

Proposed amendments to the Guaranteed Service Levels scheme

**Interim Consultation
Notice and Issues
Document**

February 2026

© Queensland Competition Authority 2026

The Queensland Competition Authority supports and encourages the dissemination and exchange of information. However, copyright protects this document. The QCA has no objection to this material being reproduced, made available online or electronically, but only if the QCA is recognised as the owner of the copyright and this material remains unaltered.

Contents

1	INTRODUCTION	1
1.1	Interim consultation notice	1
1.2	Guaranteed Service Levels	1
1.3	Proposed amendments to the EDNC	2
1.4	Consultation process	2
2	GSL PAYMENT METHOD	3
2.1	Current arrangements	3
2.2	Phasing-out of cheques	3
2.3	EQ's proposal	3
2.4	Our preliminary assessment	4
2.5	Consultation questions	7
3	GSL EXCLUSIONS	8
3.1	Current arrangements	8
3.2	EQ's proposal	8
3.3	Our preliminary assessment	9
3.4	Consultation questions	10
	SUBMISSIONS	11

1 Introduction

1.1 Interim consultation notice

The Queensland Competition Authority (QCA) has received a proposal from Energy Queensland (EQ) seeking 2 amendments to the Guaranteed Service Level (GSL) arrangements that apply to Energex and Ergon Energy.

The GSL arrangements are set out in chapter 2 of the [Electricity Distribution Network Code \(EDNC\)](#). A GSL payment acknowledges the inconvenience a small customer experiences when a distribution entity does not meet a guaranteed service level.

The Electricity Regulation 2006 (Qld) provides for any person to ask us to amend the EDNC at any time.¹ If we decide to submit the proposed amendments for consultation, it must follow the process set out in the *Electricity Act 1994 (Qld)*² and the Electricity Regulation.³

This interim consultation notice is published pursuant to s 222H of the Electricity Regulation.

We have prepared an interim issues document (as set out below) that discusses the key issues relating to the proposed amendments.

Relevant documents pertaining to this matter (including the interim issues document) are available for inspection on our website.

Anyone may make written submissions on these matters – the closing date is 20 March 2026.

1.2 Guaranteed Service Levels

The EDNC requires distribution network service providers, Energex and Ergon Energy (the distributors), to meet targets for their quality of service to customers.⁴ These targets relate to the frequency and duration of customer outages as well as things like the timeliness of connections, reconnections and notices of planned interruptions.

Customers may be eligible for guaranteed service level (GSL) payments when their distributor fails to meet these targets. GSL payments acknowledge the inconvenience customers experience when they receive poor reliability or service from their distributor. They are not intended to provide compensation for loss or inconvenience arising from poor reliability or service performance.

We reviewed the GSL thresholds, measures and payments to apply during the 2025–30 regulatory period in a comprehensive review in 2023.⁵ Version 5 of the EDNC took effect on 1 July 2025 and implemented changes to the GSL scheme arising from the review of the GSL scheme.

¹ Part 1A of Chapter 10 of the Electricity Regulation.

² Part 1A of Chapter 5 of the Act.

³ Sections 2222A - 222O of the Electricity Regulation.

⁴ See clause 2.3 of the [Electricity Distribution Network Code \(version 5\)](#) for more information on these targets.

⁵ QCA, [Review of Guaranteed Service Levels to apply in Queensland from 1 July 2025](#), final decision, December 2023.

1.3 Proposed amendments to the EDNC

EQ is seeking 2 amendments to the GSL scheme in the EDNC.⁶ The first amendment (chapter 2) relates to the impending national phase-out of cheques and the second amendment (chapter 3) seeks to exclude connection and reconnection GSL payments during declared disaster events.

1.4 Consultation process

We have decided to submit EQ's proposal for consultation.⁷ Our indicative timeline for completing the review is outlined in Table 1.⁸

Table 1: Indicative review timeline

Initial stage	Interim consultation notice and issues document published	20 February 2026
	Submissions due	20 March 2026
Mid stage	Draft report about material issues and draft proposed EDNC amendment published ⁹	22 May 2026
	Submissions due	19 June 2026
Final stage	Final report about material issues and final version of the proposed amended EDNC published	21 August 2026

Note: This timeline may be adjusted if the QCA considers it necessary, having regard to the content of submissions received on the consultation paper and/or the draft report.

