

ARENA SERVICE CHARTER

ABOUT

The Australian Renewable Energy Agency (ARENA) understands that great ideas, successfully applied, will transform Australia's renewable energy future.

ARENA's job is to bring the best ideas to life and share knowledge in order to accelerate Australia's shift to an affordable and reliable renewable energy future.

SERVICES

ARENA works with individuals and organisations seeking funding or technical information to unlock the potential of Australia's vast renewable resources.

CONDUCT

ARENA upholds the Australian Public Service code of conduct and strives for an approach that aligns with the agency's values:

- Stakeholder-focused
- Impact driven
- Collaborative and accountable
- Respectful of people

CUSTOMER COMMITMENT

Stakeholder-focused

ARENA promises to deliver great service by engaging with its customers in a responsive, clear and flexible manner. ARENA will:

- Respond promptly and appropriately to enquiries
- Provide accurate and up-to-date information and be clear and consistent with communications
- Outline the assessment criteria including eligibility and merit for applications and relevant content for milestone reports and/or completion reporting
- Communicate how long the assessment processes may take and, where relevant, inform you of ARENA processes that apply to your assessment pathway
- Inform you of any information we require from you or obligations that you may need to keep.

Impact-driven

ARENA will make a positive impact on Australia's energy-sector, economy, environment and society by taking an innovative approach to best achieving its goals and those of its customers.

ARENA will:

- Work to understand its customers' organisation and specific challenges
- Adopt a digital-first approach to customer interactions
- Uncover the best funding proposals and ensure projects have the best chance of obtaining funding in line with ARENA's objectives and investment priorities

- Accelerate Australia's shift to secure, affordable and reliable renewable energy through funding projects and sharing knowledge.

Collaboration

ARENA will collaborate across teams and with partners to achieve goals by:

- Linking or referring customers to other government information and assistance (where possible and appropriate)
- Help customers shape a project to ensure that it has the best chance of success.

Accountability

ARENA is accountable to its customers, its Minister, Parliament and the Australian public. The agency will work transparently to ensure public funds are spent in a responsible and efficient manner. ARENA will:

- Protect confidential information and handle all information in accordance with the Privacy Act 1988
- Declare and manage conflicts of interest
- Ensure agency employees and representatives – including the Board, advisory panel and any third-party acting on its behalf – do not gain an advantage or cause detriment to customers
- Treat everyone fairly and be accountable when dealing with people, process and information
- Provide feedback mechanisms; including complaints (see www.arena.gov.au/complaints).

Respecting People

ARENA will cultivate a diverse team in order to attract the best talent, broaden its thinking and foster a culture of innovation. It will:

- Be open and transparent about processes
- Focus on providing customers succinct feedback, even if the agency is unable to provide services.

CUSTOMER OBLIGATIONS

To provide outstanding service, ARENA asks that its customers:

- Provide timely, accurate and complete information
- Understands its funding obligations and aims to fulfil them
- Provide honest, constructive feedback regarding ARENA's services
- Contacts the agency if it is believed an error has been made or representatives have acted inappropriately (see www.arena.gov.au/complaints)
- Respond to requests within agreed timeframes
- Inform ARENA if circumstances change.

