

Not the usual crowd

Customer engagement
with actual customers



... a strong voice for the community sector, a collective voice for change

8 Objective of the Commission

- (1) In performing its functions and exercising its powers, the objective of the Commission is to promote the long term interests of Victorian consumers.
- (2) Without derogating from subsection (1), in performing its functions and exercising its powers in relation to essential services, the Commission must in seeking to achieve the objective specified in subsection (1) have regard to the price, quality and reliability of essential services.

IAP2'S PUBLIC PARTICIPATION SPECTRUM

The IAP2 Federation has developed the IAP2 Spectrum to help organizations understand their role in any public participation process. The IAP2 Spectrum is quickly becoming a standard tool for public participation practitioners.

INCREASING IMPACT ON THE DECISION

		INVOLVE	COLLABORATE
PUBLIC PARTICIPATION GOAL	INFORM	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives opportunities and/or solutions.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.
		To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
		We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.

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Thank you

For more information...

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