


Game Changer Leadership Workshop

6 December 2022



I acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and community.

**We pay our respects to them and their cultures;
Elders past, present and emerging.**

And finally, I extend that respect to other Aboriginal and Torres Strait Islander people who are present today.

Acknowledgement of Lived Experience

We would like to acknowledge those who have a lived experience of vulnerability. In particular, those who have chosen to share their experiences of navigating the energy sector to support our work.

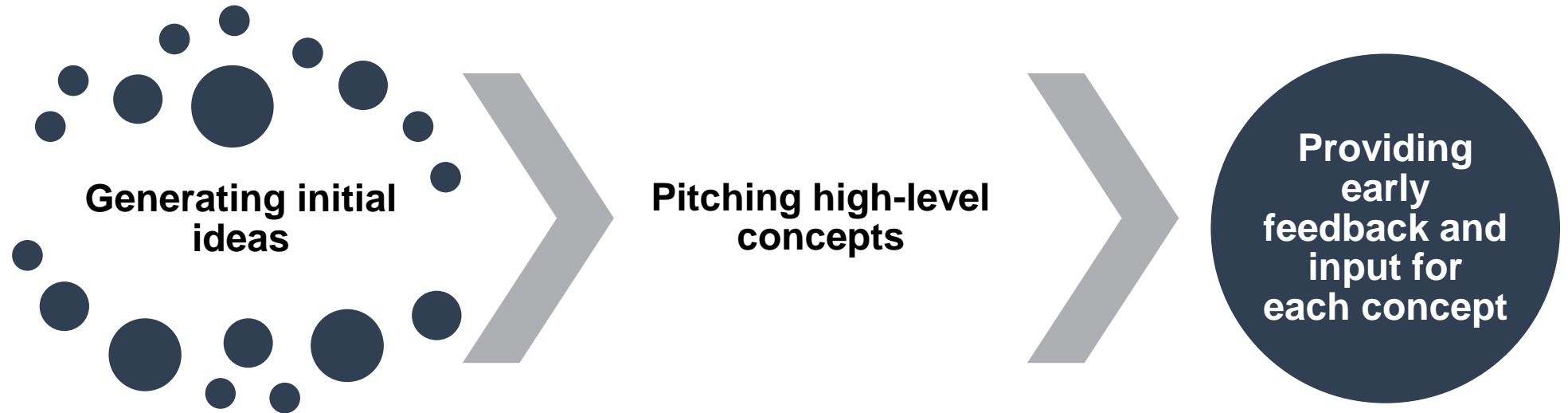
We acknowledge the determination and courage it takes for people to revisit memories in the hope of shaping a better future for themselves and others.

We are deeply appreciative for this, and for any of you who may be in attendance today.

Introduction

Clare Savage – AER
Chair

The purpose of today is get your early feedback on high-level concepts pitched by the design group



The design group have spent 3 weeks developing initial ideas in response to the problem statement

The design group have synthesised their ideas into high-level concepts around common themes, which they will 'pitch' today

The leadership group will provide feedback for the design group to further assess, develop and refine ideas for testing in early 2023