Stakeholder feedback is essential to assess whether the proposed amendments are necessary and appropriate, given the potential customer impacts and operational, regulatory and equity implications.

Stakeholders are invited to make submissions by 20 March 2026.

This document is the first step in our review process. It provides information on key issues we are considering in the context of the proposed amendments. The scope of this consultation is limited to the review of the 2 matters raised by EQ. We will conduct broader consultations on the GSL framework and payment arrangements to apply during the 2030-35 regulatory period in our next comprehensive review (scheduled for 2028).

⁶ Energy Queensland, *Proposal for a review of the Guaranteed Service Level Regime under the Electricity Distribution Network Code*, December 2005, attachment A.

⁷ In accordance with s 222B(2) of the Electricity Regulation.

⁸ The required consultation for amending the EDNC is set out in ss 222E - 222O of the Electricity Regulation.

⁹ A final consultation notice will also be published at this time.

2 GSL payment method

2.1 Current arrangements

In Queensland, GSL payments are made directly by the distributor. The distributor is responsible for determining customer eligibility for a GSL payment and issuing the payment. The distributor must use best endeavours to:

- automatically give a GSL payment to a customer who is eligible for a GSL payment (clause 2.3.11 of the EDNC)¹⁰
- make a GSL payment to a customer entitled to it by cheque, electronic funds transfer (EFT) or any other means agreed with the customer (clause 2.3.12 of the EDNC).

The distributors in Queensland have typically made GSL payments by cheque, which is sent to the customer's address.

2.2 Phasing-out of cheques

The Australian Government's national cheques transition plan sets out a staged phasing-out of cheques. Cheques will no longer be issued from 30 June 2028 and will no longer be accepted as payment from 30 September 2029.¹¹

When we last reviewed the GSL scheme in 2023, we anticipated that cheques would be phased out by 2030 and that an appropriate payment alternative would need to be developed for the 2030–35 regulatory period. However, the accelerated national transition plan means that cheque processing infrastructure will wind down and cease before the end of the 2025–30 regulatory period.

2.3 EQ's proposal

EQ considered it urgent to address the phase-out of cheques, given:

- smaller banks have already reduced cheque services – making it harder for customers to cash GSL payments
- there is a risk the bank that draws cheques for EQ may exit the cheque system earlier than 30 June 2028.

EQ proposed to allow automatic GSL payments via retail bill credits. To operationalise this change in payment method, EQ proposed to amend clause 2.3.12 of the EDNC to remove the reference to cheques and to add a reference to credits on retail bills instead.¹² EQ considered this is the most practical solution to provide automatic GSL payments, as alternative options require customer engagement. It stated that the automatic crediting of GSL payments via retail bills was already occurring in other jurisdictions.

¹⁰ However, a customer may make a claim for a GSL payment within 3 months of the event giving rise to the claim where a distributor has not done so.

¹¹ Australian Government, [Cheques Transition Plan: Winding down Australia's cheques system](#), November 2024, p 3.

¹² EQ noted that clause 6B.A2.4 of the National Electricity Rules (NER) already enables distributors to provide GSL payments via the customer's retailer (Energy Queensland, [Proposal for a review of the Guaranteed Service Level Regime under the Electricity Distribution Network Code](#), December 2025, attachment A, p 3).

EQ considered that EFT is not a practical alternative for automatic payments, as distributors do not hold customers' banking details. An EFT requires active customer engagement to collect or update banking details. EQ stated that alternative payment methods such as EFT are significantly more costly to administer.¹³ Moreover, no GSL payment can be made if customers do not submit a claim or respond to their distributor's online engagement. This may disproportionately affect vulnerable customers who face barriers to digital access.

2.4 Our preliminary assessment

2.4.1 Distributors' options to make automatic GSL payments

We last reviewed the GSL scheme in 2023, including payment methods (Box 1). Since the 2023 review, circumstances have changed materially.

The Australian Government's cheques transition plan now confirms that cheques will no longer be issued after 30 June 2028, and will no longer be accepted after 30 September 2029. Given this accelerated phase-out, we consider the issue of the GSL payment method cannot be deferred to the next GSL review.

Box 1: Considerations on payment methods in our 2023 review

We considered alternative GSL payment methods in our 2023 review.¹⁴ At the time, EQ proposed the same approach it has now advanced – that is, to use retailers as the conduit for delivering GSL payments, consistent with the pass-through arrangements in clause 6B.A2.4 of the NER.¹⁵

While we acknowledged that the national phase-out of cheques would ultimately require a new payment method, we did not amend the EDNC for the 2025–30 regulatory period. This was because the phase-out was scheduled for the following regulatory period and clause 2.3.12 of the EDNC already permitted the use alternative payment methods.

