



# Annual Report

## 2024–25

# Financial summary

The Office of the Energy and Water Ombudsman has a strong focus on financial management, which allows for a greater ability to plan and deliver our objectives.

## FUNDING AND REVENUE

We are predominantly funded by scheme participants, the energy and water retailers and distributors operating in Queensland, that are required to pay an annual participation fee and user-pays fees.

Our income for 2024–25 was \$9.14 million and included:

- \$8.60 million user-pays fees
- \$0.34 million participation fees
- \$0.20 million other revenue, including bank interest and sale of assets.

## USER-PAYS FEE BREAKDOWN FOR 2024–25

- Investigation level 1: 10.93%
- Investigation level 2: 12.80%
- Investigation level 3: 3.74%
- Refer to higher level: 51.80%
- Refer back: 20.73%

## EXPENSES

Our expenses in 2024–25 were \$9.14 million. Employee expenses accounted for 72% of this, with supplies and services accounting for a further 27%. Depreciation, audit fees and costs associated with our Advisory Council made up the balance of our total expenditure.

## ASSETS

As at 30 June 2025, the Office's assets totalled \$4.4 million, which was comprised of:

- cash and cash equivalents
- receivables
- prepayments
- plant and equipment.

## LIABILITIES

As at 30 June 2025, our liabilities totalled \$3.9 million, which included:

- \$1.8 million in unearned revenue
- \$1.5 million in accounts payable
- \$0.6 million in employee entitlements.

# Financial statements

Office of the Energy and Water Ombudsman (trading as Energy and Water Ombudsman Queensland) for the financial year ended 30 June 2025.

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**Office of the Energy and Water Ombudsman  
Financial Statements  
For the Year Ended 30 June 2025**

**Financial Statements**

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**Certification**

Management Certificate

**Office of the Energy and Water Ombudsman**  
**Statement of Income and Accumulated Surpluses**  
**For the Year Ended 30 June 2025**

|                                                                          | Notes | 2025<br>\$'000 | 2024<br>\$'000 |
|--------------------------------------------------------------------------|-------|----------------|----------------|
| <b>Income from continuing operations</b>                                 |       |                |                |
| Scheme fees                                                              | 2.    | 8,942          | 8,403          |
| Other revenue                                                            | 3.    | 210            | 194            |
| <b>Total income from continuing operations</b>                           |       | <b>9,152</b>   | <b>8,597</b>   |
| <b>Expenses from continuing operations</b>                               |       |                |                |
| Employee expenses                                                        | 4.    | 6,438          | 5,807          |
| Supplies and services                                                    | 5.    | 2,653          | 2,865          |
| Other expenses                                                           | 6.    | 48             | 111            |
| <b>Total expenses from continuing operations</b>                         |       | <b>9,139</b>   | <b>8,783</b>   |
| <b>Operating result surplus/(deficit) for the year</b>                   |       | <b>13</b>      | <b>(186)</b>   |
| <b>Plus accumulated surpluses at the beginning of the financial year</b> |       | <b>428</b>     | <b>614</b>     |
| <b>Accumulated surpluses at the end of the financial year</b>            |       | <b>441</b>     | <b>428</b>     |

*The accompanying notes form part of these statements.*

**Office of the Energy and Water Ombudsman**  
**Balance Sheet**  
**As at 30 June 2025**

|                                  | Notes | 2025<br>\$'000 | 2024<br>\$'000 |
|----------------------------------|-------|----------------|----------------|
| <b>Current assets</b>            |       |                |                |
| Cash and cash equivalents        | 7.    | 4,131          | 3,794          |
| Receivables                      | 8.    | 281            | 1,205          |
| Prepayments                      |       | 26             | 173            |
| <b>Total current assets</b>      |       | <b>4,438</b>   | <b>5,172</b>   |
| <b>Non-current assets</b>        |       |                |                |
| Plant and equipment              |       | 5              | 8              |
| <b>Total non-current assets</b>  |       | <b>5</b>       | <b>8</b>       |
| <b>Total assets</b>              |       | <b>4,443</b>   | <b>5,180</b>   |
| <b>Current liabilities</b>       |       |                |                |
| Payables                         | 9.    | 1,550          | 2,137          |
| Accrued employee benefits        | 10.   | 578            | 497            |
| Unearned revenue                 | 11.   | 1,795          | 2,039          |
| <b>Total current liabilities</b> |       | <b>3,923</b>   | <b>4,673</b>   |
| <b>Total liabilities</b>         |       | <b>3,923</b>   | <b>4,673</b>   |
| <b>Net assets</b>                |       | <b>520</b>     | <b>507</b>     |
| <b>Equity</b>                    |       |                |                |
| Contributed equity               |       | 79             | 79             |
| Accumulated surplus              |       | 441            | 428            |
| <b>Total equity</b>              |       | <b>520</b>     | <b>507</b>     |

