



Energy & Water
Ombudsman NSW
Free, fair and independent



RECONCILIATION
ACTION PLAN
REFLECT

Reconciliation Action Plan

June 2021 - June 2022

Acknowledgement

EWON acknowledges the Traditional Owners of the lands across New South Wales. We pay our respect to Elders past, present and emerging and we offer our thanks to Aboriginal communities who welcome us on to their land.

ngara ngwiya yudi – listen, give, guide

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Index

A message from the Ombudsman	4
A message from Reconciliation Australia	5
Meet Maddison Gibbs	7
Our RAP	8
Introducing Tracey Duncan	9
Our reconciliation journey	10
Our partnerships and activities	13
Relationships	14
Respect	15
Opportunities	16
Governance	17

About EWON

The Energy and Water Ombudsman NSW (EWON) was established in 1998. Our offices are based in Sydney's CBD but we work with metro, regional and remote customers and communities across NSW. We provide free, independent advice, information, and dispute resolution to all NSW energy, gas and some water consumers. We use our complaints data to enable energy and water providers to improve their customer service, systemically reduce the drivers of complaints and to inform the development of regulations, codes, and policy. We also aim to effectively engage with NSW consumers, raise awareness of our service and the complaints processes of energy and some water providers through our community outreach and stakeholder engagement program.

EWON employs 91 staff, including two self-identified Aboriginal employees. Our extensive, NSW-wide Aboriginal and Torres Strait Islander community engagement program is led by our Aboriginal Community Engagement Officer (ACEO) and is part of our wider community outreach program which was recognised as best practice in EWON's 2019/2020 Independent Review conducted by Scotland's Queen Margaret University Consumer Dispute Resolution Centre.

Our Aboriginal Outreach program aims to establish and strengthen links with Aboriginal and Torres Strait Islander communities, their leaders and the agencies and services that work with them. Having a fulltime identified position has helped EWON become more aware of culturally appropriate interactions between Aboriginal and Torres Strait Islander communities and non-Aboriginal communities and develop programs and projects with other organisations to effectively target, and cater to, our Aboriginal and Torres Strait Islander customers.

A message from the Ombudsman

I am proud to present the Energy & Water Ombudsman NSW's (EWON) first Reconciliation Action Plan (RAP). EWON's Reflect RAP demonstrates our commitment to closing the gap between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians across NSW. It is the roadmap for driving our contribution to reconciliation.

EWON's journey towards reconciliation started over 10 years ago, when we engaged an Aboriginal Community Engagement Officer to establish an Aboriginal Community Outreach Program for communities across NSW. We have continually expanded our focus by introducing cultural awareness training for all staff, developing culturally appropriate EWON resources and celebrating significant Aboriginal and Torres Strait Islander events throughout each year.

Our Reflect RAP acknowledges the work we have done so far but also outlines how we will progress our existing support of Aboriginal and Torres Strait Islander peoples. Our RAP will be implemented through changes to policies, but most importantly, it will be firmly embedded into our day-to-day operations.

We are committed to:

- increasing and enhancing access to our services for Aboriginal and Torres Strait Islander peoples
- ensuring the services we offer to Aboriginal and Torres Strait Islander peoples are provided in the most effective and appropriate way, based on our growing understanding of their needs and cultural practices

- increasing EWON staff awareness, understanding and acceptance of Aboriginal and Torres Strait Islander cultures and the issues they face
- enhancing our work with Aboriginal and Torres Strait Islander peoples by expanding our stakeholder networks, building partnerships and collaborating with organisations that work with communities across New South Wales.

I extend my sincere thanks to Reconciliation Australia for guiding us through the development of our first RAP. I would also like to thank EWON's RAP Working Group (RWG) especially our RAP Champion Tracey Duncan, Amanda Cameron from Financial Rights Legal Centre, and Charles Turner from the Office of the Commonwealth Ombudsman who shared their knowledge, spirit and culture so generously with EWON RWG participants. Having benefited from their generous sharing, it is now up to me, EWON's Management Team and all staff members to take practical action to bring our RAP to life. We will build on our existing work to establish new initiatives that work towards reconciliation by promoting respect and creating equal opportunities for Aboriginal and Torres Strait Islander peoples.



