





Stakeholder Engagement Priorities for 2021-2023

Performance Measure	Rating	Performance Summary
1. Publish our compliance priorities to improve transparency and inform the market	Achieved 	<p>We published our 2021-2022 annual compliance priorities on our website in September 2022, and our 2023-2024 annual compliance priorities-in October 2023 and sent a link to all ACPs and auditors.</p> <p>Compliance priorities have been discussed at:</p> <ul style="list-style-type: none"> • Our annual stakeholder forums in October 2022 and again in November 2023 • ESIA's Seminar in April 2023 • And as a standing item at auditor close out meetings and ACP meetings.
2. Provide consistent messaging by developing a joint register of stakeholder engagement activities and events with DCCEEW as appropriate	Achieved 	<p>An Calendar of Events including joint events with DCCEEW was published in May 2022 and is maintained on our Upcoming Events page.</p>
3. Make finding information easier by updating our website to include a site guide	In Progress 	<p>We have commenced a website refresh project and are looking at how we can better design our website. Implementation of our refreshed approach will be undertaken under Stage 2 of the project later in the year.</p>

<p>4. Improve our responses to your queries by revising our triage process, keeping stakeholders updated on progress and developing system capabilities</p>	<p>In Progress</p> 	<p>We have appointed 2 dedicated Stakeholder Support Officers so that we can improve how we manage queries from our stakeholders. This small, dedicated team will:</p> <ul style="list-style-type: none"> • Give stakeholders a more consistent experience • Provide a consistent "face" to incoming calls who can triage these to the right people • Ensure oversight of an effective customer experience from first call to issue resolution <p>We are continuing to develop our system capabilities for managing stakeholder queries with our online system, TESSA.</p>
<p>5. Make it easier to contact us by consolidating our mailboxes, streamlining our phone process and providing stakeholders with more personalised interactions</p>	<p>In Progress</p> 	<p>Our 2 Stakeholder Support Officers have been appointed to help make it easier for our stakeholders to contact us and provide more personalised interactions. At this stage, we haven't been able to consolidate our mailboxes - this remains under consideration for the future.</p>
<p>6. Create a better online user experience by building a new, easy to navigate integrated IT system that connects our Registry and Portal functions and provides seamless payments</p>	<p>Achieved</p> 	<p>Launched in September 2022, TESSA our new online system supports the Energy Savings Scheme and Peak Demand Reduction Scheme. TESSA integrates the former ESS Registry, ESS Portal and the Emerging Lighting Technology Portal and includes the option of online payments.</p> <p>Online support for users is available for TESSA through our library of knowledge articles, user guides and videos.</p>
<p>7. Streamline and personalise your engagement with us by ensuring our support systems will help us to track details of your queries so you only have to tell us once</p>	<p>Achieved</p> 	<p>With the launch of TESSA, enquiries and issues submitted online are able to be easily tracked and assigned across the team enabling us to streamline your engagement with us. We are continuing to enhance TESSA to enable a more comprehensive approach to how we manage all of our incoming queries. At the same time, our stakeholder support officers will ensure that our stakeholders have a more consistent approach in the way we manage queries.</p>