The game changer design group

ORGANISATION	REPRESENTATIVE	TITLE	PROXY	PROXY ROLE
ACOSS	Kellie Caught	Program Director, Climate and Energy	—	—
ACT Government	James Priestley	Director	—	—
AEMC	Lisa Shrimpton	Director, Consumer, Markets and Analytics	Rachel Thomas	Workshop 2 Online collaboration
AEC	Ben Barnes	General Manager, Corporate Affairs and Retail	—	—
AER	Stephanie Jolly	Executive General Manager, Consumers Policy & Markets	—	—
AGL	Liam Jones	Head of Governance and Assurance	—	—
Alinta	Graeme Hamilton	General Manager, Government and Regulatory Affairs	—	—
DCCEEW	Adam Pankhurst	Manager, Retail and Consumer Policy	Kevin Chadwick	Online collaboration
Energy Charter	Sabiene Heindl	Executive Director	Amy Abraham	Online collaboration Workshop 2 Pitch
ECA	Kerry Connors	Director, Energy Inclusion	—	—
ENA	Lucy Moon	Head of Regulation	—	—
EWON (+ EWOQ / EWOSA)	Janine Young	Ombudsman and CEO	—	—
FCA	Kylie Holford	Financial Counsellor / Director	—	—
GEER	Rowan Bedggood	Chair and Senior Researcher	—	—
Origin	Sean Greenup	Group Manager, Regulatory Policy	Cindy Hartley	Online collaboration Workshop 2
PIAC	Craig Memery	Senior Advisor, Energy	—	—
Red/Lumo	Stefanie Monaco	Manager, Regulatory Affairs	Geoff Hargreaves	Online collaboration
St Vincent de Paul	Gavin Dufty	General Manager, Policy and Research	—	—
Thriving Communities Partnership	Ciara Sterling	Director and CEO	—	—
Uniting Kildonan	Sue Fraser	Senior Manager, Enterprise Partnerships	Vanessa Herskope	Workshop 1 Online collaboration

Independent facilitators

Executive Central Group



Todd Everitt

Todd Everitt's experience in facilitation began at RACQ and grew to include senior roles with the Queensland Department of Transport and KPMG. Todd joined Executive Central as Managing Director in February 2020.

Todd co-facilitated workshop 1 with Leah.



Leah Sertori

Leah is an experienced Facilitator and Executive Coach. Leah's experience includes independent facilitation of collaborative governance models and collective design in the water, health and defence science and technology sectors.

Leah's energy experience includes leadership of one of the Australian Government 'Solar City' research trials based in Central Victoria.



Paul Garcia

In addition to providing online collaboration support for the design group, Paul Garcia will co-facilitate workshop 2 and 3 with Leah, and brings a wealth of experience in collaborative design and innovation.

Paul is an accredited Executive Coach focusing his expertise on both, individual growth and team development.

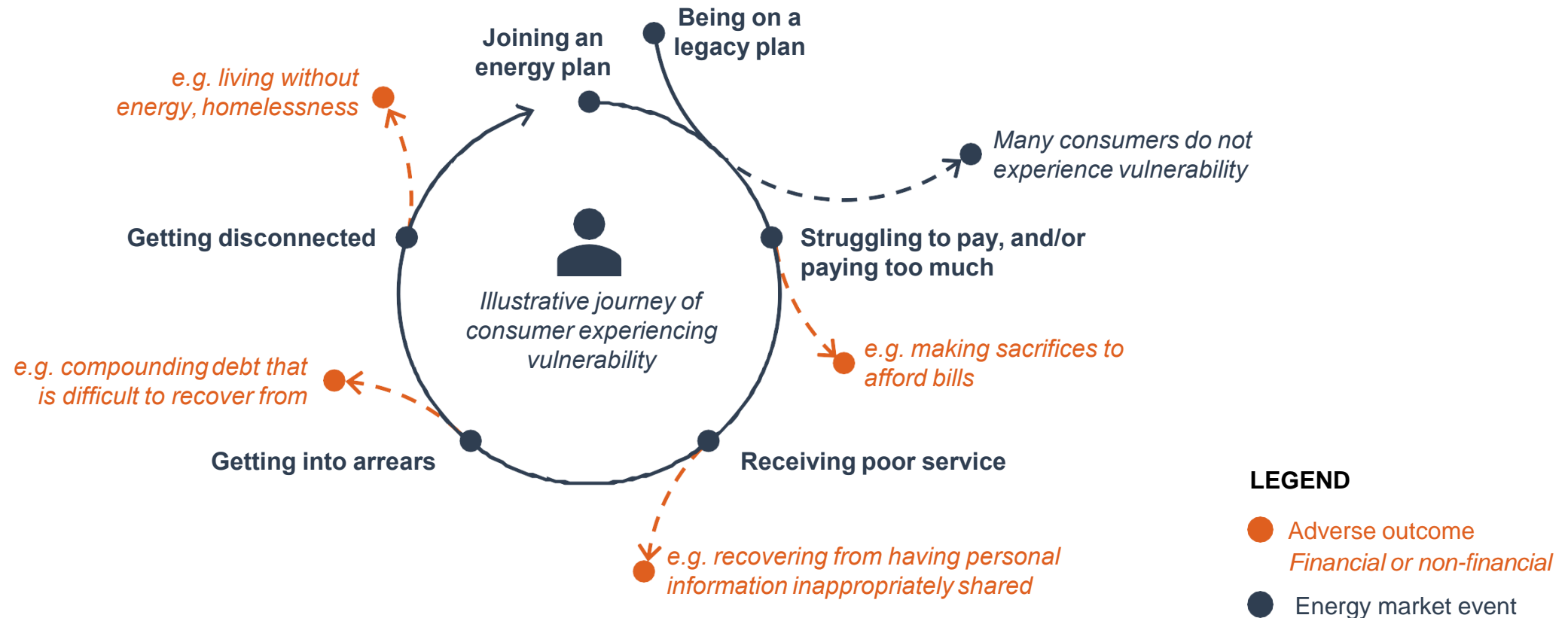
As a corporate leader for over 20 years Paul has honed his craft in the corporate IT and Consulting spaces, building teams, creating capability, designing strategy and executing on those strategies.