*The accompanying notes form part of these statements.*

**Office of the Energy and Water Ombudsman**  
**Statement of Cash Flows**  
**For the Year Ended 30 June 2025**

|                                                                    | Notes     | 2025<br>\$'000 | 2024<br>\$'000 |
|--------------------------------------------------------------------|-----------|----------------|----------------|
| <b>CASH FLOWS FROM OPERATING ACTIVITIES</b>                        |           |                |                |
| <b>Inflows:</b>                                                    |           |                |                |
| Scheme fees                                                        |           | 8,990          | 9,216          |
| Interest receipts                                                  |           | 164            | 150            |
| GST input tax credits from ATO                                     |           | 273            | 302            |
| GST collected from customers                                       |           | 8              | 11             |
| Other                                                              |           | 47             | 42             |
| <b>Outflows:</b>                                                   |           |                |                |
| Employee expenses                                                  |           | (6,349)        | (5,723)        |
| Supplies and services                                              |           | (2,469)        | (2,904)        |
| GST remitted to ATO                                                |           | (9)            | (11)           |
| GST paid to suppliers                                              |           | (273)          | (302)          |
| Other                                                              |           | (45)           | (42)           |
| <b>Net cash used by operating activities</b>                       |           | <b>337</b>     | <b>739</b>     |
| <b>Net increase in cash and cash equivalents</b>                   |           | <b>337</b>     | <b>739</b>     |
| <b>Cash and cash equivalents – beginning of the financial year</b> |           | <b>3,794</b>   | <b>3,055</b>   |
| <b>Cash and cash equivalents – end of the financial year</b>       | <b>7.</b> | <b>4,131</b>   | <b>3,794</b>   |

*The accompanying notes form part of these statements.*

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 1 – Basis of financial statement preparation**

**General Information**

These financial statements cover the Office of the Energy and Water Ombudsman trading as Energy and Water Ombudsman Queensland (EWOQ). EWOQ does not control other entities, the financial statements are for EWOQ as an individual entity.

EWOQ is an independent dispute resolution service for Queensland's energy consumers, and water customers in South East Queensland. The Office of the Energy and Water Ombudsman was established under the *Energy and Water Ombudsman Act 2006*. The principal place of business of EWOQ is 53 Albert Street Brisbane QLD 4000.

**Authorisation of financial statements for issue**

The financial statements are authorised for issue by the Energy and Water Ombudsman and the General Manager Strategy, Operations and Governance at the date of signing the Management Certificate.

**Compliance with prescribed requirements**

The financial statements have been prepared in compliance with section 62(1) of the *Financial Accountability Act 2009* and section 39 of the *Financial and Performance Management Standard 2019*.

These general purpose financial statements are prepared in accordance with the disclosure requirements of Australian Accounting Standards – Simplified Disclosures. The financial statements comply with the recognition and measurement required of all Australian Accounting Standards and Interpretations applicable to not-for-profit entities, and the presentation requirements in those standards as modified by AASB 1060.

**Underlying measurement basis**

The financial statements are prepared on an accrual basis, with the exception of the statement of cash flows which is prepared on a cash basis.

The historical cost convention is used as the measurement basis unless otherwise stated.

**Presentation matters**

Currency and rounding – Amounts included in the financial statements are in Australian dollars. Amounts are rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives – Comparative information reflects the audited 2023-24 financial statements.

Current/non-current classification – Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or EWOQ does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.



**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 1 – Basis of financial statement preparation (continued)**

**Taxation**

The Office of the Energy and Water Ombudsman is exempt from income tax under the *Income Tax Assessment Act 1936* and is exempt from the other forms of Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST).

Receivables and payables in the balance sheet are shown inclusive of GST. GST credits receivable from, and GST payable to, the ATO at reporting date are separately recognised in receivable within Note 8.

**New and revised accounting standards**

*First time mandatory application of Australian Accounting Standards and Interpretations*

No Australian Accounting Standards applied for the first time had any impact on the 2024-25 financial statements.

