

# ENGAGING WITH THE DEPARTMENT OF ENVIRONMENT AND SCIENCE

## HOW YOU CAN HELP US HELP YOU

Our 'customers first' approach values the experiences and contributions of our stakeholders. We aspire to build constructive, respectful and productive relationships with our stakeholders as this helps us to build capacity and achieve the best outcomes for Queenslanders.

	WHAT YOU CAN EXPECT FROM US	WHAT WE ASK FROM YOU	
Purposeful	Have a clear purpose that is planned, targeted and provides information relevant to our services.	Commit and communicate a clear position, providing us with information relevant to our services.	Purposeful
Effective	Actively listen to stakeholders to help ensure well-informed decisions.	Constructively participate in conversations.	Effective
Inclusive	Engage broadly and giving everyone an opportunity to have a say, including First Nations Peoples.	Get involved and share your views, knowledge and ideas.	Inclusive
Timely	Engage early and regularly while being responsive to evolving needs.	Keep in touch, follow agreed processes and stay connected with us.	Connected
Respectful	Respond to your contact with courtesy and respect. Acknowledge your experience and listen to your views but disengage from abusive or offensive behaviour.	Value and appreciate different perspectives and be considerate in your interactions with others. Respect what our role allows us to do and what it does not.	Respectful
Safe	Promote safety, including zero tolerance to abusive and violent behaviour against our people. Substitute communication to a method that poses less risk, such as an email or phone call.	Enable our officers to complete their work safely, follow reasonable instructions, refrain from abusive and violent behaviour.	Safe
Transparent	Be open and honest with you, provide you with the information you need and share how your feedback has been considered. Advise on processes to escalate concerns and submit complaints.	Explain how you really feel, but also be open to other ideas.	Open and honest

## HOW TO STAY UP TO DATE AND CONNECT WITH US



[DES Online Services](https://business.qld.gov.au)  
Business.qld.gov.au



[DES website](http://www.des.qld.gov.au)  
www.des.qld.gov.au



[Feedback forms](https://des.qld.gov.au/contactus/feedback-forms)  
des.qld.gov.au/contactus/feedback-forms



General enquiries  
Phone: 13 QGOV (13 74 68)



Permits and Licensing  
Phone: 1300 130 372  
Email: palm@des.qld.gov.au



Social media  
Facebook: [QldEnvironment](https://www.facebook.com/QldEnvironment)  
Twitter: [@QldEnvironment](https://twitter.com/QldEnvironment)  
Linked In: [Department of Environment and Science](https://www.linkedin.com/company/Department-of-Environment-and-Science)  
YouTube: [Queensland Environment](https://www.youtube.com/QueenslandEnvironment)



Translating and Interpreting Service  
Phone: 13 14 50  
and have them contact the department on 13 QGOV (13 74 68).



National Relay Service  
Phone: 133 677 (TTY/Voice)  
or 1300 555 727 (Speak and Listen (SSR)).