

Self-assessment scorecard

Use this scorecard to identify changes needed to ensure compliance with regulatory requirements and reach best practice. We encourage you to further enhance promotion to your customers to build consumer confidence and trust in your business and the sector.

Minimum requirement – must promote EDR		Actions	(Y/N)
1	Communications about complaints	Must include information on how customers can access EWOs	
2	Communications when disconnecting or restricting a customer’s service	Must include information on how customers can access EWOs	
3	Complaint policies and procedures	Must be in line with AS/NZS 10002:2022 and must include information on how customers can access EWOs	
4	Written response to a complaint	Must include information on how customers can access EWOs	
5	Verbal response to a complaint	Must advise how customers can access EWOs	
6	Written response to disconnection / restriction notices	Must include information on how customers can access EWOs	
7	Verbal response to disconnection / restriction notices	Must advise how customers can access EWOs	
8	Website content	Must include information on how customers can access EWOs	
What we expect – best practice		Provider action	
9	All references to EWOs include an explanation of the EWOs role, contact details and link to website, how EWOs can assist and confirm EWOs are free and independent	Ensure information is clear and accessible to all customers	
10	Written communication when a customer may need assistance, such as bills, payment plans, customer hardship and debt recovery	Include information on how customers can access EWOs and ensure information is clear and accessible to all customers	
11	Verbal communication when a customer may need assistance, such as discussion about payment plans, customer hardship and debt recovery	Advise how customers can access EWOs	
12	Digital platforms, such as, website, chats, social media and apps	Include information on how customers can access EWOs and ensure information is clear and accessible to all customers	
13	Website is easy to understand and navigate to find reference to dispute resolution information	<ul style="list-style-type: none"> Dedicated section for complaints and dispute resolution, within 2-3 clicks from homepage Where search function available – access page by search ‘complaint’, ‘dispute’ or ‘ombudsman’ 	
Additional suggestions			
14	Let customers know of the existence of EWO resources including fact sheets and web pages.	Promote EWO resources to empower the customer to seek independent information and/or verification	
15	Develop opportunities during customer interactions to advise about access to EWOs	Look for opportunities to promote EWOs to all customers to build consumer confidence and trust.	
15	Promote membership of EWOs through social media and advertising	Look for opportunities to promote EWOs to all customers	