*Early adoption of Accounting Standards and Interpretations*

No accounting pronouncements were early adopted in the 2024-25 financial year.

*Voluntary changes in material accounting policies*

No voluntary changes in accounting policies occurred during the 2024-25 financial year.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 2 – Scheme fees**

|                           | 2025         | 2024         |
|---------------------------|--------------|--------------|
|                           | \$'000       | \$'000       |
| User-pays fees            | 8,598        | 8,072        |
| Annual participation fees | 344          | 331          |
| <b>Total</b>              | <b>8,942</b> | <b>8,403</b> |

**Summary of material accounting policy**

EWOQ is fully funded through a combination of annual participation and quarterly user-pays fees.

EWOQ invoices in advance for annual participation fees to industry scheme participants. User-pays fees are invoiced quarterly in advance based on estimated usage and then reconciled back to actuals twice a year. User-pays and annual participation fees are recognised as revenue monthly as prescribed services are performed. Payments received in advance are initially recorded as unearned revenue in Note 11.

**Note 3 – Other revenue**

|               | 2025       | 2024       |
|---------------|------------|------------|
|               | \$'000     | \$'000     |
| Interest      | 163        | 152        |
| Other revenue | 47         | 42         |
| <b>Total</b>  | <b>210</b> | <b>194</b> |

**Summary of material accounting policy**

EWOQ receives bank interest and is legislated to charge scheme participants interest on unpaid fees. Interest income is recognised in the statement of income and accumulated surpluses as it accrues using the effective interest rate method.

Revenue, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 4 – Employee expenses**

|                                       | <b>2025</b>   | <b>2024</b>   |
|---------------------------------------|---------------|---------------|
|                                       | <b>\$'000</b> | <b>\$'000</b> |
| <b>Employee benefits</b>              |               |               |
| Wages and salaries                    | 4,765         | 4,285         |
| Employer superannuation contributions | 668           | 627           |
| Annual leave expenses                 | 479           | 491           |
| Long service leave levy               | 130           | 107           |
| <b>Employee related expenses</b>      |               |               |
| Payroll tax                           | 248           | 220           |
| Workers' compensation premium         | 24            | 24            |
| Other employee related expenses       | 124           | 53            |
| <b>Total</b>                          | <b>6,438</b>  | <b>5,807</b>  |
|                                       | <b>2025</b>   | <b>2024</b>   |
| Number of employees                   | 44            | 42            |

The number of employees as at 30 June, including both full-time employees and part-time employees, is measured on a full-time equivalent basis.

**Summary of material accounting policy and disclosures**

*Short term employee benefits*

Liabilities for wages and salaries, including non-monetary benefits and annual leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the related service and are measured at the amounts expected to be paid when the liabilities are settled. The liabilities are presented as current employee benefit obligations in the balance sheet.

*Employer superannuation contributions*

Superannuation benefits are provided through either defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust), in accordance with employees' conditions of employment and employee instructions as to superannuation plans (where applicable).

*Defined contribution plans* – Employer contributions are based on rates specified under conditions of employment. EWOQ's contributions are expensed when they become payable at each fortnightly pay period.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 4 – Employee expenses (continued)**

*Defined benefit plan* – the liability for the Queensland Government’s defined benefits obligations is held on a whole-of-government basis. Employer contributions to the defined benefit plan is based on rates determined on the advice of the State Actuary. EWOQ’s contributions are expensed when they become payable at each fortnightly pay period. EWOQ’s obligations to the defined benefit plan is limited to those contributions paid.

*Other employee benefits – sick leave*

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

**Note 5 – Supplies and services**

|                                          | <b>2025</b>   | <b>2024</b>   |
|------------------------------------------|---------------|---------------|
|                                          | <b>\$'000</b> | <b>\$'000</b> |
| Information technology                   | 877           | 726           |
| Consultants and contractors              | 543           | 922           |
| Accommodation costs                      | 505           | 477           |
| Corporate service charges                | 487           | 508           |
| Travel                                   | 87            | 75            |
| Promotion and entertainment              | 78            | 75            |
| Sundries                                 | 46            | 37            |
| Printing, stationery and office supplies | 14            | 27            |
| Communications                           | 16            | 18            |
| <b>Total</b>                             | <b>2,653</b>  | <b>2,865</b>  |

**Summary of material accounting policy**

Supplies and Services items are recorded in the period in which the expense is incurred.

