

BLUE ZOO SUCCESS STORY



VERVE ENERGY



Verve Energy was created in April 2006 as part of the State Government's reform of the electricity industry to introduce competition. Verve Energy participates in the Wholesale Electricity Market which was established in September 2006, competing with the privately-owned energy companies in the South West Interconnected System (SWIS). The bulk of electricity is contracted to Synergy, for onsale to its customers. Outside the SWIS, Verve Energy sells power from wind and wind-diesel systems to Horizon Power.

THE CHALLENGE

Blue Zoo was engaged to assist Verve Energy in fulfilling its obligations as a Government Authority under the Public Interest Disclosure Act 2003 (Act). This involved development and implementation of a compliant and user-friendly system, upskilling of designated officers, and an organisation-wide awareness raising campaign to assist Verve Energy in cultivating an informed workforce to effectively prevent inappropriate conduct while also preparing to promptly and professionally detect and respond to any future incidents.

UNDERSTANDING OBLIGATIONS

Blue Zoo Advisors facilitated numerous information sessions with Verve Energy across various work sites, sharing subject matter expertise with nominated officers; ensuring a comprehensive understanding of their designated roles and the ability to interpret and demonstrate requirements under the Act.

An awareness raising campaign was aimed at informing the entire Verve Energy workforce about public interest disclosures and how the Act provides an opportunity to report and correct wrongdoing within the organisation, reinforcing Verve Energy's commitment to integrity.

EFFECTIVE SYSTEMS

Blue Zoo Advisors revised existing policies and procedures to ensure compliance and accuracy in Verve Energy's approach to managing public interest disclosures (PID) in alignment with requirements under the Act. Blue Zoo Advisors were able to work with Verve Energy to tailor a tiered internal structure which ensures that staff at all worksites could be advised on, and supported through, the disclosure process.

Blue Zoo developed supporting tools and templates to support nominated officers in the management of PID allegations, while ensuring compliance and organisation-wide uniformity in the management approach.

OUTCOME

This engagement provided Verve Energy PID officers with the understanding and skills required to respond appropriately and manage PID allegations internally, assisting its Principal Executive Officer in meeting obligations under the Act.

This implementation of comprehensive and compliant processes also protects Verve Energy through its demonstration of fairness, accountability and transparency in administration. Effective implementation and change management ensured that Verve Energy staff were aware of, and familiar with, the purpose and intent of the Act; and were therefore able to appreciate the revised policy and procedures developed by Blue Zoo and understand how it may impact them.

The extended executive and regional managers received customised awareness training to ensure a culture of integrity is being promoted from the top and effectively embedded into all business practices.

