

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 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 and Opportunities

- Introduction of embedded networks and projected changes to our scheme
- Changes to funding and membership model
- Rapidly evolving technologies in the energy sector
- Moving to the future and adaptability

Commitments

Our service

We provide a free, fair and independent dispute resolution service, which is evolving with the changing landscape of our sector.

Our customers

We resolve complaints efficiently and effectively, communicating meaningfully and building trust with our customers. If we can't help, we explain why and suggest who can.

Our connections

We create impact through our connections, raising awareness of our service among communities who may need us and providing value to our members and industry.

Our people

We are committed problem solvers, working together to improve our service and ourselves. Our values guide our motivations and our outcomes.

Strategies

- 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.

- 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 customers.

- 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.

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

Measures of Success

- Increase the number of consumers and businesses who engage with us online.
- Talk to our stakeholders about our funding and membership arrangements to ensure they remain fair, fit for purpose and adaptable to change in the future.
- 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.
- Develop solutions to enable connecting with communities, teams and others through a variety of digital means.
- IT, financial and business support actions are completed efficiently and of high quality. Target is 98% delivered on time.
- Focus on Future Project completed on time and within agreed budget.

- Resolve complaints quickly and efficiently – closing 80% within 30 days and 95% within 60 days.
- Engage with retailers and consumer groups to improve our understanding of what they (and their customers and clients) need and expect from our service.
- 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 to understand their problems and deliver solutions, and use these interactions to improve our service to ensure we are meeting the needs for our customers.
- Deliver a high standard of service to all our customers irrespective of their location or how they chose to engage with us.

- 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.

- 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.