The Department of Housing and Public Works (DHPW) provides EWOQ with access to office accommodation under government wide frameworks. These arrangements are categorised as procurement of services rather than leases because DHPW has substantive substitution rights over the assets.

EWOQ outsources corporate support services to the Corporate Administration Agency (CAA).

**Note**

Increase in information technology reflects the additional licencing required to support EWOQ’s move to additional Software as a Service (SaaS) applications and increased cybersecurity protections.

Decrease in consultants and contractors reflects the completion of the implementation of the new Customer Relationship Management Solution in 2023-24.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
For the Year Ended 30 June 2025

**Note 6 – Other expenses**

|                            | <b>2025</b>   | <b>2024</b>   |
|----------------------------|---------------|---------------|
|                            | <b>\$'000</b> | <b>\$'000</b> |
| External audit fees*       | 30            | 29            |
| Council & Committee fees** | 13            | 8             |
| Amortisation               | -             | 59            |
| Depreciation               | 3             | 10            |
| Other                      | 2             | 5             |
| <b>Total</b>               | <b>48</b>     | <b>111</b>    |

**Disclosure**

\*Total audit fees paid to the Queensland Audit Office relating to the 2024-25 financial statements are estimated to be \$30,322. (2024: \$28,915). There are no non-audit services included in this amount.

\*\*Council & Committee fees is a heading change. Council & Committee fees now includes payments to members of the Advisory Council to the Energy and Water Ombudsman and the external members of the Audit and Risk Management Committee.

**Note 7 – Cash and cash equivalents**

|              | <b>2025</b>   | <b>2024</b>   |
|--------------|---------------|---------------|
|              | <b>\$'000</b> | <b>\$'000</b> |
| Cash at bank | 4,131         | 3,794         |
| <b>Total</b> | <b>4,131</b>  | <b>3,794</b>  |

**Summary of material accounting policy**

Cash and cash equivalents include all cash and cheques receipted at 30 June as well as deposits held at call with financial institutions.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 8 – Receivables**

|                                   | <b>2025</b>            | <b>2024</b>              |
|-----------------------------------|------------------------|--------------------------|
|                                   | <b>\$'000</b>          | <b>\$'000</b>            |
| Trade debtors                     | 214                    | 1,130                    |
| Long service leave reimbursements | 23                     | 31                       |
| Interest receivable               | 11                     | 12                       |
|                                   | <hr/> <b>248</b>       | <hr/> <b>1,173</b>       |
| GST input tax credits receivable  | 33                     | 33                       |
| GST payable                       | -                      | (1)                      |
|                                   | <hr/> <b>281</b>       | <hr/> <b>1,205</b>       |
| <b>Total</b>                      | <hr/> <b>281</b> <hr/> | <hr/> <b>1,205</b> <hr/> |

**Summary of material accounting policy**

Trade debtors are recognised at the amounts due at the time of invoicing on a quarterly basis to scheme participants or when invoices are issued based on scheme participant's additional use of EWOQ's services above amounts paid in advance. Settlement terms are within 14 days from receipt date for scheme participants, within 30 days from invoice date for others.

The collectability of receivables is assessed periodically with provision being made for expected credit losses. The loss allowance is estimated based on the probability and timing of potential defaults and takes into account forecasts of future economic conditions as well as past events. No provision for impairment was necessary at year end.

**Note 9 – Payables**

|                          | <b>2025</b>              | <b>2024</b>              |
|--------------------------|--------------------------|--------------------------|
|                          | <b>\$'000</b>            | <b>\$'000</b>            |
| User-pays fees – refunds | 1,301                    | 1,925                    |
| Accrued expense          | 249                      | 212                      |
|                          | <hr/> <b>1,550</b>       | <hr/> <b>2,137</b>       |
| <b>Total</b>             | <hr/> <b>1,550</b> <hr/> | <hr/> <b>2,137</b> <hr/> |

**Summary of material accounting policy**

User-pays fees – refunds are where revenue received in advance from a scheme participant exceeds the actual service provided in respect of that scheme participant, the difference is recognised as a payable to the scheme participant at year end.