We also noted that implementing a retailer-facilitated payment mechanism would require further detailed work, including stakeholder engagement, assessment of technical, legislative and operational barriers, and the development of a framework outlining retailer obligations and processing timeframes.

When cheque services are withdrawn, clause 2.3.12 of the EDNC will no longer provide distributors a practical way to deliver automatic GSL payments to customers towards the end of the 2025–30 regulatory period. This could create a direct risk to the operability of the GSL scheme and may impact customers' ability to receive the payments they are entitled to. We consider that amending clause 2.3.12 would support the continuity of automatic GSL payments.

The payment arrangements in other jurisdictions demonstrate that retailer-facilitated bill credits are an established and commonly used method for delivering GSL payments (Box 2). As many retailers operate both in these jurisdictions and in Queensland, the underlying processes and system capabilities required to support retailer-facilitated GSL bill credits are likely to be in place.

¹³ EQ estimates that online engagement costs range from \$169 to \$203 per customer, which often exceeds the value of the GSL payment itself (Energy Queensland, *Proposal for a review of the Guaranteed Service Level Regime under the Electricity Distribution Network Code*, December 2005, p 3).

¹⁴ OCA, *Review of Guaranteed Service Levels to apply in Queensland from 1 July 2025*, final decision, December 2023, p 12.

¹⁵ *National Electricity Rules*, version 160, cl 6B.A2.4 (b)(5)

Box 2: GSL payments in other jurisdictions

Our analysis shows that GSL payments are applied via retail bill credits in several jurisdictions, although the timing and payment processes vary. For example:

- **South Australia** – GSL payments are made as annual credits on customers’ first retail bills after 9 September.¹⁶
- **Victoria** – Distributors pass on GSL payments to retailers within 60 business days of the end of the quarter. Retailers then apply the payment as a credit to the customer’s bill.¹⁷ Retailer billing obligations stipulate that the retailer must apply the payment to the customer’s account within 10 business days.¹⁸
- **Australian Capital Territory** – GSL rebates can be automatically paid to eligible customers via cheque, EFT or through the customer’s retailer as a rebate on the customer’s next bill. If credited on a retail bill, billing obligations require the GSL payment to be credited on the next bill after the GSL payment became payable.¹⁹
- **Tasmania** – Distributors can make GSL payments through the customer’s retailer, provided there is an agreement between the distributor and retailer. The distributor must notify the customer that the customer is entitled to a GSL payment that will be made via the retailer.²⁰
- **New South Wales** – Payment methods of GSLs vary between the distributors. For example, Essential Energy provides a retail bill credit,²¹ while Endeavour Energy deposits the payment into the customers bank account.²²

To support a smooth transition, consideration should be given to specifying commencement and cessation dates for different payment methods within clause 2.3.12. This would clarify how long cheque payments remain available, when any new payment method begins, and how distributors and retailers may manage the interim period.

Our initial view is that distributors should continue to have the option to make GSL payments via cheques while cheques remain legal tender. This approach would allow both distributors to use an efficient payment method, while giving the distributors (and retailers) sufficient time to set up any infrastructure and processes required to facilitate GSL credits via retail bills.

Stakeholder views are important in understanding whether the use of retail bills for GSL credits would impose additional operational or system burdens on retailers or distributors, if it would create any challenges, and how much time distributors and retailers would need to implement a GSL payment process via retail bill credits.

¹⁶ Essential Services Commission of South Australia, [Electricity Fact Sheet - SA Power Networks’ Guaranteed Service Level \(GSL\) scheme](#), April 2025, p 1.

¹⁷ Essential Services Commission, [GSL Frequently asked questions](#), June 2023, p 2.

¹⁸ Essential Service Commission, [Energy Retail Code of Practice](#), version 4, cls 63(1)(f), 80.

¹⁹ Independent Competition and Regulatory Commission, [Consumer Protection Code \(2020\)](#), cl 11.3(1).

²⁰ Office of the Tasmanian Economic Regulator, [Guaranteed Service Level \(GSL\) Scheme](#), version 4, July 2024, cl 3.3.2.