Agenda for today

Time (AEDT)	Item	Summary	Responsible
10 am	Introduction	<ul style="list-style-type: none"> Purpose Introduction to the design group and independent facilitators Agenda Recap of game changer to date 	Clare Savage
10.10 am	Design group process	<ul style="list-style-type: none"> Introduction to the design process Feedback requested today 	ECG (Paul Garcia)
10.15 am	Design group pitches <i>5 minutes presentation + 5 minutes feedback per pitch</i>	<ul style="list-style-type: none"> Nominated design group members will 'pitch' initial idea concepts on behalf of the design group, as follows: <ol style="list-style-type: none"> Shared funding pool – Stephanie Jolly Centralised service/decision body – Amy Abraham Proactive and automated support – Rowan Bedggood and Liam Jones Disconnection protections – Ben Barnes Minimising energy bills – Stefanie Monaco Energy efficiency – Sue Fraser Enabling and governance reforms – Kellie Caught 	Clare Savage / ECG (Facilitation) Design group members (Presentation) Leadership group (Discussion and feedback)
11.45 am	Next steps	<ul style="list-style-type: none"> Opportunity to provide additional feedback Next steps for the leadership group 	Clare Savage

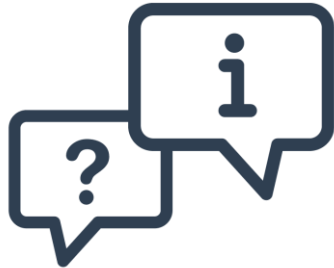
Recap: The problem

Consumers experiencing vulnerability are not getting the support they need to avoid adverse outcomes.



Recap: The design challenge

The game changer will better balance cost and risk within the sector so that consumers experiencing vulnerability are identified early and get the support they need to improve outcomes.



A system that engages consumers, including those with complex needs



Earlier and better targeted support



Equitable and efficient sharing of costs and risks



Improved trust – of and from consumers



Better protections for consumers

Recap: Design principles

Any solution should ...

IMPACT



Deliver systemic reform for consumers experiencing vulnerability

Support consumers with complex needs

SCALE



Materially reduce the quantifiable and unquantifiable costs of consumer vulnerability

EFFICIENCY



Improve efficiency of the energy system

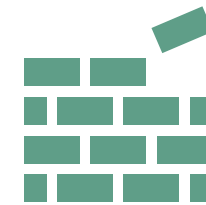
Incentivise businesses to identify customers experiencing vulnerability as early as possible

EQUITY



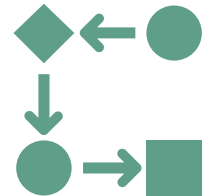
Deliver more equitable outcomes for energy market participants including better risk allocation

