

Strategic Plan 2019-2023

Our Vision

Providing Queenslanders an independent and effective way of resolving disputes with their energy and water suppliers.

Our Values



Respect

We act and interact with honesty and integrity – manners, respect and courtesy are a given.



Integrity

Our actions are consistent with our words and we demonstrate our values through our actions.



Competency

We encourage each other and seek opportunities to learn as well as openly share our knowledge and ideas to continuously improve ourselves and our service.



Accountability

We are each accountable and responsible for our own work, attitude and behaviours.



Excellence

We strive to be the best we can be and work hard to deliver excellent service and quality results.

Challenges & Opportunities

- Projected changes to our scheme, like the introduction of embedded networks.
- Changes to funding and membership model
- Rapidly evolving technologies in the energy sector
- Moving to the future and adaptability

COMMITMENT

SERVICE

OBJECTIVES

- We strive to be agile and evolve with the changing landscape of our sector.
- We embrace change and adapt to the emerging technologies and needs of our sector.
- Our business is robust, accountable, efficient and effective.

INDICATORS OF SUCCESS

- Monitor the number and nature of the complaints we receive to ensure our service evolves with changing technologies and consumer needs while also looking out for issues that may impact our business or our customers.
- Ensure we continue to be financially and environmentally sustainable by improving our systems and processes and ensure they remain fair, fit for purpose and adaptable for the future.
- Develop solutions to enable connecting with our customers, communities, teams and others through a variety of digital means.
- Deliver our services within the required agreed response targets.
- EWOQ 2023 and Digital Project completed on time and within agreed budget.

CUSTOMER

OBJECTIVES

- We deliver fair outcomes for consumers and businesses, providing answers and solutions which are fair for all parties.
- We listen and respect our customers to build and maintain their trust.
- We will ensure our teams have the skills and capacity to resolve a wide range of problems for our internal and external customers.

INDICATORS OF SUCCESS

- Resolve complaints quickly and efficiently - closing 80% within 28 days, 90% within 60 days and 95% within 90 days.
- Continue to focus on quality and customer service to ensure a sense of confidence in our service so our customers and members feel our answers are fair and reasonable irrespective of the outcome for them.
- Engage with our customers, members and other stakeholders to understand their problems, needs and expectations and deliver solutions that respond to these.
- Deliver a high standard of service to all our customers irrespective of their location or how they chose to engage with us.

CONNECTIONS

OBJECTIVES

- We want everyone who needs our help to know we are here and how to contact us.
- We educate consumers about how we can help with energy and water issues.
- We collaborate with community groups who support our current and future customers.
- We connect and influence our stakeholders to improve outcomes for the sector.

INDICATORS OF SUCCESS

- Share our insights and experiences with industry, community groups and government, to collaboratively improve the sector for all.
- Regularly provide information to help our stakeholders and members understand the nature of issues customers are experiencing, and help them address these issues.
- Provide 95% of reporting and data requests to industry, government and regulators within agreed timeframes.
- Meet with communities across the state, connecting with them through a variety of in-person and digital means.
- Explore ways to increase the awareness of our scheme and eliminate perceived barriers of entry.

PEOPLE

OBJECTIVES

- We attract, develop and retain committed professional people who are motivated by our values.
- We will foster an empowered, agile, high performing, resilient team.

INDICATORS OF SUCCESS

- Encourage and support our people to grow and develop by providing a safe, collaborative yet challenging environment.
- Embrace equality, diversity and inclusion; we understand different perspectives are essential for a fair and balanced work environment and scheme.
- Invest in learning and development of our team while balancing output.
- Focus on our agreed values and behaviours knowing each team member has committed to these.