

Jobs Queensland: Principles of engagement

Jobs Queensland (JQ) will be strategic in its approach to engagement and will consider the most efficient methods to supporting and producing quality outcomes.

Jobs Queensland will:

- use the best available information to plan, implement and conduct its engagement activities
 - regularly review and update its engagement priorities based on internal and external feedback and information received
 - develop and regularly review its process of determining priority activities for engagement and the methods used to engage
 - develop and support mechanisms to allow two-way communication processes and identification of issues
 - leverage engagement activities, where appropriate, of existing networks and avoid duplication of effort where activities have already been done
 - collaborate and form partnerships to maximise results where appropriate
 - ensure all engagement activities comply with principles of good governance, accountability and value for money.
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Clear purpose, scope and outcomes

Statement of intent

Jobs Queensland (JQ) will initiate engagement activities with a clear understanding and communication of intent.

We will do this by:

- having engagement processes that will be undertaken with a clear purpose and scope
- communicating the constraints and conditions of the engagement process to stakeholders
- making stakeholders aware of how a contribution can affect an outcome.

While JQ'S engagement will be driven by our strategic priorities, we will maintain awareness of stakeholders' objectives, environment, expertise and level of influence.

Appropriateness and structure

Statement of intent

JQ will ensure that engagement activities are structured, appropriately designed and fit for purpose.

We will do this by:

- providing engagement opportunities, where appropriate, early in the consideration of an issue
- recording and considering information provided by stakeholders before making a decision
- clearly articulating the level of engagement intended for processes.

Open communication and collaboration

Statement of intent

JQ will be open and honest in our engagement and will outline clear expectations.

We will do this by:

- fostering dialogue that is open, genuine and reciprocal
 - having engagement processes based on communication that is adaptable and can occur through multiple channels
 - clearly communicating and explaining the engagement process, the role of stakeholders and how their input will be used.
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Inclusive and respectful

Statement of intent

JQ acknowledges and are respectful of the expertise, differing perspectives and experiences of stakeholders.

We will do this by:

- providing engagement opportunities and processes designed to enable fair and equitable participation, and should take into account the impacts and benefits of decisions on stakeholders
- identifying and enabling participation of stakeholders who contribute to, influence or are affected by JQ's initiatives
- recognising engagement is a two-way process and listening to stakeholders.

Commitment, accountability and transparency

Statement of intent

JQ will commit to reviewing and improving, where necessary, the quality of its engagement processes.

We will do this by:

- endeavouring to provide timely, constructive and evidence based information and be accepting of differing positions
- clearly identifying and explaining engagement processes, the role of stakeholders and communicate how their input will inform the project
- being mindful to maintain confidentiality of information, where appropriate
- providing transparent processes and decision-making.

Inclusiveness

One of the five principles guiding our engagement, this demonstrates JQ's commitment to work with stakeholders who may be harder to reach for reasons such as language, culture, age or accessibility. Some of the priority groups for inclusion are, but not limited to:

- Aboriginal and Torres Strait Islander communities
 - culturally and linguistically diverse communities
 - people living with disability
 - mature age workers
 - women
 - disengaged youth
 - rural and remote communities
 - refugees.
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