

Our role, structure and strategic direction

OUR ROLE

Our primary functions are to:

- receive, investigate and facilitate the resolution of disputes between Queensland's small energy customers and small water customers in South East Queensland, and their energy and water retailers and distributors
- promote our services throughout Queensland to those who may need our assistance
- identify systemic issues arising from complaints received from our customers.

We achieve this through a process that is free, fair, independent, accessible, accountable, effective and efficient. We take into account the rights and responsibilities of customers and scheme participants under relevant legislation, codes and standards to achieve a fair and reasonable outcome.

OUR STRUCTURE

EWOQ was established under the *Energy and Water Ombudsman Act 2006* (the Act) to provide for investigation and resolution of particular disputes involving energy and water suppliers.

The Energy and Water Ombudsman (the Ombudsman) is not subject to direction from anyone, however, must consider the advice of the Advisory Council to the Energy and Water Ombudsman (Advisory Council) in performing certain functions under the Act.

The Executive Management Group assists the Ombudsman in the stewardship of EWOQ.

STRATEGIC DIRECTION

Each year, we develop a strategic plan that guides our work and confirms our vision for the office.

During 2018-19, our key priorities included:

- reviewing our scheme in terms of proposed legislative changes
- proactively promoting our services to small energy and water customers
- identifying systemic issues
- using our data to plan for future projects and provide stakeholders with valuable insights
- continuously improving our reports to present our data in a user-friendly and meaningful way
- launching our new brand identity, which included refreshing our office signage, marketing collateral and brochures
- launching our first Reconciliation Action Plan, the Reflect RAP.

A review of our performance against the strategic plan is on page 24.

LOOKING FORWARD

We continually review our business processes and customer service delivery to ensure we continue to deliver a timely, effective, independent and fair dispute resolution service to the people of Queensland.

In 2019-20 our key projects include:

- upgrading our case management system, website and intranet
- reviewing our dispute resolution process to continuously improve operational effectiveness
- improving our stakeholder engagement and community outreach programs
- contributing to public policy through insights and submissions
- continuing preparations to expand our services in the energy market
- launching our second Reconciliation Action Plan, the Innovate RAP, and refreshing our Indigenous artwork and collateral.