CONTEXT



Optimise with complementary supports for consumers experiencing vulnerability and avoid unintended consequences

AGILITY



Respond to the evolving energy system durably

Consumer perspective

Energy system perspective

Operational perspective

Design group process

Paul Garcia – Executive Central Group

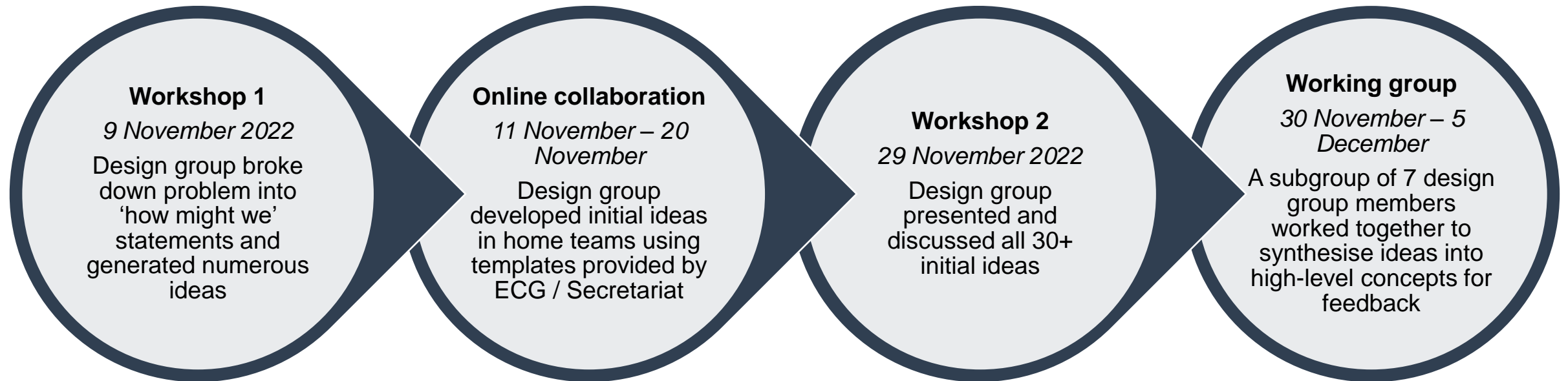
Independent facilitators

Design process



How the concepts were developed

The concepts being presented today have come out of a collective design process, using collaborative decision-making to generate and develop ideas for potential solutions



Feedback requested today

The design group is seeking initial feedback and input on each high-level concept in response to **specific challenges** they have identified, as well as **two key questions**:

Is this idea
a game changer?

How can we
enrich it?