²¹ Essential Energy, [Guaranteed Service Level Scheme](#), Essential Energy website, n.d., viewed 14 January 2026.

²² Endeavour Energy identifies and contacts customers eligible for a GSL payment, and requires the customer to lodge a manual GSL claim form. GSL payments are made via EFT (Endeavour Energy, [Guaranteed Service Levels](#), Endeavour Energy website, n.d., viewed 14 January 2026).

2.4.2 Retailers' obligations to credit GSL payments

An amendment to the EDNC that reflects the intention of clause 6B.A2.4 of the NER would enable distributors to make GSL payments to eligible customers via their respective retailer. However, the EDNC regulates only distributors and cannot impose obligations on retailers.

The *National Energy Retail Law (Queensland)* and the *National Energy Retail Rules (NERR)* establish general billing obligations for retailers in Queensland. However, these instruments do not regulate the timeframe in which a GSL credit would have to be applied to a bill, nor how retailers should deal with issues like closed accounts or accounts that are in credit.

Ergon Energy and Energex's distribution authorities include a provision that requires each distributor to enter into, and amend as necessary, an agreement with retailers for the implementation and management of the GSL scheme, including arrangements for the payment of rebates to customers.²³ These agreements are not publicly available, and we are not aware if retailers are subject to any corresponding obligation to enter into such agreements, whether the agreements are standardised across all retailers operating in Queensland, and whether they contain explicit provisions to support the timely and accurate pass-through of GSL payments via retail bills.

We acknowledge that there is an element of goodwill and social expectation that retailers would pass on GSL credits promptly. However, in the absence of a clear legal framework, there would be no enforceable GSL crediting obligations or timeframes, and customers would have limited recourse if a retailer failed to apply a credit or did so incorrectly.²⁴

In other jurisdictions, GSL bill credits are supported by jurisdictional instruments that operationalise and enforce that payment model. We have outlined 3 potential approaches that could help address the absence of explicit consumer protections and retailer obligations for passing on GSL payments (Box 3). These approaches are not mutually exclusive and could be implemented individually or in combination, should a change to the payment method be adopted.

Box 3: Potential approaches to operationalise payments

Approach 1 – Add a requirement to clause 2.3.12 of the EDNC for a distributor to notify a customer when a GSL payment has been issued to their retailer

The distributor would inform customers about any change in GSL payment methods and confirm their entitlement to a payment. This approach would place the responsibility on customers to check whether the GSL credit has been applied to their retail bill. It would not create any enforceable requirement for retailers to pay GSLs, nor provide any recourse for customers if a GSL credit is not applied, applied incorrectly or applied late.

We could add this requirement as part of the current proposed amendments to the EDNC.

Approach 2 – Amend the distributor–retailer agreement to include explicit provisions for the management of GSL payments

We consider that these agreements could be amended to provide clear obligations on retailers for the pass-through of GSL credits, including the timeframe to do so. To support this

²³ Queensland Government, *Distribution Authority No. DO7/98 issued to Energex Limited*, July 2023, cl 7.7; Queensland Government, *Distribution Authority No. DO1/99 issued to Ergon Energy Corporation Limited*, July 2023, cl 7.7.

²⁴ We note that Ergon Retail already applies GSL credits to card-operated meter customers with an orange Powercard, which are linked to individual meters.

approach, we would need assurance that the timely and accurate delivery of GSL payments is already, or will be, clearly outlined in the agreements.

Distributors could (voluntarily) amend their agreements, which retailers would need to agree to. However, given these agreements apply to coordination between the distributor and retailer, they do not offer any direct customer recourse if GSL credits are not applied, applied incorrectly or applied late. Further, as these agreements are not public, ongoing transparency would be limited.

Approach 3 – Introduce a Queensland-specific derogation in the National Energy Retail Law (Queensland) to establish explicit retailer obligations for the pass-through of GSL credits

Such a derogation could specify requirements relating to the acceptance of GSL payments, timeframes for applying GSL credits, treatment of closed accounts, and customer notification. This approach would offer a more comprehensive and enforceable framework for retailer compliance.

The Queensland Government could consider and implement such a derogation.