Janine Young
Ombudsman
Energy & Water Ombudsman NSW



A message from Reconciliation Australia

Reconciliation Australia welcomes the Energy and Water Ombudsman NSW to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

The Energy and Water Ombudsman NSW joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 2.3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables the Energy and Water Ombudsman NSW to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Energy and Water Ombudsman NSW, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia





Always Was Always Will Be

Meet Maddison Gibbs

My name is Maddison Gibbs. I am a proud Barkindji woman and grew up in Dubbo, NSW. My artworks are based on my culture, people and surroundings, they tell stories of past and present by using contemporary methods and ideologies. My works include political statements and educational information regarding Aboriginal issues, a subject which I am extremely passionate about. I use different mediums for my works including drawing, painting, graphic design, printmaking and animation.

Always Was Always Will Be

This artwork is an acknowledgement of the country on which we meet, live and play. It is inspired by the local landscapes, food, bush medicine and healing plants.

One of the first lessons as an Aboriginal child is to sit down with the elders, slow down and listen. This was the initial concept for the work. To sit, listen and honour our flora brothers and sisters. To visually return them to the site where they once existed.

This is a celebration of the oldest, most intricate, sophisticated and connected society in the world and the connectedness we still share with the land and all living things on it. We plant our seeds, messages and energy into this earth, and she

returns with life, food and medicine. Channelling ancestors reconnects and builds upon our connection to our mother earth and our culture and stories as she reminds us to always be respectful to ourselves and all living things.

Our partnership

Aboriginal and Torres Strait Island communities are minority people, and my work celebrates our culture but also speaks to the problems we face.

A lot of my work explores the themes of social justice and equality. The work EWON does gives people a voice. I support and am passionate about all work that adds to equality, brings the community up and helps make people's lives or experiences easier.

What reconciliation means to me

Reconciliation starts with understanding and acknowledgement. Until we see Aboriginal and Torres Strait Islander culture equal to that of white history, we can't be equal. We are behind in access to health, education and work opportunities and this is something Australia has to work on.

The only way we can move forward together is to acknowledge the injustices and gain an understanding and a willingness to learn.



Our RAP

Reconciliation, for EWON, relies on full recognition of the diversity and richness of Aboriginal and Torres Strait Islander cultures and heritages, and the recognition, respect, and celebration of their cultures by all Australians. We acknowledge the importance of developing strong, effective relationships with our customers based on mutual respect and trust. We also recognise that Aboriginal and Torres Strait Islander peoples' values, beliefs and cultures should inform how we develop our customer relationships and services.

Through this RAP we hope to increase and enhance access to, and outcomes from, our service for Aboriginal and Torres Strait Islander peoples. We want to ensure the service we offer is provided in the most effective way, based on a clear understanding of Aboriginal and Torres Strait Islander peoples' needs and cultural practices. Increasing our staff awareness and understanding of the barriers Aboriginal and Torres Strait Islander Peoples face when accessing power and water will help us improve our services. To achieve this we are committed to enhancing our work with Aboriginal and Torres Strait Islander communities by expanding our stakeholder networks, building partnerships, and collaborating with organisations that work with communities and their leaders.

In the 2019/2020 financial year we received 443 complaints from people who self-identified as Aboriginal and/or Torres Strait Islander people, with 36% experiencing credit issues. The majority of these complaints come from regional, rural or remote communities where social housing is poorly maintained and less energy efficient. Given the number of complaints from these areas, EWON strives to provide a culturally appropriate service to help Aboriginal and Torres Strait Islander customers understand their bills, energy efficiency measures, and the support their energy provider can offer them.

RAP Working Group

With guidance from the RAP Working Group (RWG) and EWON's Management Team and Ombudsman, the RAP will be implemented through changes to policies and processes and embedded into our day-to-day operations. The RWG is championed by Tracey Duncan, Aboriginal Community Engagement Officer, and consists of the following people:

- Tracey Duncan, RAP Champion and Aboriginal Community Engagement Officer, Energy & Water Ombudsman NSW
- Helen Ford, Deputy Ombudsman Energy & Water Ombudsman NSW
- Bernadette Or, General Manager Finance and Corporate Services, Energy and Water Ombudsman NSW
- Rosa Krilic, General Manager Dispute Resolution, Energy & Water Ombudsman NSW
- Fran Strachan, Manager Communications & Outreach, Energy and Water Ombudsman NSW
- Jennifer Tran, Human Resources Manager, Energy and Water Ombudsman NSW
- Rebecca Carter, Investigations Officer, Team Leader, Energy and Water Ombudsman NSW
- Amanda Cameron, Aboriginal Service Coordinator, Financial Rights Legal Centre
- Charles Turner, Manager, Indigenous Coordination, Commonwealth Ombudsman

Each member of EWON's RWG is committed to promoting EWON's RAP within and beyond EWON by identifying actions that progress our RAP goals. The RWG will meet quarterly to review the progress of our Reflect RAP.

