

Addendum to the 2009-10 Annual Report

The *Carers (Recognition) Act 2008* (Carers Act) recognises and supports the role of carers and requires public authorities to report on how they have implemented the Carers Act, including the Carers Charter.

Energy Ombudsman Queensland (EOQ) recognises the effort and dedication of carers in our community and that carers provide a vital service.

EOQ provides a free, fair and independent dispute resolution service to all members of the Queensland community, including carers. With permission from the account holder, we are able to assist carers who make a complaint on behalf of the person they care for. EOQ provides information about our dispute resolution services for free through the internet and our freecall telephone number. We also promote our services to carers through the media and welfare/community agencies they may access.

EOQ offers flexible working arrangements to assist employees who are carers meet their commitments.

In addition, a representative from the Queensland Council of Social Service is a member of the Advisory Council, giving input into strategic policy and planning decisions.

To ensure our staff are aware of and understand the Carers Charter, in 2010-11 EOQ will include it in the staff induction manual and ensure it is available on the staff intranet site.