



OFFICE OF THE RENEWABLE  
ENERGY REGULATOR

*The Office of the  
Renewable Energy  
Regulator's  
Service Charter*

## ***Introduction***

*I am pleased to introduce the Service Charter for the Office of the Renewable Energy Regulator.*

*It explains what we do, how we provide our services and our commitments to you. It also invites for your feedback on our performance.*

*We are committed to improving our client services and we will review this charter annually.*

*David Rossiter  
Renewable Energy Regulator*

## ***This Service Charter is for everyone who:***

- Asks us for information, reads our publications and uses our internet services.

## ***Our Vision***

Our vision is: “increasing Australia’s renewable electricity generation.”

## ***Our Mission***

Facilitating the expansion and sustainability of the Australian renewable electricity industry to achieve greenhouse gas reductions.

## ***Our Legislative Charter***

The Renewable Energy (Electricity) Act 2000 establishes the Office of the Renewable Energy Regulator, led by the Renewable Energy Regulator, to oversee the implementation of the mandatory renewable energy target. The Office of the Renewable Energy Regulator’s role is to assist the Regulator in performing a range of functions including:

- Registration of generators and accreditation of power stations;
- Registration and validation of renewable energy certificates;
- Monitoring compliance with the legislation, including assessing annual returns by generators and wholesale purchasers of electricity;
- Auditing participants in the measure;

- Maintenance of registers of public information; and
- Participation in reviews and evaluations of the renewable energy target.

Our corporate plan sets out more details of the way we go about our activities and ways in which we will measure our success in achieving our objectives.

### ***Our Values***

We share the ethical values of the Australian Public Service and are specifically committed to:

- Accountability – We serve the needs of the Australian public through the Government in a professional, responsible and accountable manner;
- Integrity – We deal with each other with our customers and stakeholders on the basis of trust, understanding and respect for differing views and interests. We undertake to perform our duties in a fair and open manner;
- Professionalism – We perform our tasks and produce our outputs to the best of our ability, with optimum utilisation of resources and with a focus on continuously improving quality, productivity and professional development;
- Responsiveness – We endeavour to provide high quality information and services to our stakeholders within reasonable timeframes; and
- Empowerment – We involve our employees in the success of our organisation. We value initiative, cooperation, innovation, communication, flexibility in our work and the quality of work life within our organisation. We encourage, support and involve staff in the mechanisms and processes through which we make decisions in our organisation.

We strive to incorporate these values in all our dealings with our clients.

### ***Our availability***

We are easy to contact by phone during normal office hours and by fax, e-mail and mail. We will respond in a timely, responsive fashion when answering your requests or queries.

If we can't provide you with the information or the service that you need, we will try to refer you to an appropriate contact point in another agency or organisation.

## ***Our Service Commitments***

We will:

- Treat you courteously and respectfully;
- Be open, honest and helpful;
- Be contactable by telephone, facsimile, e-mail and mail;
- Respond quickly and accurately to request for information;
- Use plain English;
- Inform you of your rights, obligations and entitlements;
- Meet our legal obligations under the Privacy Act and the Freedom of Information Act;
- Treat complaints seriously;
- Admit our mistakes and learn from them;
- Consult widely with our clients so that we can provide well informed and balanced advice to Government;
- Inform you of any changes to the Legislative Framework; and
- Tell you how we carry out any program changes that may affect you.

## ***Our Service Standards***

If you contact us, we will at all times treat you politely and fairly, and with courtesy and consideration.

### ***If you telephone us, we will:***

- Answer your calls promptly during normal business hours or provide access to a message service (usually 8.30am – 5.00pm); and
- Respond promptly to your messages and requests for information.

If the information you need is not readily available, we will tell you when you can expect it. We will resolve your telephone enquires or concerns, where possible, within five working days.

### ***If you write, fax, or email us, we will:***

- Answer your requests for printed information, reference material, publications or fact sheets within ten working days of receipt;
- Reply to other written correspondence within 20 working days of receipt, where this is not possible we will contact you and explain why the issue will take more time and when you can expect a response from us; and
- In our reply, give you the name and contact details of a person who can give you further help.

### ***When we are carrying out our legislative responsibilities, we will:***

- Administer the provisions lawfully, fairly and objectively; and
- Give you up to date and accurate information about the relevant legislation to enable you to meet your obligations properly.

### ***How well do we provide our service***

We want to achieve the standards set out in this charter as part of our aim to be a best practice organisation. Assessing how well we perform against our standards is an important element in achieving this aim.

We will assess our performance by:

- The responses of the public and key stakeholders;
- Surveys of key clients and users of our service; and
- Monitoring and evaluating our service against our standards.

We will welcome comments and feedback on how successful we are in meeting our service standards.

### ***You can help us by:***

- Treating our staff courteously; and
- Giving us accurate information.

You can also help us by giving us feedback on our service.

We welcome feedback because it helps us to improve the way we deliver our services.

Please let us know if:

- We are not meeting our service commitments;
- We are giving you outstanding service; and
- You have any ideas on how we can improve our service delivery.

### ***How to give us feedback***

You can give us feedback by contacting our office, contacting our office manager or by filling out our Client Feedback Form.

We will contact some clients and stakeholders directly to seek their suggestions for improving the quality of our service.

## ***Client Feedback Form***

Please describe the type of service or contact you have with the Office of the Renewable Energy Regulator.

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Does the Office of Renewable Energy Regulator meet the standards set out in this Charter? YES / NO

If Yes, What has impressed you about the Office of the Renewable Energy Regulator's Performance?

If No, Please say in what way the standards have not been met.

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Please provide suggestions on how the Office of the Renewable Energy Regulator's service or dealings with you or your organisation might be improved.

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Any other Comments?

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You can send this feedback to:

Office of the Renewable Energy Regulator  
Administration Manager  
GPO Box 621  
Canberra ACT 2601

Or Fax to:  
(02) 62741725

If you Prefer, you can send comments by email to:

[orer@orer.gov.au](mailto:orer@orer.gov.au)