

Our vision

All NSW people have equal and affordable access to energy and water products and services.

Our purpose

We empower people, make a difference and lead change.

Our mission

1. Provide high quality, independent advice, information and best practice external dispute resolution to NSW energy and water customers.
2. Use our unique complaints data to enable energy and water providers to improve their products and services; to systemically reduce complaints; and to drive regulator/government development of improved energy and water laws, regulations, codes and policy.
3. Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through community outreach and stakeholder engagement.

Our strategic objectives

Expanded
awareness

Valued
membership

Best practice
dispute resolution

Influential policy
leadership

Capable
and resilient
organisation

Our framework

Australian Government Benchmarks
for Industry-based Customer Dispute
Resolution



Independence



Fairness



Accountability



Efficiency



Effectiveness



Accessibility

Our values



Independence



Integrity



One team



Respect



Service
excellence



Social justice

Our people

- Demonstrate **leadership**
- Are committed to **personal effectiveness**
- Deliver **outcomes**
- Foster **collaborative relationships**
- Drive **innovation**

Our priority groups

- First Nations
- Multicultural communities
- Seniors
- People with disability
- People living in regional and rural NSW
- People impacted by renewable energy infrastructure

Our objectives				
Expanded awareness Community awareness of EWON across NSW, including for people from priority groups, which improves access to members internal dispute resolution services and to EWON.	Valued membership Membership of EWON provides access to quality independent external dispute resolution; insights into the causes and drivers of complaints; and access to stakeholder, community, and industry engagement opportunities.	Best practice dispute resolution External dispute resolution sector leadership through service excellence and responsiveness to the changing complaints environment.	Influential policy leadership Industry, government and regulator engagement through provision of evidence-based information and advice about energy and water related issues, to support fair outcomes for consumers and communities.	Capable and resilient organisation Highly capable and engaged people and effective systems and processes that support our people to deliver on our strategic objectives and business needs.
Our initiatives				
<ul style="list-style-type: none"> Deliver engaging tailored communications to improve consumer access to internal dispute resolution and external dispute resolution using media, social media and digital platforms. Enhance partnerships and networks to expand reach and awareness of EWON throughout NSW. Deliver effective outreach and events for EWON's priority groups including Bring Your Bills days involving EWON members, community groups and government agencies. 	<ul style="list-style-type: none"> Provide responsive and professional member services including induction, complaints reports and data and sector-specific resources and training. Understand members' views and needs through Consultative Council Meetings, individual meetings and other forums. Investigate systemic issues and engage with members to resolve them, for example through changes to members' systems. 	<ul style="list-style-type: none"> Provide customers with a best practice complaints journey, including extra support for customers experiencing vulnerability. Drive efficient resolution of complaints. Ensure quality assurance, continuous improvement and accurate capture of complaints data. 	<ul style="list-style-type: none"> Analyse EWON's complaints data to identify sector wide systemic issues and provide clear, evidence-based policy positions and advice to governments and regulators. Identify and report potential regulatory breaches to the AER / other regulators for compliance and/or enforcement activities. Identify, scope and advocate for appropriate expansion of EWON's jurisdiction. Actively collaborate with peers, including via participation in ANZECON and ANZOA. 	<ul style="list-style-type: none"> Attract, develop and retain capable people aligned with EWON's values. Maintain and support a strong leadership team. Deliver EWON's Reconciliation Action Plan. Maintain robust financial, business and risk management processes. Enhance systems to drive outcomes and develop data and insights to support operations. Maintain efficient and fit-for-purpose governance processes.
Our impact				
<ul style="list-style-type: none"> Customers, customer advocates and communities across NSW are aware of member and EWON roles. 	<ul style="list-style-type: none"> Members understand EWON's jurisdiction and funding model. Members approach EWON for training or information about complaint handling or systemic issues. Members improve their complaints management and prevention as a result of EWON training, guidance, or EWON's investigation of systemic issues. 	<ul style="list-style-type: none"> Customers, including those experiencing vulnerability, are satisfied with their complaint handling experience at EWON. 	<ul style="list-style-type: none"> Regulators, governments and other key stakeholders view EWON as a trusted source of information and advice. Regulators and governments take action to improve consumer protections and address consumer harm including in relation to non-compliance issues. EWON's jurisdiction remains fit-for-purpose in the changing energy and water environment. 	<ul style="list-style-type: none"> An engaged and capable workforce. Strong leadership capability. Resilient, integrated and intuitive business systems and processes to support our people to meet the needs of customers and members. Robust finance, compliance, governance and risk management processes. A strategically-focused Board with skilled and supported Directors.
Leading to: Customers, particularly people from priority groups, know about EWON's services and can access them when needed.	Leading to: Members reduce their complaints and improve their internal dispute resolution services.	Leading to: Customers experience a best practice external dispute resolution service aligned with industry benchmarks.	Leading to: Consumer protections are improved due to EWON's influence.	Leading to: An inclusive and constructive organisational culture.