2.5 Consultation questions

1. **Do stakeholders support a change of the EDNC to facilitate GSL payments via retail electricity bills?**
2. **Are there any potential technical, legislative or operational barriers, unintended consequences or other challenges with crediting GSL payments via retail electricity bills?**
3. **Are there simpler or more effective mechanisms for automatic GSL payments once cheques are phased out?**
4. **Are additional consumer protection measures required to support GSL payments via retail electricity bills?**
5. **If additional consumer protection measures are required, what are stakeholders' views on the 3 proposed approaches, or any other potential measures?**
6. **Should the EDNC specify a phase-out date for cheque payments – such as GSL payments by cheque remaining available until cheque issuance ends on 30 June 2028, or until an earlier date?**

3 GSL exclusions

3.1 Current arrangements

3.1.1 EDNC requirements

GSL payments

Customers may be eligible for GSL payments where distributors do not meet specified service or reliability standards. This includes payments of:

- \$75 per day for failure to meet agreed connection or reconnection timeframes (where the customer has taken all necessary steps to be connected or reconnected)²⁵
- \$150 if an interruption exceeds the allowable duration or the allowable number of interruptions in a financial year.²⁶

Disaster Recovery Funding Arrangement exclusions

Distributors may exclude interruptions from the calculation of reliability GSLs where the interruption is caused by events outside the distributor's reasonable control. One of the key exclusion categories is events formally recognised under the Disaster Recovery Funding Arrangement (DRFA).²⁷ The exclusions under the EDNC reflect the DRFA activation boundaries, this is:

- an interruption may be excluded from reliability GSL calculations if the customer is located within a Local Government Area (LGA) that has been formally activated under the DRFA for that event
- the exclusion does not apply statewide, nor does it apply to customers outside the activated LGAs, even if they were impacted by the same event.

Similar DRFA exclusions do not currently apply to customer service GSLs, such as connection and reconnection GSLs.

3.2 EQ's proposal

EQ noted that natural disasters are beyond a distributor's control and are not a reflection of poor customer service, nor an indicator of systemic issues that need to be addressed. Following such disasters, distributors tend to focus their efforts in the first instance on the safe restoration of supply to impacted customers and emergency recovery works. This impacts other work (such as new connections or reconnections) while crews are addressing the impact of the natural disaster.

EQ proposed amendments to the EDNC to extend the current DRFA exclusions from reliability GSLs to connection and reconnection GSLs.²⁸ Under this proposal, when a DRFA is formally activated for specific LGAs, EQ would not pay GSLs for late connections or reconnections to customers located

²⁵ EDNC, cls 2.3.4 and 2.3.5. The EDNC does not define the 'necessary steps' a customer is to take.

²⁶ EDNC, cl 2.3.9.

²⁷ ENDC, cl 2.3.9 (b)(v) to (vii).

²⁸ Energy Queensland, *Proposal for a review of the Guaranteed Service Level Regime under the Electricity Distribution Network Code*, December 2025, attachment B.

within those LGAs. Customers outside the DRFA activated LGAs would remain eligible for connection and reconnection GSLs.

EQ argued that extending the DRFA exclusions to connection and reconnection GSLs would align their treatment with that of reliability GSLs and reduce an unnecessary financial burden on distributors and customers.²⁹

3.3 Our preliminary assessment

3.3.1 Extending exclusions to other GSLs

EQ's proposal raised some potential inconsistencies in the way GSL exclusions are applied. However, in determining whether connection and reconnection GSLs should have a DRFA exclusion, it is important to consider several competing factors, such as the purpose of the GSL scheme, the different functions served by reliability and customer service GSLs, and regulatory certainty.

Purpose of the GSL scheme

In determining whether the proposed exclusions are appropriate, consideration should be given to the purpose of the GSL scheme:

A GSL payment acknowledges the inconvenience a small customer experiences when a distribution entity does not meet a guaranteed service level.

The GSL scheme does not intend to provide compensation for loss or inconvenience arising from poor reliability or service performance, but it recognises that poor reliability or service performance can cause inconvenience for customers.

We previously acknowledged that certain events (such as outages on major event days) are beyond the control of the distributors and agreed with Energy Queensland that these should not be described as poor service or poor reliability.³⁰

Reliability GSLs and customer service GSLs

Severe weather events occur regularly in Queensland³¹ and can damage assets, restrict access, and require distributors to redirect resources from scheduled customer service activities to essential safety and restoration work. In such circumstances, delays in completing new connections or reconnections may not reflect a distributor's underlying service performance, but rather the operational constraints imposed by the disaster response.

Under the current GSL framework, reliability GSLs are excluded during DRFA activations. This may reflect their development and the different function they serve, compared to customer service GSLs.