Accrued expenses represent goods and services received prior to balance date whether invoiced or not. Accrued expenses are settled in accordance with supplier payment terms.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 10 – Accrued employee benefits**

|                                 | 2025       | 2024       |
|---------------------------------|------------|------------|
|                                 | \$'000     | \$'000     |
| <b>Current</b>                  |            |            |
| Wages Payable                   | 19         | -          |
| Annual leave                    | 526        | 465        |
| Long service leave levy payable | 33         | 32         |
| <b>Total</b>                    | <b>578</b> | <b>497</b> |

**Summary of material accounting policy** – Refer to Note 4

**Note 11 – Unearned revenue**

|                                   | 2025         | 2024         |
|-----------------------------------|--------------|--------------|
|                                   | \$'000       | \$'000       |
| <b>Current</b>                    |              |              |
| Unearned revenue – user-pays fees | 1,795        | 2,039        |
| <b>Total</b>                      | <b>1,795</b> | <b>2,039</b> |

**Summary of material accounting policy** – refer to Note 2

Cash received from scheme participants in respect of services to be provided is recognised as unearned revenue.

**Disclosure**

Our legislation requires invoices for user-pays fees are to be raised in advance and payment of these invoices is due 14 days from receipt. Timing of actual payment of these invoices by scheme participants varies.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

## **Note 12 – Key management personnel (KMP) disclosures**

### **Details of key management personnel**

The following details for key management personnel include those EWOQ positions that had authority and responsibility for planning, directing and controlling the activities of EWOQ during 2024-25 and 2023-24. Further information about these positions can be found in the body of EWOQ's Annual Report under the section relating to Executive Management.

| <b>Position</b>                                      | <b>Position Responsibility</b>                                                                                                                                                              |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Energy and Water Ombudsman                           | The strategic leadership, efficient and effective management of EWOQ, including its operational and financial performance.                                                                  |
| General Manager, Customer Resolution and Engagement  | Responsible for leading the complaint investigation and dispute resolution, outreach and engagement functions of EWOQ.                                                                      |
| General Manager, Strategy, Operations and Governance | Responsible for the delivery of services including governance, finance, facilities management, reporting and analysis, providing strategic advice on policies and emerging industry issues. |
| Manager, People, Capability and Culture              | Responsible for leading strategic HR solutions and contemporary HR services to meet business and cultural development needs within EWOQ.                                                    |

### **KMP remuneration policies**

With the exception of the Energy and Water Ombudsman, remuneration policy for EWOQ's KMP is set by the Queensland Public Sector Commission as provided for under the *Public Sector Act 2022*.

The remuneration and other terms of employment of the Energy and Water Ombudsman are specified in the Governor in Council Appointment.

Remuneration expenses for those key management personnel comprise the following components:

Short term employee expenses which include:

- Salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied the specified position; and
- non-monetary benefits – consisting of provision of car parking together with fringe benefits tax applicable to the benefit.

Long term employee expenses – include amounts expensed in respect to long service leave entitlements.

Post-employment expenses – include amounts expensed in respect to employer superannuation obligations.



**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 12 – Key management personnel (KMP) disclosures (continued)**

The following disclosures focus on the expense incurred by EWOQ during the respective reporting periods that is attributable to key management positions. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Income and Accumulated Surpluses.

**Remuneration expenses**

**2024-25**

| Position                                             | Short term Employee Expenses |                                 | Long Term Employee Expenses | Post-Employment Expenses | Total Expenses |
|------------------------------------------------------|------------------------------|---------------------------------|-----------------------------|--------------------------|----------------|
|                                                      | Monetary Expenses<br>\$'000  | Non-Monetary Expenses<br>\$'000 | \$'000                      | \$'000                   | \$'000         |
| Energy and Water Ombudsman                           | 232                          | 8                               | 6                           | 33                       | 279            |
| General Manager, Customer Resolution and Engagement* | 168                          | 8                               | 4                           | 21                       | 201            |
| General Manager, Strategy, Operations and Governance | 181                          | 6                               | 5                           | 22                       | 214            |
| Manager, People, Capability and Culture              | 163                          | 2                               | 4                           | 20                       | 189            |
| <b>Total Remuneration</b>                            | <b>744</b>                   | <b>24</b>                       | <b>19</b>                   | <b>96</b>                | <b>883</b>     |

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
For the Year Ended 30 June 2025

