

## Appendix Three: Compliance Checklist

The compliance checklist outlines the governance, performance, reporting and other specific requirements for our annual reports.

	Summary of requirement	Basis for requirement	Annual report reference
<b>Letter of compliance</b>	<ul style="list-style-type: none"> <li>A letter of compliance from the accountable officer or statutory body to the relevant Minister/s</li> </ul>	ARRs – section 7	Page 2
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>Table of contents</li> <li>Glossary</li> </ul>	ARRs – section 9.1	Contents Appendix 4
	<ul style="list-style-type: none"> <li>Public availability</li> </ul>	ARRs – section 9.2	Page i
	<ul style="list-style-type: none"> <li>Interpreter service statement</li> </ul>	Queensland Government Language Services Policy ARRs – section 9.3	Page i
	<ul style="list-style-type: none"> <li>Copyright notice</li> </ul>	Copyright Act 1968 ARRs – section 9.4	Page i
	<ul style="list-style-type: none"> <li>Information Licensing</li> </ul>	QGEA – Information Licensing ARRs – section 9.5	Page i
<b>General information</b>	<ul style="list-style-type: none"> <li>Introductory Information</li> </ul>	ARRs – section 10.1	Our Priorities
	<ul style="list-style-type: none"> <li>Machinery of Government changes</li> </ul>	ARR's – section 10.2, 31 and 32	n/a
	<ul style="list-style-type: none"> <li>Agency role and main functions</li> </ul>	ARRs – section 10.2	Our Role
	<ul style="list-style-type: none"> <li>Operating environment</li> </ul>	ARRs – section 10.3	Page 7
<b>Non-financial performance</b>	<ul style="list-style-type: none"> <li>Government's objectives for the community</li> </ul>	ARRs – section 11.1	n/a
	<ul style="list-style-type: none"> <li>Other whole-of-government plans / specific initiatives</li> </ul>	ARRs – section 11.2	n/a
	<ul style="list-style-type: none"> <li>Agency objectives and performance indicators</li> </ul>	ARRs – section 11.3	Our Performance
	<ul style="list-style-type: none"> <li>Agency service areas and service standards</li> </ul>	ARRs – section 11.4	Our Performance
<b>Financial performance</b>	<ul style="list-style-type: none"> <li>Summary of financial performance</li> </ul>	ARRs – section 12.1	Financial Summary
<b>Governance – management and structure</b>	<ul style="list-style-type: none"> <li>Organisational structure</li> </ul>	ARRs – section 13.1	Our Organisation
	<ul style="list-style-type: none"> <li>Executive management</li> </ul>	ARRs – section 13.2	Our Organisation
	<ul style="list-style-type: none"> <li>Government bodies (statutory bodies and other entities)</li> </ul>	ARRs – section 13.3	Advisory Council
	<ul style="list-style-type: none"> <li>Public Sector Ethics Act 1994</li> </ul>	Public Sector Ethics Act 1994 ARRs – section 13.4	Our People
	<ul style="list-style-type: none"> <li>Queensland public service values</li> </ul>	ARRs – section 13.5	Our Priorities
	<ul style="list-style-type: none"> <li>Risk management</li> </ul>	ARRs – section 14.1	Our Organisation
<b>Governance – risk management and accountability</b>	<ul style="list-style-type: none"> <li>Audit committee</li> </ul>	ARRs – section 14.2	Our Organisation
	<ul style="list-style-type: none"> <li>Internal audit</li> </ul>	ARRs – section 14.3	Our Organisation
	<ul style="list-style-type: none"> <li>External scrutiny</li> </ul>	ARRs – section 14.4	n/a
	<ul style="list-style-type: none"> <li>Information systems and recordkeeping</li> </ul>	ARRs – section 14.5	Our Organisation
	<ul style="list-style-type: none"> <li>Strategic workforce planning and performance</li> </ul>	ARRs – section 15.1	Our People
<b>Governance – human resources</b>	<ul style="list-style-type: none"> <li>Early retirement, redundancy and retrenchment</li> </ul>	Directive No.11/12 Early Retirement, Redundancy and Retrenchment Directive No.16/16 Early Retirement, Redundancy and Retrenchment (from 20 May 2016) ARRs – section 15.2	Our People

## Appendix Three: Compliance Checklist continued

Summary of requirement		Basis for requirement	Annual report reference
Open Data	• Statement advising publication of information	ARRs – section 16	Mandatory online reporting
	• Consultancies	ARRs – section 33.1	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	• Overseas travel	ARRs – section 33.2	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	• Queensland Language Services Policy	ARRs – section 33.3	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 17.1	Financial Statements
	• Independent Auditor's Report	FAA – section 62 FPMS – section 50 ARRs – section 17.2	Independent Auditor's Report

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

ARRs *Annual report requirements for Queensland Government agencies*

## Appendix Four: Glossary

**Billing** a case issue relating to high/disputed bills, delays, errors, estimated accounts, fees and charges, rebates/concessions, tariff, meters, refunds, etc.

**Case** any contact a customer has with EWOQ i.e. general enquiry, refer back to supplier, referral to higher level, investigation, or referral to another organisation.

**Complaints** all cases that are billed to a scheme participant i.e. refer back to supplier, referral to higher level and investigation.

**Credit** a case issue relating to payment difficulties, disconnection, bad debt etc.

**Customer service** a case issue relating to a scheme participant's failure to inform/respond, incorrect advice, poor attitude, privacy issues etc.

**EWOQ** Energy and Water Ombudsman Queensland

**General enquiry** a customer has a query about electricity, gas or water that is not a complaint.

**Investigation** EWOQ investigates a complaint and facilitates an outcome that is fair. Investigations can be level 1, 2 or 3 depending on the time taken to resolve the issue.

**Land** a case issue relating to the impact of network assets, network maintenance, vegetation management etc.

**Marketing** a case issue relating to conduct by energy marketers, misleading information, pressure, non-account holder signed up etc.

**Provision** a case issue relating to problems with new or existing connections etc.

**Refer back** to supplier customer has not contacted their supplier first to try and resolve the issue and EWOQ refers the complaint back to the supplier. EWOQ cannot investigate a complaint unless the supplier has had an opportunity to resolve the issue.

**Referral to higher level (RHL)** EWOQ can refer a customer's complaint to a higher level of authority at their supplier before starting an investigation.

**Referral to other organisations** we have Memoranda of Understanding with six other government authorities who have jurisdiction over aspects of the energy or water sector outside our jurisdiction, including Department of Natural Resources, Mines and Energy; Office of Fair Trading; and Australian Energy Regulator.

**Scheme participant** energy distributors and retailers operating in Queensland and water distributors/retailers in South East Queensland which must join the EWOQ scheme.

**Small customer** is a residential or small business customer who uses less than 100 megawatt hours of electricity per year, less than one terajoule of gas per year, and all residential water customers in South East Queensland or small businesses who use less than 100 kilolitres of water per year.

**Supply** a case issue relating to the quality of energy supply, damage/loss, outages, sewerage overflow etc.

**Transfer** a case issue relating to errors in billing/transfer of account due to switching energy retailers, contract terms, delay in transfer, site ownership etc.