²⁹ During the 2020–25 regulatory period, the 2 distributors combined made 2,281 connection and reconnection GSL payments during DRFA events, with a total value of \$590,529, which represents 5.4% of GSL payments made during this period (Energy Queensland, *Proposal for a review of the Guaranteed Service Level Regime under the Electricity Distribution Network Code*, December 2025, p 7).

³⁰ QCA, *Review of Guaranteed Service Levels to apply to Energex and Ergon Energy from July 2020*, final decision, March 2019, p 18.

³¹ According to the Queensland Reconstruction Authority, there were 56 DRFA activations between 2020–21 and 2024–25, which illustrates that Queensland's distributors often have to respond to extreme weather events (Queensland Reconstruction Authority, *March 2025 quarterly update*, n.d., p 1).

When the mandatory GSL scheme was introduced in 2005, reliability GSLs were developed alongside the Minimum Service Standards (MSS), which excluded events outside a distributor's reasonable control, such as severe storms and natural disasters.³² This exclusion framework was carried across to the reliability GSLs.

By contrast, connection and reconnection GSLs were introduced as customer service obligations, rather than network performance measures. GSLs were intended to operate in combination with the MSS to ensure that a minimum level of average network reliability was maintained, while also recognising instances where individual customers received poor service from the distributor.³³

Regulatory certainty

During our 2023 review of the GSL scheme, we sought stakeholder feedback on all existing GSL measures, including connection and reconnection GSLs. Stakeholders indicated broad acceptance of the existing arrangements and did not raise any concerns about these 2 GSL measures nor a need for change. EQ supported retaining the existing GSLs for the 2025–30 regulatory period too.³⁴

Our decision in 2023 was that the connection and reconnection GSL measures would remain unchanged for the 2025–30 regulatory period. A mid-period amendment could create regulatory uncertainty regarding the GSL framework.

3.4 Consultation questions

7. **Do stakeholders support the proposed DRFA exclusions for connection and reconnection GSLs?**
8. **Would extending DRFA exclusions to connection and reconnection GSLs be consistent with the purpose of the GSL scheme?**
9. **What are the benefits or drawbacks of introducing DRFA exclusions for connection and reconnection GSLs?**
10. **If DRFA exclusions were introduced, should these exclusions be implemented during the current 2025–30 regulatory period or deferred to the start of the next regulatory period?**

³² Queensland Parliament, *Electricity Amendment Bill (No.2)*, explanatory notes, November 2004.

³³ QCA, *Review of Minimum Service Standards and Guaranteed Service Levels to apply in Queensland from 1 July 2015*, final decision, June 2014, p.2

³⁴ QCA, *Review of Guaranteed Service Levels to apply in Queensland from 1 July 2025*, final decision, December 2023, p 16.

Submissions

Closing date for submissions: 20 March 2026

Public involvement is an important element of our decision-making processes. Therefore, we invite submissions from interested parties. We will take account of all submissions received within the stated timeframes. Submissions, comments or inquiries regarding this paper should be directed to:

Queensland Competition Authority

GPO Box 2257, Brisbane QLD 4001

Tel 07 3222 0555

www.qca.org.au/submissions/

Confidentiality

In the interests of transparency, and to promote informed consultation, we intend to make all submissions publicly available. However, if a person making a submission believes that information in it is confidential, they should claim confidentiality over the relevant information (and state the basis for that claim). We will assess confidentiality claims in accordance with the *Queensland Competition Authority Act 1997*. Among other things, we will assess if disclosure of the relevant information is likely to damage a person's commercial activities, and we will consider the public interest.

Claims for confidentiality should be clearly noted on the front page of a submission, and relevant sections of the submission marked as confidential. The submission should also be provided in both redacted and unredacted versions. In the redacted version, all information claimed as confidential should be removed or hidden. In the unredacted version, all information should be exposed and visible. These measures will make it easier for us to make the remainder of the document publicly available. A confidentiality claim template is available at www.qca.org.au/submission-policy/

The template gives guidance on the type of information that may help us to assess a confidentiality claim. We encourage stakeholders to use this template when making confidentiality claims.

Public access to submissions

Subject to any confidentiality constraints, submissions will be available for public inspection at our Brisbane office or on our website at www.qca.org.au. If you experience any difficulty gaining access to documents, please contact us on 07 3222 0555.