

# IPART 2023 – Strategy on a page

Our purpose is to make the people of NSW better off through independent decisions and advice.

## What we do

- ▼ Regulate prices for water, public transport and local government and monitor energy markets
- ▼ Administer licences for electricity networks, gas and water utilities
- ▼ Regulate the NSW Energy Security Safeguard
- ▼ Review other economic and policy issues at the NSW Government's request

## We will succeed by

- ▼ Making relevant recommendations supported by sound analysis
- ▼ Responding to the needs of the people of NSW
- ▼ Engaging widely and meaningfully
  - Committing to innovation and better practice regulation

## Our people will have expertise in

- ▼ Leadership to influence people
- ▼ Resilience so we are adaptable and embrace change
- ▼ Human centred design so that we get better outcomes for people
- ▼ Multi-disciplinary analysis and innovation to create optimal outcomes

## Our systems will support

- ▼ Planning for future business needs
- ▼ Change management for our people and stakeholders
- ▼ Capability building and staff development
- ▼ Effective stakeholder engagement

## Our aspirations for 2023

 <b>Our People</b>	We trust, inspire and support each other to perform at our best	<ul style="list-style-type: none"><li>▼ 80% or higher rating for engagement in the Employee Survey</li><li>▼ 70% agree senior managers encourage innovation</li></ul>
 <b>Engagement</b>	A broader range of stakeholders has meaningful input in our processes	<ul style="list-style-type: none"><li>▼ 90% score on overall effectiveness in the Biennial stakeholder survey</li><li>▼ Increase in website, social media and electronic direct mail metrics</li></ul>
 <b>Climate change</b>	Our decisions help NSW to tackle climate change	<ul style="list-style-type: none"><li>▼ Clear framework in place for considering climate change in our regulatory assessments, decisions and advice</li></ul>
 <b>Consumers</b>	Our decisions empower and protect consumers	<ul style="list-style-type: none"><li>▼ Increased the incentives for businesses to respond to customers' needs</li><li>▼ Consumers have a voice in our processes</li></ul>