

Engagement Charter



This Charter sets out the standards of conduct that apply to you and to auDA when we engage with each other.

About auDA

auDA is a not-for-profit endorsed by the Australian Government. Our purpose is to deliver a trusted .au for the benefit of all Australians and champion an open, free, secure and global internet.

We support the needs of Australian internet users by delivering a secure and reliable .au, implementing effective .au policy rules and investing in the Australian internet ecosystem to improve the utility of the .au domain. Through advocacy and active participation, we strive to uphold the multi-stakeholder model of internet governance and the social and economic benefits that flow from it.

Our core functions

1. Ensure stable, secure and reliable operation of the .au domain, as part of Australia's suite of critical infrastructure.
2. Administer a licensing regime for .au domain names based in multi-stakeholder processes that is transparent, responsive, accountable, accessible and efficient.
3. Advocate for, and actively participate in, multi-stakeholder Internet governance processes both domestically and internationally.

Our commitment

Our core principles include supporting fair and transparent multi-stakeholder engagement, and maintaining effective governance processes that are transparent, accountable, support effective decision-making, and promote the interests of the Australian community.

We demonstrate our commitment to these core principles by abiding by the values in this document. We will conduct ourselves with the same behaviour we expect from you when you engage with us.

When this Charter applies

This Charter applies when you engage with auDA, whether in person, by phone, by video conference, through social media or in writing, in relation to any matter. For example, it applies to all events, engagements and compliance matters, including audits, enquiries, complaints, disputes and enforcement body requests.

Expectations for engagement

auDA commits to meeting these expectations when we engage with you, and we expect the same from you when you engage with us:

- **Behave** fairly and respect and treat people equally
- **Act** reasonably, objectively and in good faith
- **Promote** good conduct through transparency, accountability and ethical behaviour
- **Engage** productively by being informed, listening and contributing in good faith.

While everyone has the right to have and express their opinions, they must be expressed in ways that respect the rights and reputations of others.

By working collaboratively and respecting each other, we can create and deliver value to the Australian internet community.

What we won't tolerate

We will **not** tolerate any conduct that is vexatious, unreasonable, puts any person at risk of physical or mental harm, or may infringe the law. This includes:

- Abuse
- Discrimination
- Intimidation
- Harassment
- Bullying
- Threats
- Defamation.

When assessing if conduct is unreasonable, we will consider behaviour and actions, their nature and frequency, and their impact on health, safety, resources and equity for all parties involved.

Implications

How auDA may respond to breaches of this Charter

If you are not meeting the expectations set out in this Charter, we will respond in a manner that is reasonable having regards to your conduct, how it has impacted or may impact all parties involved, and our obligations by law, contractually and under the auDA Published Policies.

We may restrict:

- Who you may contact at auDA
- What issues we respond to
- How you contact auDA personnel.

In exceptional circumstances, we may stop engaging with you.

What you can do you if you think auDA is not meeting this Charter

If you believe auDA is not meeting the expectations set out in this Charter, you can make a complaint under the auDA Conduct Complaints Policy.