

## Key Performance Indicators for the Scheme Administrator and Scheme Regulator

### We are a best practice regulator

Outcome	Action	Key Performance Indicator
Emerging issues are proactively identified and managed according to risk	Identify and publish annual compliance priorities.	ACPs, Scheme Participants and auditors are made aware of our annual compliance priorities.
	Communicate with stakeholders to address priority compliance issues	Regulatory effort is targeted to address risk areas.
Regulatory decisions consider scheme outcomes, the market context, and are proportionate and evidence based	Develop and publish a compliance and enforcement policy that reflects our outcome.	100% of decisions are aligned with published compliance and enforcement policy, except where clear written reasons for departing from the policy are provided.
Regulated entities understand the basis for our decisions	Explain the reasoning behind our regulatory decisions.	Key regulatory decisions are supported by context and underlying rationale.

## We effectively engage and communicate with our stakeholders

Outcome	Action	Key Performance Indicator
We help industry understand their obligations	Engagement activities are tailored to the stakeholder.	75% of attendees report that information session/ engagement activities improved understanding.
	Provide tailored information to stakeholders using a variety of formats.	EDM open rates are above industry standard. Information about how we can support stakeholders is published on the website.
	Provide information to ACPs about how we can support them.	Safeguard engagement scores improve.

## We effectively and efficiently administer the schemes

Outcome	Action	Key Performance Indicator
We make it easy to engage with us	Set up a centralised enquiries function.	98% of queries acknowledged in 2 business days.
	Develop TESSA functionality to support stakeholder interactions.	100% of open queries receive progress updates at fortnightly intervals.
	Train our staff to use new CRM functionality in TESSA.	The use of engagement plans for key communications campaigns increases by 10% year-on-year.
	Embed the use of the engagement tool.	Discussions about challenges and risks at audit close-out meetings increases by 10% year on year.
	Create opportunities to ask ESS stakeholders about challenges and risks.	Issues-specific opportunities for engagement are provided to stakeholders.
	Refresh the ESS website to improve user experience.	Stakeholders report that it is easy to find information on our website.
	Provide information to consumers about our role in the schemes and what we can do for them.	Information about our roles and responsibilities as they relate to consumers has been published on our website and shared with other relevant agencies
We make it easy to participate in the schemes	Review and update our information to help ACPs and Scheme Participants interact with the scheme.	Positive feedback from stakeholders received about the usefulness of our information.
	Make information about the schemes available to householders and businesses so they can make informed decisions.	Accurate and up-to-date information about the schemes for householders and businesses is made available.

## Our people have the right mix of skills and are engaged

Outcome	Action	Key Performance Indicator
We have a diverse and engaged team with a broad mix of skills and backgrounds	Implement people-related actions to improve team engagement, job satisfaction and wellbeing.  Secure specialist training on relevant areas.	Engagement, job satisfaction and wellbeing results for the team increase year on year.  Training is regularly provided or made available on relevant expertise areas.
We share experience, knowledge, and best practice with other regulators	Share knowledge with other regulators by developing a regulatory engagement plan, or by joining a community of practice.	IPART staff have shared expertise and intelligence with other regulators, including the Victorian Essential Services Commission, NSW Fair Trading, and the Clean Energy Regulator.