**Note 12 – Key management personnel (KMP) disclosures (continued)**

2023-24

| Position                                                   | Short term Employee Expenses |                                 | Long Term Employee Expenses | Post-Employment Expenses | Total Expenses |
|------------------------------------------------------------|------------------------------|---------------------------------|-----------------------------|--------------------------|----------------|
|                                                            | Monetary Expenses<br>\$'000  | Non-Monetary Expenses<br>\$'000 | \$'000                      | \$'000                   | \$'000         |
| Energy and Water Ombudsman                                 | 235                          | 8                               | 6                           | 30                       | 279            |
| General Manager, Assessment, Investigation and Resolution* | 244                          | 6                               | 7                           | 38                       | 295            |
| General Manager, Strategy, Operations and Governance       | 160                          | 8                               | 4                           | 22                       | 194            |
| Manager, People, Capability and Culture                    | 146                          | -                               | 4                           | 20                       | 170            |
| <b>Total Remuneration</b>                                  | <b>785</b>                   | <b>22</b>                       | <b>21</b>                   | <b>110</b>               | <b>938</b>     |

\*This position was renamed 15 July 2024.

**Performance payments**

No KMP remuneration packages provide for performance or bonus payments.

**Note 13 – Related party transactions**

**Transactions with people/entities related to KMP**

EWOQ has no related party transactions to disclose this financial year.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 14 – Commitments**

Commitments at reporting date (inclusive of non-recoverable GST input tax credits) are payable as follows.

*Commitments for the use of office premises*

|                                              | <b>2025</b>   | <b>2024</b>   |
|----------------------------------------------|---------------|---------------|
|                                              | <b>\$'000</b> | <b>\$'000</b> |
| Not later than 1 year                        | 358           | 356           |
| Later than 1 year but not later than 5 years | -             | 115           |
| <b>Total</b>                                 | <b>358</b>    | <b>471</b>    |

This commitment consists of the use of office premises located in Brisbane, Cairns and Rockhampton. The agreements with the Department of Housing and Public Works have terms ranging from 1 to 5 years with options for renewal. See Note 5.

*Contract for the Development of the Customer Relationship Management Solution*

|                                              | <b>2025</b>   | <b>2024</b>   |
|----------------------------------------------|---------------|---------------|
|                                              | <b>\$'000</b> | <b>\$'000</b> |
| Not later than 1 year                        | 60            | 237           |
| Later than 1 year but not later than 5 years | 95            | 150           |
| <b>Total</b>                                 | <b>155</b>    | <b>387</b>    |

The commitment in 2024 represented the costs of development and ongoing management of the customer relationship management solution. The commitment for the development of the solution was finalised during the 2025 year. The remaining commitment in 2025 represents the ongoing management and support of the solution.

**Note 15 – Contingencies**

There were no other known contingent assets or liabilities at 30 June 2025.

**Note 16 – Events Occurring after Balance Date**

No event has occurred after balance date that has a material effect on these financial statements.

## MANAGEMENT CERTIFICATE OF THE OFFICE OF THE ENERGY AND WATER OMBUDSMAN

These general purpose financial statements have been prepared pursuant to s.62(1)(a) of the *Financial Accountability Act 2009* (the Act), s.39 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Office of the Energy and Water Ombudsman for the financial year ended 30 June 2025 and of the financial position of the office as at the end of that year; and

We acknowledge responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



Angela Arico

General Manager, Strategy, Operations  
and Governance

Office of the Energy and Water Ombudsman

Date 12 August 2025



Jane Pires

Energy and Water Ombudsman

Office of the Energy and Water Ombudsman

Date 12 August 2025

## INDEPENDENT AUDITOR'S REPORT

To the Energy and Water Ombudsman

### Report on the audit of the financial report

#### Opinion

I have audited the accompanying financial report of the Office of the Energy and Water Ombudsman (the Office).

The financial report comprises the balance sheet as at 30 June 2025, the statement of income and accumulated surpluses and statement of cash flows for the year then ended, notes to the financial statements including material accounting policy information, and the management certificate.

In my opinion, the financial report:

- a) gives a true and fair view of the Office's financial position as at 30 June 2025, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards – Simplified Disclosures.

#### Basis for opinion

I conducted my audit in accordance with the Auditor-General Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the Office in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including independence standards)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Responsibilities of management for the financial report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards – Simplified Disclosures, and for such internal control as Management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Management is also responsible for assessing the Office's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the Office or to otherwise cease operations.



### **Auditor's responsibilities for the audit of the financial report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

[https://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of my auditor's report.

### **Statement**

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2025:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

### **Prescribed requirements scope**

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the Office's transactions and account balances to enable the preparation of a true and fair financial report.

A handwritten signature in black ink that reads 'mluwinga'.

Martin Luwinga  
as delegate of the Auditor-General

15 August 2025

Queensland Audit Office  
Brisbane