Meet Tracey Duncan - our RAP champion

Yaama

My name is Tracey Duncan, I am a Gamilaraay woman, raised on Darkinjung country on the NSW Central Coast. I have worked, lived and studied on Gadigal country since 1993.

I've been EWON's Aboriginal Community Engagement Officer for almost 10 years. During that time, I hope that I have helped empower energy and water customers in Aboriginal and Torres Strait Islander communities by giving them the confidence and knowledge to understand their right to affordable energy and assistance by offering culturally appropriate services.

The most important part of my role is travelling around NSW and working with mob to help foster, develop and nurture networks by sharing how EWON can assist communities to manage their energy and water bills.

I came to Sydney in 1993 where I began a traineeship with the Australian Museum as an Assistant Conservator, that's where my passion for community engagement started. I spent 12 years with the Museum, working with Aboriginal and Torres Strait Islander communities in NSW, Queensland and the Northern Territory, to help look after cultural material and set up keeping places in communities. I was lucky to work with

the Yarrabah community for two months, where I trained community to preserve and archive their historical photographic collection. I was also privileged to work with Yirrkala, Oenpelli, and Maningrida communities during my time at the Museum.

I come from a large family of Duncan's and Smith's originally from Moree North West NSW. My Mum and Dad relocated to the Central Coast in the 70s and helped establish Darkinjung Local Aboriginal Land Council and the Eleanor Duncan Aboriginal Health Service, which is named in honour of my mum - one of the first registered Aboriginal nurses in NSW.

I have five sons who are all born and bred on Gadigal country, but like me, will always have a close connection to Darkinjung country. I try to teach them about caring for country while we are here, but to always remember that we are Gamilaraay.

I'm so proud of my boys when I hear them speak language at school with their non-Aboriginal friends and teachers. Helping to educate non-Aboriginal people about our language and culture is where real reconciliation starts - with our young ones.





Our reconciliation journey

EWON's reconciliation journey started in 2004 when we employed an Aboriginal Project Officer on a permanent basis. The designated Aboriginal Community Engagement Officer (ACEO) position has now been in place for over 10 years and has helped us implement an extensive Aboriginal Community Outreach Program, covering communities across NSW. EWON's regular visits to communities in regional and remote areas to deliver Bring Your Bills Days and information sessions have helped thousands of Aboriginal and Torres Strait Islander peoples across NSW understand and manage their energy bills.

In 2019/2020 EWON delivered 46 events across NSW to engage with Aboriginal and Torres Strait Islander communities, including NAIDOC events in Sawyers Gully, Emerton, Wyong, Maitland, Cronulla, and Dubbo. With 68% of Aboriginal and Torres Strait Islander complaints coming from regional NSW, we focus our community outreach on regional and remote areas.

We also prioritise Aboriginal and Torres Strait Islander customers experiencing financial difficulty when they contact EWON and maintain active partnerships with services including; Revenue NSW, Legal Aid NSW and community housing providers for the purpose of referring Aboriginal and Torres Strait Islander customers for further support if needed. If a customer comes to EWON for assistance with their electricity bills but we also identify that they need legal, financial or housing assistance, we direct them to the most appropriate support including; Warruwi Gambling Help, Mudgin-Gal Womens Place, WEAVE Youth and Community Services and the Greater Sydney Aboriginal Tenants Service.

Within the organisation we pay respect to local Aboriginal and Torres Strait Islander peoples and the Traditional Owners of the land and we have a welcome message in Gadigal language at our office entrance, ngara ngwiya yudi (listen, live, guide), which describes EWON's ethos. As a sign of respect our Ombudsman and staff say an Acknowledgement of Country at internal meetings and external EWON events.

As part of our reconciliation journey, we engaged the NSW Ombudsman Office in 2013 to deliver face-to-face cultural awareness training to all EWON staff. In conjunction with our EWON Learning anti-discrimination course, staff now have the opportunity to better understand Aboriginal and Torres Strait Islander peoples, cultures and histories.

