



Rulings Panel Performance Objectives – July 2023 to June 2024

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

No.	Objective	Performance Measure	Target
1	Independence and Impartiality No changes	<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 are published unless there is a 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 No changes	<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 No changes	<ul style="list-style-type: none"> • Information about the existence of the Rulings Panel, its jurisdiction and what is involved for users is readily accessible. 	<ul style="list-style-type: none"> • Maintain an independent website. • Publish procedures, decisions and related materials. • Promote an understanding of the Rulings Panel's jurisdiction and functions.

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		<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"> • No costs are imposed on filing 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 as required to review cases, decisions and procedures.
5	Accountability No changes	<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; ○ decisions published within 10 working days; and 	<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. • Promote an understanding of the Rulings Panel's jurisdiction and functions.

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		<ul style="list-style-type: none"> ○ reporting completed in accordance with regulations 113 to 114. 	<ul style="list-style-type: none"> ● Rulings Panel maintains an industry profile through attendance at industry events and undertaking speaking opportunities.
6	Efficiency No changes	<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.
7	Information Disclosure New	<ul style="list-style-type: none"> ● Confidentiality of complaints under consideration is maintained. ● Suppression orders are issued as appropriate for matters under consideration. 	<ul style="list-style-type: none"> ● Requirements of regulations 116 and 117 of the Electricity Industry (Enforcement) Regulations 2010 are observed.



Mel Orange
Rulings Panel Chair

Date: 20 January 2023