



Part of the Energy Queensland Group

Operational Update

Energex / Ergon Contestable Works

Changes to Audit Reports

Issue # C-0023 – 7/10/2020

Target Audience:

Accredited Service Providers and
Design Consultants

Introduction:

This operational update is to inform you of upcoming changes to expect with the audit reports that Energy Queensland (EQL), send to you as part of our Contestable Works Accredited Service Provider assessment process for both process audits and final product assessments.

EQL have recently transitioned to a new solution ('iAuditor') for operating and managing our Accredited Service Provider assessments. While the process for how we conduct the assessments remains largely unchanged, the reports you will receive from iAuditor will be somewhat different in look and feel to those that would have been sent from our legacy system.

Reports will continue to contain the same audit outcomes and information relating to both conformances and non-conformances, with each item rated using the below indicators for both conformances and non-conformances.

Compliant
Observation
Positive Safety Behaviour
Third Party Damage
Low Risk Non-conformance
Medium Risk Non-conformance
High Risk Non-conformance
N/A

For every instance where a non-conformance is identified, notes and photos (where required), will be included within the report to provide additional detail and information. This is intended to ensure that you have adequate detail about any non-conformances identified to rectify them within the required 30 day period.

For more information contact:

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