

# Strategic Plan 2024-25 to 2026-27

## OUR PURPOSE

To protect the long-term interests of Territory consumers of services provided by regulated industries with respect to price, reliability and quality.

## OUR VISION

To benefit Territorians by promoting strong economic outcomes through effective regulation, well-informed and transparent decision making and robust, independent advice.



## OUR VALUES

- Independence** – Independent and impartial in advice and decision making
- Accountable** – Transparent and accountable in all our actions
- Professional** – Conduct ourselves in a professional, effective and efficient manner
- Consultative** – Engage and consult with all stakeholders and genuinely consider their views
- Ethical** – Act honestly, fairly and with integrity
- Respectful** – Respect the value and diversity of our staff and stakeholders

## OUR STAKEHOLDERS

Consumers of the services provided by the entities that we regulate

Regulated electricity, water and sewerage and ports entities

Territory Government ministers and departments responsible for energy, water supply and sewerage services pricing and policy, and infrastructure, planning and logistics

Representatives of industry and consumer bodies

Australian, state and territory regulatory bodies

Potential regulated industry entities

## OUR OBJECTIVE

To comply with and meet all legislated obligations.

## Key Performance Indicator

Determinations, reports and approvals issued or published within statutory timeframes – 100%

# OUR GOALS



## Targeted, risk based approach to compliance and enforcement

### Priorities over the next 3 years

- Complete review and update of our Compliance Framework and Reporting Guidelines
- Monitor licensees' compliance with regulatory obligations, including ensuring regular internal audits
- Require independent audits of licensees' compliance with licence conditions and other regulatory obligations as appropriate
- Publish annual reports on licensees' compliance with regulatory obligations
- Monitor and report on the private port operator's compliance with its access policy and pricing for prescribed services for the Port of Darwin, and the price determination

## Consultative and transparent decision-making

- Regular engagement with our stakeholders including through the Commission's e-newsletter, meetings and site visits
- Consultation / submissions invited for all public reviews and submissions received published on website
- Decisions and advice are clearly explained, well-informed, accurate, evidence-based and accessible in our publications and through our website
- Decisions include published statement of reasons / explanations of decisions
- A stakeholder survey is undertaken at least once within a three-year period with outcomes considered and appropriately addressed
- Website remains accessible and up to date

## Add value

- Publish annual reviews and reports on the Territory's electricity industry to inform stakeholders of current and future performance, requirements, risks and opportunities
- Provide advice to Government to assist in implementing Territory electricity market reforms as appropriate
- Publish annual port price monitoring report
- Issue a new price determination for the Port of Darwin
- Provide advice and assistance to Government in relation to the planned Darwin ship lift access and pricing regulatory regime
- Provide advice to Government to assist in the implementation of its Territory Water Plan as appropriate
- Complete review and update of the Commission's licensing regime
- Review and update the Commission's regulatory instruments for currency and relevance

## Be a capable and experienced regulator that values its people

- Maintain approved staffing levels
- Staff are invited to attend and contribute to Commission meetings
- Staff complete relevant ongoing training and professional development annually