

Our Strategic Objectives

Expanded Awareness

Valued Membership

Best Practice Dispute Resolution

Influential Policy Contribution

Our Purpose

1. Provide high quality, independent advice, information and dispute resolution to NSW energy and water customers
2. Use our unique 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.
3. Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through our community outreach and stakeholder engagement program.

The Evolving Environment

- › Evolving regulatory framework
- › High profile, politicised energy and water landscape
- › Emerging technologies, products and service
- › Responsive industry ombudsman sector
- › Broad spectrum of consumer engagement and vulnerability
- › Social policy drive for provision of affordable essential services
- › Exponential and diverse membership growth
- › Shifting workforce and workplace expectations

Our Framework

Customer Dispute Resolution Benchmarks



Our People

Curious

Flexible

Innovative

Resilient

Supported

Valued

Our Values



Our objectives	Our aspiration	Our approach	Our impact
<p>Expanded awareness</p> <p>Community awareness across NSW, including embedded network and small business customers, which builds connections, increases reach, and improves access to members IDR and EWON</p>	<ul style="list-style-type: none"> Customers and their advocates across NSW know how to access our services when they need them. Our independent unique consumer issue perspectives, industry knowledge, dispute resolution and engagement expertise is highly regarded. Community partners, government agencies and other stakeholders seek us out and want to work with us. 	<ul style="list-style-type: none"> Deliver engaging communications tailored to specific communities. Enhance partnerships and networks to expand our reach throughout NSW. Independently involve EWON members in outreach and engagement. Engage with a range of stakeholders so that awareness initiatives are informed by diverse perspectives. Optimise our digital platforms to increase accessibility and consumer awareness of member IDR and EWON. 	<ul style="list-style-type: none"> Delivery of targeted outreach, cost effective promotion and media coverage across NSW. Credible and informative media and social media coverage and engagement. Maintain or increase consumer awareness. Member promotion of, and/or attendance at, EWON community engagement events which promotes access to their internal dispute resolution.
<p>Valued membership</p> <p>Membership provides quality independent external dispute resolution, evidenced-based complaint issues insights and access to stakeholder, community, and industry engagement</p>	<ul style="list-style-type: none"> Members actively promote their membership of EWON. Organisations seek out EWON membership even if they do not have to be. Members seek EWON views when developing new customer/complaint initiatives, processes, and collateral. Jurisdiction and member funding arrangements are clearly understood and are aligned with the changing external environment. 	<ul style="list-style-type: none"> Delivery of tailored services, complaint reporting and support for members aligned with membership categories. Create positive member experience through continuous review, consultation, and high-quality member engagement. Continued best practice evolution through active participation in the Australian and New Zealand Ombudsman Association and Australian and New Zealand Energy and Water Ombudsman network. Strategically focused Board oversight underpinned by effective secretariat support. 	<ul style="list-style-type: none"> Increased membership, including through regulator engagement, in accordance with EWON's jurisdiction. Improved member internal dispute resolution resulting in fewer return complaints to EWON. Engaged membership which looks to EWON for training on complaint handling and systemic issue advice and information. Best practice governance, risk and financial management, and strategic business planning.
<p>Best practice dispute resolution</p> <p>External Dispute Resolution (EDR) sector leadership through service excellence and responsiveness to the changing environment</p>	<ul style="list-style-type: none"> Recognised as a leader in External Dispute Resolution which contributes to reduced complaints. Agile in a changing environment. Professional; dedicated and empowered teams driving independent, fair and effective resolutions. Integrated organisation-wide systems and processes that drive continuous improvement and service excellence. 	<ul style="list-style-type: none"> Transform the complaints journey to ensure efficiency and effectiveness across the whole complaints experience. High quality complaints data capture which aids identification of systemic issues and in turn contributes to reduced complaints to members and/or EWON. Embed continuous improvement, quality assurance and root cause analysis into our operations. Enhance systems to drive fit for purpose outcomes and enhance staff usability. Promote staff engagement and a values-based workplace culture through recruitment of high-quality candidates and staff development. 	<ul style="list-style-type: none"> Improved energy and water company internal dispute resolution services and complaint prevention. Recognised for customer service and member/stakeholder engagement excellence. Engaged teams, committed to driving high quality service, sustainable and fair outcomes for both customers and members. High performing staff whose careers develop across and beyond EWON.
<p>Influential policy contribution</p> <p>Provision of evidenced based information and advice about relevant industry, systemic and strategic issues</p>	<ul style="list-style-type: none"> Recognised for our clearly articulated, evidence-based policy positions. Members and stakeholders proactively seek out and engage with EWON about market problems and trends. Trusted mutual relationships with members and key stakeholders enable us to regularly share our experience and insights. 	<ul style="list-style-type: none"> Through sophisticated data extraction, draw on EWON's unique data to identify systemic issues and insights which inform thought leadership reports and submissions. Development of clearly articulated position statements on key issues including engaging 'at a glance' key points. Consolidate our evolving network of key contact points with members and stakeholder representatives who have organisational influence. Strategically identify policy changes and market improvements to proactively influence change which reduces energy and water complaint drivers. 	<ul style="list-style-type: none"> Our policy positions and advice are increasingly sought/adopted by regulators, government, stakeholders and members. EWON is seen as a leading source of complaints data and insights which support/drive member complaint reduction initiatives and inform proposed market changes. Consumer protections, including EDR, are co-designed with evolving energy and water reforms and decisions.