

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	Act on emerging risks, communicate compliance priorities to stakeholders	Regulatory effort is targeted to address risk areas and compliance priorities are published
	Publish compliance and enforcement information including information about audits, inspections and investigations	Published compliance and enforcement information aligns with compliance priorities
Regulatory decisions are proportionate and evidence based and our regulated entities understand the basis for them	Adhere to compliance and enforcement policy and explain reasoning behind our regulatory decisions	Regulatory decisions are consistent with published compliance and enforcement policy and are supported by context and underlying rationale
Schemes are administered and regulated according to requirements to support scheme outcomes	Adhere to government, administrative, legal and policy requirements	No significant breaches of government, administrative, legal and policy requirements

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 and use a variety of formats	75% of attendees report that engagement events improved understanding
	Our communications are engaging and help stakeholders understand their obligations	Electronic Direct Mail open rates are above industry standard

We effectively and efficiently administer the schemes

Outcome	Action	Key Performance Indicator
We make it easy for all stakeholders to engage with us	Maintain a centralised stakeholder enquiries function	90% of interactions received through our centralised enquiries system are responded to and closed out within 14 days (excluding time with stakeholders)
	Maintain the ESS website with information that is stakeholder relevant, easy to find and understand.	Maintain readability and accessibility scores above industry standard for our website
We make it easy for consumers and regulated entities to participate in the schemes	Make information available to householders and businesses so they can make informed decisions about receiving an upgrade through the schemes	Consumers are provided with information that is easy to find and understand
	Maintain our online system TESSA so it is available and secure	95% online system availability (excluding planned outages) and no significant security breaches

Our people have the right mix of skills and are engaged

Outcome	Action	Key Performance Indicator
Our team is engaged and has a broad mix of skills and knowledge	Secure specialist training on relevant areas	Training is made available on relevant expertise areas to improve capability, knowledge and skills
We share experience, knowledge, and best practice with other regulators and government agencies	Share knowledge with other regulators and policy makers	IPART staff have shared expertise and intelligence with other regulators and government agencies