

Stakeholder engagement...

The Australian Energy Market Operator's (AEMO) – commitment to you

Our commitment is to work with you to deliver energy security for the long term interests of all Australians.

Our role

As Australia's independent energy markets operator, we operate, develop and plan the Australian energy markets and power systems, to deliver energy security for all Australians.

We commit to:

- Being impartial, balanced, open and thorough.
- Clearly stating our intention when we engage with you – whether we are directing, informing, involving, or collaborating.
- Clearly setting the engagement objective – what is the problem we are trying to solve, why and by when?
- Consulting on engagement methods and timing.

	DIRECT 	INFORM 	INVOLVE (CONSULT) 	COLLABORATE 
GOAL 	To direct you to take specific actions.	To provide you with balanced, impartial and thorough information to keep you informed.	To seek your views, ideas and concerns regarding a position or course of action.	To partner with you to solve a specific problem or develop an idea.
PROMISE 	We will only direct in accordance with the law. We will be clear about why we are directing, what you need to do, and by when.	We will be open and timely – keeping you informed.	We will keep you informed, listen to, and provide feedback on ideas and concerns, and encourage your input.	We will seek direct input, advice and ideas, and work directly with you to solve the problem or develop ideas.
EXAMPLE 	A direction or instruction under energy laws or market rules, by written notice or a phone call.	Market information and notices, publications, general communications.	Forums, workshops, surveys, face-to-face discussions, formal consultation process.	Working groups and teams.

What you can expect from us

We will:

- Be open and honest.
- Respect your organisation's interests.
- Listen, enquire, and engage in constructive and informed debate, appreciating different views and ideas as an opportunity to understand new perspectives.

How you can help us

Please help us to provide the best services by:

- Providing us with complete and accurate information within agreed timeframes.
- Participating honestly and constructively in AEMO's engagement activities.
- Let us know where you think we can improve.

Our approach aligns with AEMO's values: stakeholder-focused, accountable, one team, and pride and passion.

We welcome your feedback

Your feedback is important to us and helps us improve our services and products. To provide your feedback email supporthub@aemo.com.au or call 1300 236 600.