We have developed cultural protocols to guide how EWON staff work and consult with Aboriginal and Torres Strait peoples and communities. These protocols lay the foundation for meaningful and lasting relationships with the communities we work with.

In 2020 we launched **Mob Matters**, an awareness campaign featuring Aboriginal comedian Sean Choolburra, to increase awareness of the options available to communities dealing with high energy and water bills. Sean has been a supporter of EWON's work since he took part in the NSW Aboriginal Housing Office-funded Tenant Support and Education Project, which EWON was involved in for over two years from 2016. Incorporating Sean's trademark humour, the summer and winter campaigns focused on how to manage water and energy use during the peak seasons and provided tips on energy savings, minimising debt and available support. To ensure the message reached Aboriginal and Torres Strait Islander audiences in regional and remote NSW, we broadcast community service announcements across more than 50 radio stations, reaching 564,000 listeners each week at the height of the campaign. We also developed a suite of culturally appropriate marketing materials incorporating an original design commissioned from Dubbo-based Aboriginal artist, Vee Thornbury.

Each year EWON celebrates NAIDOC Week with an in-house staff event led by an Aboriginal or Torres Strait Islander guest speaker. In 2019 we invited Peter Cooley, CEO of First Hand Solutions Aboriginal Corporation who discussed his involvement with IndigiGrow, an educational program about native plants, and the NCIE Indigenous Catering Group provided a bush tucker morning tea.





Case study

Customer with severe mental illness owes \$13,000 to electricity provider

Alison, a customer who self-identified as being Aboriginal, received a letter from her retailer stating she owed \$13,292 to her electricity account which had been closed. She didn't have enough money to pay the bill so she asked a financial counsellor for advice. The counsellor got in touch with Alison's retailer and requested for the balance to be waived on compassionate grounds because Alison was suffering from severe mental illness. The retailer declined the request, so the financial counsellor contacted EWON to help solve the situation.

We contacted Alison's retailer and asked for information about her account. Our investigation found that her fortnightly electricity usage was high.

It turned out that she had been identified for a customer assistance programme and had a number of payment plans. However, the payments she had made were insufficient and very infrequent, and she had failed to keep in touch with her retailer to keep it informed of her situation. We discovered that her retailer had already waived \$2,213 of usage charges.

We negotiated with the retailer, and it agreed to postpone the debt recovery action for three months. Her retailer said that it would pay half of her arrears if Alison could pay the other half up front to reduce the balance to zero. If this was not possible, it agreed to reduce the outstanding balance by \$2,000 if she agreed to a two-year payment plan. We told the counsellor about this outcome who thanked us for our help and advised him to come back to EWON if he needed further assistance.