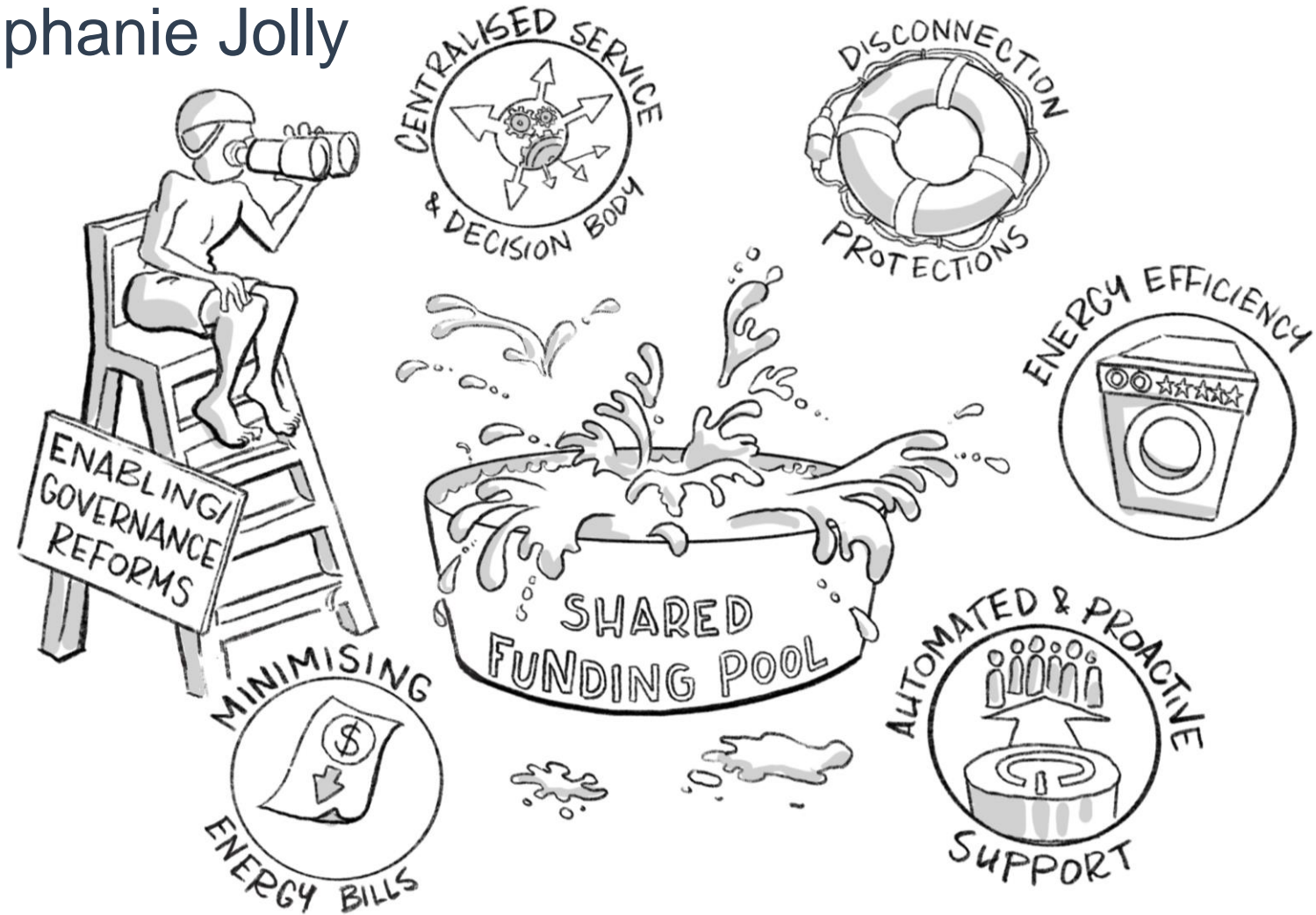
This is also an opportunity for the leadership group to provide feedback on how the concepts meet the **scope of the design challenge and principles**, to inform further idea assessment and development.

