



Rulings Panel Performance Objectives – July 2021 to June 2022

Pursuant to Regulation 113 of the Electricity Industry (Enforcement) Regulations 2010

No.	Objective	Performance Measure	Target
1	Independence and Impartiality	<ul style="list-style-type: none">• The Rulings Panel is independent and without the potential for bias, perceived or actual.• Hearings are conducted in public and decisions published, unless there is good reason not to.	<ul style="list-style-type: none">• All conflicts of interest are disclosed.• Interests register is maintained by Rulings Panel members.• Open access to hearings is provided.• Decisions are published in a timely manner.
2	Fair treatment	<ul style="list-style-type: none">• Each party is given the opportunity to put their case and be heard.• Matters are determined impartially and according to the law.• Rules of evidence are observed as modified by regulation 39.	<ul style="list-style-type: none">• Requirements of the Electricity Act 2010 and the Electricity Industry (Enforcement) Regulations 2010 are observed.• Rulings Panel Procedures are published, observed and regularly reviewed.• Rules of natural justice observed.
3	Accessibility	<ul style="list-style-type: none">• Information about the existence of the Rulings Panel, its jurisdiction and	<ul style="list-style-type: none">• Maintain an independent website.• Publish procedures, decisions and related materials.

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		<p>what is involved for users is readily accessible.</p> <ul style="list-style-type: none"> • Access to the Rulings Panel is available without undue administrative burden. • Costs to the user do not impose an undue barrier to access. 	<ul style="list-style-type: none"> • Promote an understanding of the Rulings Panel’s jurisdiction and functions. • No costs imposed to file matters with the Rulings Panel. • Rulings Panel costs are imposed on an equitable basis and in accordance with regulation 90. • Innovative and cost-effective means to hear matters are developed and implemented.
4	Professionalism and Integrity	<ul style="list-style-type: none"> • Respect for the law. • Rulings Panel Members are competent in the performance of their functions. • Decide cases fairly and free from influence. 	<ul style="list-style-type: none"> • Rulings Panel Members have the knowledge and technical skills together with the communication and decision-making skills to make robust decisions. • Rulings Panel engages experts as and when required to assist the Panel in its deliberations and maintains a register of appropriate persons. • Rulings Panel membership of the Coalition of Australasian Tribunals (COAT). • Members undertake training and maintain awareness of industry matters. • Members meet no less than three times a year to review cases, decisions and procedures.
5	Accountability	<ul style="list-style-type: none"> • Rulings Panel meets its statutory objectives: <ul style="list-style-type: none"> ○ reasonable endeavours are used to decide matters within 40 days of a hearing or receiving final submissions; 	<ul style="list-style-type: none"> • Performance results are regularly published. • Improvement action is taken when objectives are not met. • Quarterly and annual reporting completed in a timely manner.

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		<ul style="list-style-type: none"> ○ decisions published with 10 working days; and ○ reporting completed in accordance with regulations 113 to 114. 	<ul style="list-style-type: none"> ● Promote an understanding of the Rulings Panel’s jurisdiction and functions. ● Rulings Panel maintains an industry profile through attendance at industry events and undertaking speaking opportunities.
6	Efficiency	<ul style="list-style-type: none"> ● Decisions are made in a timely manner. ● Ruling Panel costs proportionate to the matter being considered are incurred. ● Innovative and flexible approaches are adopted. 	<ul style="list-style-type: none"> ● 80% of cases are decided within 40 days of a hearing or receiving final submissions. ● Use of draft decisions, where appropriate. ● Rulings Panel engages experts as and when required to assist the Panel in its deliberations and maintains a register of appropriate persons. ● Use of external administrative bureau services if required.



Mel Orange
Rulings Panel Chair

Date 29 April 2021