Our partnerships and current activities

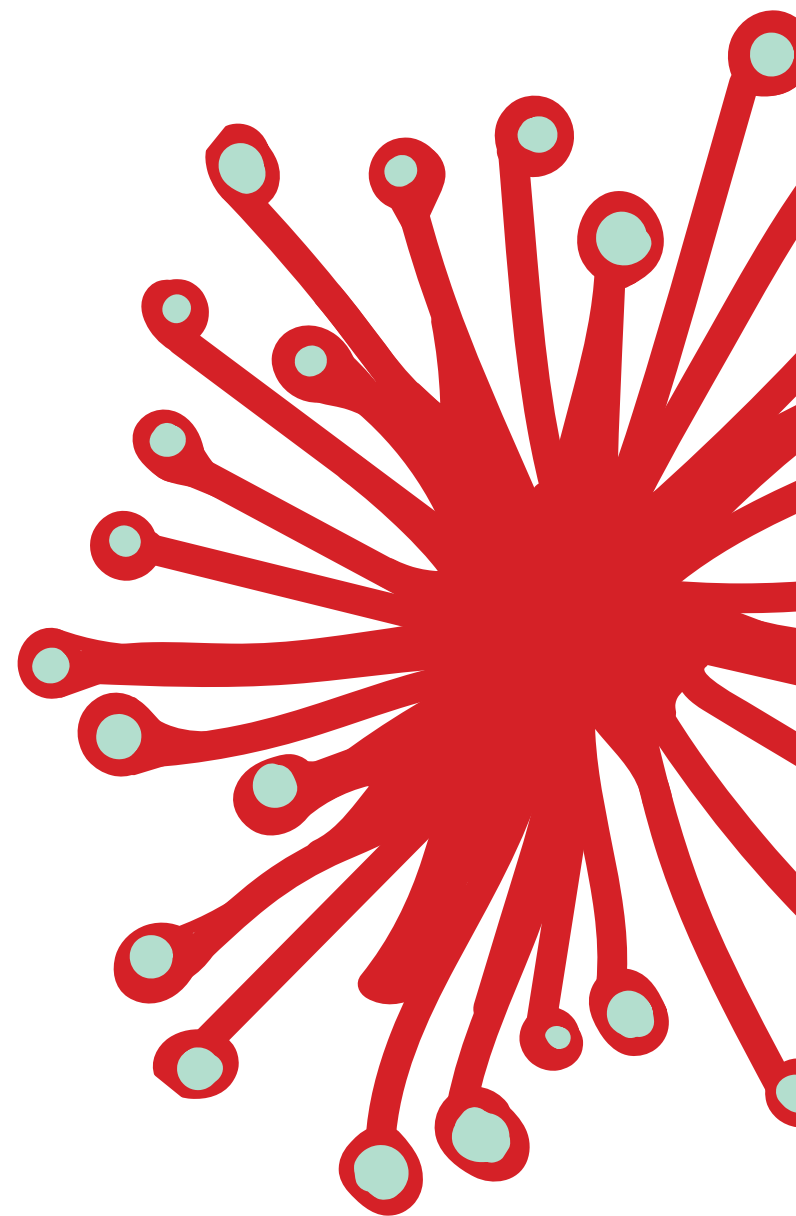
EWON's commitment to reconciliation includes fostering professional and community partnerships that will enhance our reconciliation journey. ANZOA is the peak body for Ombudsman schemes across Australia and New Zealand and EWON is involved in its Indigenous Engagement Interest Group, which meets quarterly to focus on improving complaint handling practices and procedures for First Nations consumers in Australia and New Zealand. We work with a range of organisations including Legal Aid NSW, Revenue NSW, Financial Counselling Association NSW, Financial Counselling Australia, Aboriginal Interagency Groups and NAIDOC working groups.

We are part of the Good Service Mob, a collaboration of Aboriginal and Torres Strait Islander and non-Indigenous staff from complaint handling agencies that work with First Nations consumers in NSW. In 2019/2020, we took part in the Good Service Mob community information days in Bega, Moruya, Batemans Bay and Bathurst. EWON was heavily involved in rebranding and updating the Good Service Mob website and associated collateral to achieve a fresh and vibrant new look and help raise awareness of the group's work.

We attend the Yabun Festival annually to engage with Aboriginal and Torres Strait Islander peoples in Sydney's inner-city. In 2020 EWON's booth attracted hundreds of customers and we distributed more than 500 EWON resources.

In 2019 we attended the NSW Koori Rugby League Knockout Carnival, one of the biggest Indigenous gatherings in the state, which provided the opportunity to raise awareness of our services among over 25,000 people. We also extended our community outreach to Waterloo in Sydney's inner city, where we work with Housing NSW, Centrelink and the Redfern Legal Centre to reach economically and socially vulnerable residents living in the Waterloo estate.

From 2016-2018 we partnered with the Tenant Support and Education Project, funded by the NSW Aboriginal Housing Office, to provide energy and water saving workshops to 13 Aboriginal rural/remote communities.





Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	<ul style="list-style-type: none"> Identify and maintain Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence for future collaborations and or building relationships 	August 2021	Aboriginal Community Engagement Officer (ACEO)
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations 	July 2021	ACEO
2. Build relationships through celebrating National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Circulate Reconciliation Australia's National Reconciliation Week (NRW) resources and reconciliation materials to staff 	May 2022	ACEO
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event 	May - June 2022	ACEO
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW 	May - June 2022	ACEO
3. Promote reconciliation through our sphere of influence	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff and external stakeholders via email, newsletters, events, EWON intranet, social media, staff meetings, EWON Board meetings, Consultative Council Meetings, Anti-Poverty Week events, through presentations and other avenues when presented 	February 2022	Ombudsman, Deputy Ombudsman, Manager Communications & Outreach, ACEO
	<ul style="list-style-type: none"> Identify EWON members our organisation can engage with on our reconciliation journey 	July 2021	ACEO
	<ul style="list-style-type: none"> Identify other like-minded organisations that we could approach to collaborate with on our reconciliation journey 	September 2021	ACEO
4. Promote positive race relations through anti-discrimination strategies	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination 	August 2021	HR Manager
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs 	September 2021	HR Manager



Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning	<ul style="list-style-type: none"> Review EWON's cultural awareness training to date based on staff and customer feedback and make any changes necessary to the Aboriginal and Torres Strait Islander cultural awareness training for EWON staff 	July 2021	ACEO, HR Manager
	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation 	August 2021	ACEO, HR Manager
	<ul style="list-style-type: none"> Use the opportunity of naming meeting rooms after local Aboriginal clans to educate staff about those groups, in consultation with local Traditional Custodians. Each room is identified by the name of local clan accompanied by a map indicating their lands in which they lived and are geographically placed 	February 2022	ACEO
	<ul style="list-style-type: none"> Celebrate Aboriginal and Torres Strait Islander dates of significance by inviting Aboriginal guest speakers to talk to staff throughout the year 	June 2022	ACEO
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area 	July 2021	ACEO
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols 	December 2021	ACEO
	<ul style="list-style-type: none"> Introduce Cultural Protocols to new employees of EWON as part of the Induction Program 	September 2021	ACEO, Learning & Development Advisor
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week 	July 2021	ACEO
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area 	July 2021	ACEO
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event 	July 2021	ACEO



Opportunities

Action	Deliverable	Timeline	Responsibility
8. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	• Engage Aboriginal and Torres Strait Islander businesses for EWON's business opportunities when presented	July 2021	General Manager Corporate Services
	• Engage an NSW Aboriginal artist in the design of our Reconciliation Action Plan	November 2021	Manager Communications & Outreach
	• Develop a business case for procurement from Aboriginal and Torres Strait Islander-owned businesses	September 2021	Finance Operations Manager
	• Investigate Supply Nation membership	September 2021	Finance Operations Manager
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	• Include the statement on all EWON job advertisements "Aboriginal and Torres Strait Islander people are encouraged to apply"	August 2021	HR Manager
	• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation	September 2021	HR Manager
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities	July 2021	HR Manager
	• Investigate how to increase current Aboriginal and Torres Strait Islander employment through exchanges and graduate/youth programs	July 2021	HR Manager
<i>Improve ways in which we collect Aboriginal and Torres Strait Islander information/data to help enhance EWON's services</i>	• ACEO to empower frontline Investigations staff to identify Aboriginal and Torres Strait Islander customers so that their complaints can be prioritised	July 2021	ACEO
	• Explore option for Aboriginal and Torres Strait Islander customers to self-identify by introducing a specific queue through the telephone system	September 2021	GM Dispute Resolution
	• Investigate opportunities for dedicated culturally aware staff to support Aboriginal and Torres Strait Islander customers	July 2021	GM Dispute Resolution
	• Expand 'soft' referral process for Aboriginal and Torres Strait Islander peoples who access EWON (i.e. refer to Legal Aid for legal matters, Revenue NSW for fines and licensing requests)	July 2021	GM Dispute Resolution
	• Train Investigation Officers to enhance their knowledge of Aboriginal and Torres Strait Islander organisations and helplines	August 2021	GM Dispute Resolution



Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain a RAP working group	<ul style="list-style-type: none"> Create, maintain, and support a Reconciliation Action Plan working group on the creation and implementation of our first Reconciliation Action Plan (Reflect RAP) and monitor progress of the deliverables. Working group to assist with the development of our second RAP 	July 2021	Deputy Ombudsman, ACEO
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG 	July 2021	Deputy Ombudsman, ACEO
	<ul style="list-style-type: none"> Maintain Aboriginal and Torres Strait Islander representation on the RWG 	July 2021	Deputy Ombudsman, ACEO
11. Provide appropriate support for effective implementation of RAP commitments	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments 	July 2021	Deputy Ombudsman, General Managers
	<ul style="list-style-type: none"> Put in place appropriate systems and capability to track, measure and report on RAP commitments through group operational plans 	July 2021	Deputy Ombudsman
	<ul style="list-style-type: none"> Define resources needs for RAP implementation 	August 2021	Deputy Ombudsman, General Managers
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia 	September 2021	Deputy Ombudsman, ACEO
13. Continue our reconciliation journey by developing our next RAP	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP 	December 2021	ACEO





 Energy & Water
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Having
problems
with your
electricity,
gas or water
provider?

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