Pitches and feedback

Game Changer Design Group

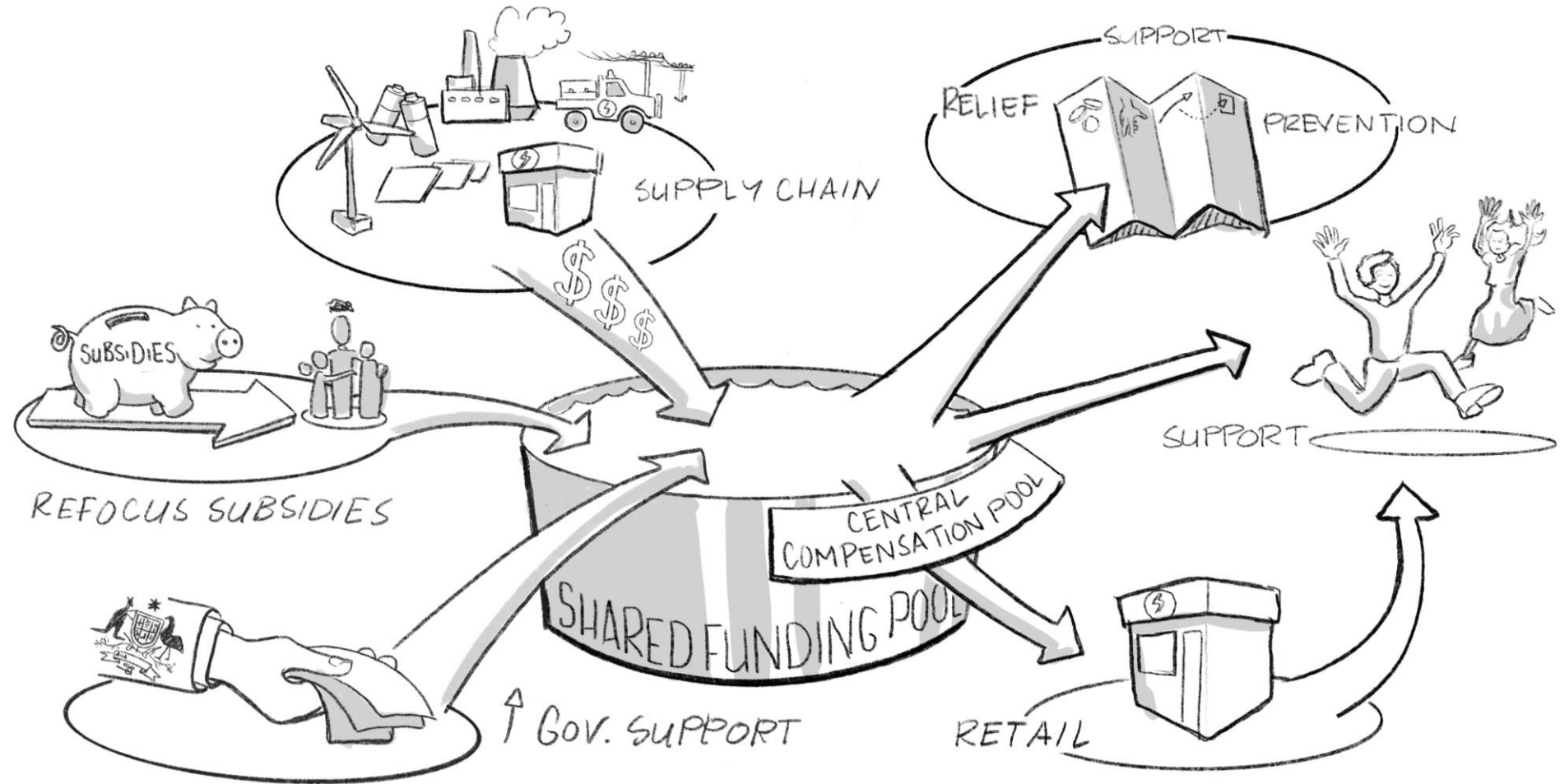
Pitch: Introduction

Presenter, Stephanie Jolly



Pitch: 1. Shared funding pool

Presenter, Stephanie Jolly



Is this idea game changing?

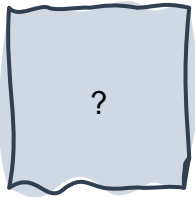
How can we enrich it?

How does it meet the scope of the design challenge and principles?

Feedback: 1. Shared funding pool

KEY CHALLENGE POSED BY DESIGN GROUP

KEY QUESTIONS



Pitch: 2. Centralised service/decision body

Presenter, Amy Abraham



Is this idea game changing?

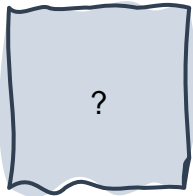
How can we enrich it?

How does it meet the scope of the design challenge and principles?

