perform our functions
    - Positive working relationship (85% positive)
    - Trustworthy (79%)
    - Clear direction and purpose (78%)
    - Focusing on the important issues (63%)

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Tell us

- *Q3. What do you think the AER does well in relation to stakeholder engagement? Are there any specific examples where we got it right?*

- *Q4. What do you find difficult about engaging with the AER? Can you provide some specific examples of where we could have made it easier?*

- *Q5. Where would you like us to focus our efforts to further improve our engagement with you? Can you give us examples of where other organisations do this well?*

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Areas for improvement

- Better tailoring communication and consultation to the needs of our different stakeholders

- Providing clear and realistic timeframes for input, and

- Providing more transparency about the way in which stakeholder input is considered and how it informs our decisions.

Example 1: tailoring consultation

- *Q6. What is the best way for the AER to understand and incorporate the views of customers?*

- *Q7. How can we better tailor our engagement?*
  - *What are the risks and benefits of different approaches for different stakeholders?*
  - *Is there a role for informal as well as formal consultation? What could informal consultation look like?*

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Example 2: trust and productivity

- *Q8. Is current AER engagement sufficiently clear in setting objectives?*

- *Q9. Is this type of decision-making Framework more or less useful than the current AER Framework?*

- *Q10. What is a realistic timeframe for input, and how can this be established? Does it vary depending on the process or project?*

Example 3: informing decisions

- *Q11. What examples of two-way dialogue have you found to be effective?*

- *Q12. How should we report on how your input has been considered and applied? Are there examples where it has been done well?*

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The big picture

- *Q13. Are there any other issues that you think we should consider to improve the usefulness of the Framework?*

- *Q14. What is the one change you'd most like to see?*