

Strategic Plan 2020-2024

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 honest 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, and share our knowledge and ideas, to continuously improve ourselves and our service.



Accountability

Each of us is accountable and responsible for our work, attitude and behaviours.



Excellence

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

Challenges & Opportunities

- Projected changes to our scheme, such as the introduction of embedded networks
- Changes to our funding and membership model
- Rapidly evolving technologies in the energy sector

Commitment

CUSTOMER

OBJECTIVES

- We deliver fair outcomes for consumers and businesses, and provide answers and solutions that are fair for all parties.
- We listen to and respect our customers to build and maintain their trust.
- Our teams have the skills and capacity to resolve wide-ranging problems for our internal and external customers.

INDICATORS OF SUCCESS

- Resolve complaints quickly and efficiently—close 80% within 28 days, 90% within 60 days and 95% within 90 days.
- Continuously improve quality and customer service to ensure customers and members have confidence in our service, and feel our answers are fair and reasonable regardless of the outcome for them.
- Engage with our customers, members and other stakeholders to understand their problems, needs and expectations, and provide solutions that respond to these.
- Provide a high standard of service to all our customers, regardless of their location or how they choose to engage with us.

PEOPLE

OBJECTIVES

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

INDICATORS OF SUCCESS

- Provide a safe and collaborative, yet challenging, environment to encourage and support our people to grow and develop.
- Embrace equality, diversity and inclusion, and understand that different perspectives are essential for a fair and balanced work environment and scheme.
- Invest in learning and developing our team, while balancing the demands of our business.
- Champion the agreed values and behaviours that each team member has committed to.

CONNECTIONS

OBJECTIVES

- Everyone who needs our help knows 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 that 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.
- Provide regular information to help our stakeholders and members understand the nature of issues that customers are experiencing and help them resolve 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 via various in-person and digital methods.
- Increase awareness of our scheme and remove perceived barriers to entry.

SERVICE

OBJECTIVES

- We are agile and evolve with our sector's changing landscape.
- We embrace change and adapt to emerging technologies and the 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 looking out for issues that may affect our business or customers.
- Continue to be financially and environmentally sustainable by improving our systems and processes, and ensuring they remain fair, fit for purpose and adaptable for the future.
- Develop solutions that enable us to connect with our customers, communities, teams and others through various digital channels.
- Deliver our services within the required, agreed response targets.