Feedback: 2. Centralised service/decision body

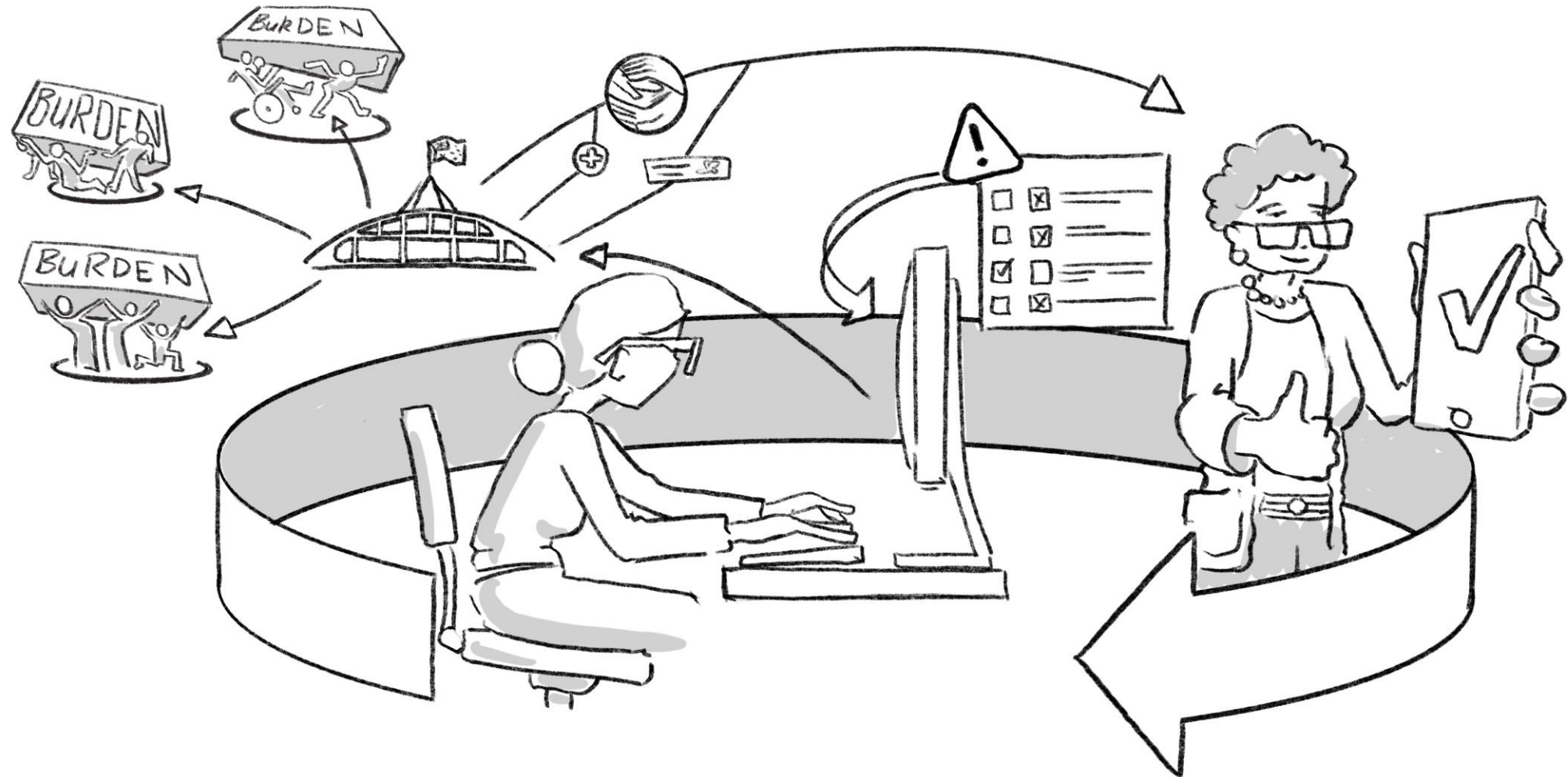
KEY CHALLENGE POSED BY DESIGN GROUP

KEY QUESTIONS



Pitch: 3. Proactive and automated support

Presenters, Rowan Bedggood and Liam Jones



Is this idea game changing?

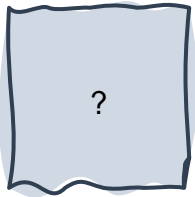
How can we enrich it?

How does it meet the scope of the design challenge and principles?

Feedback: 3. Proactive and automated support

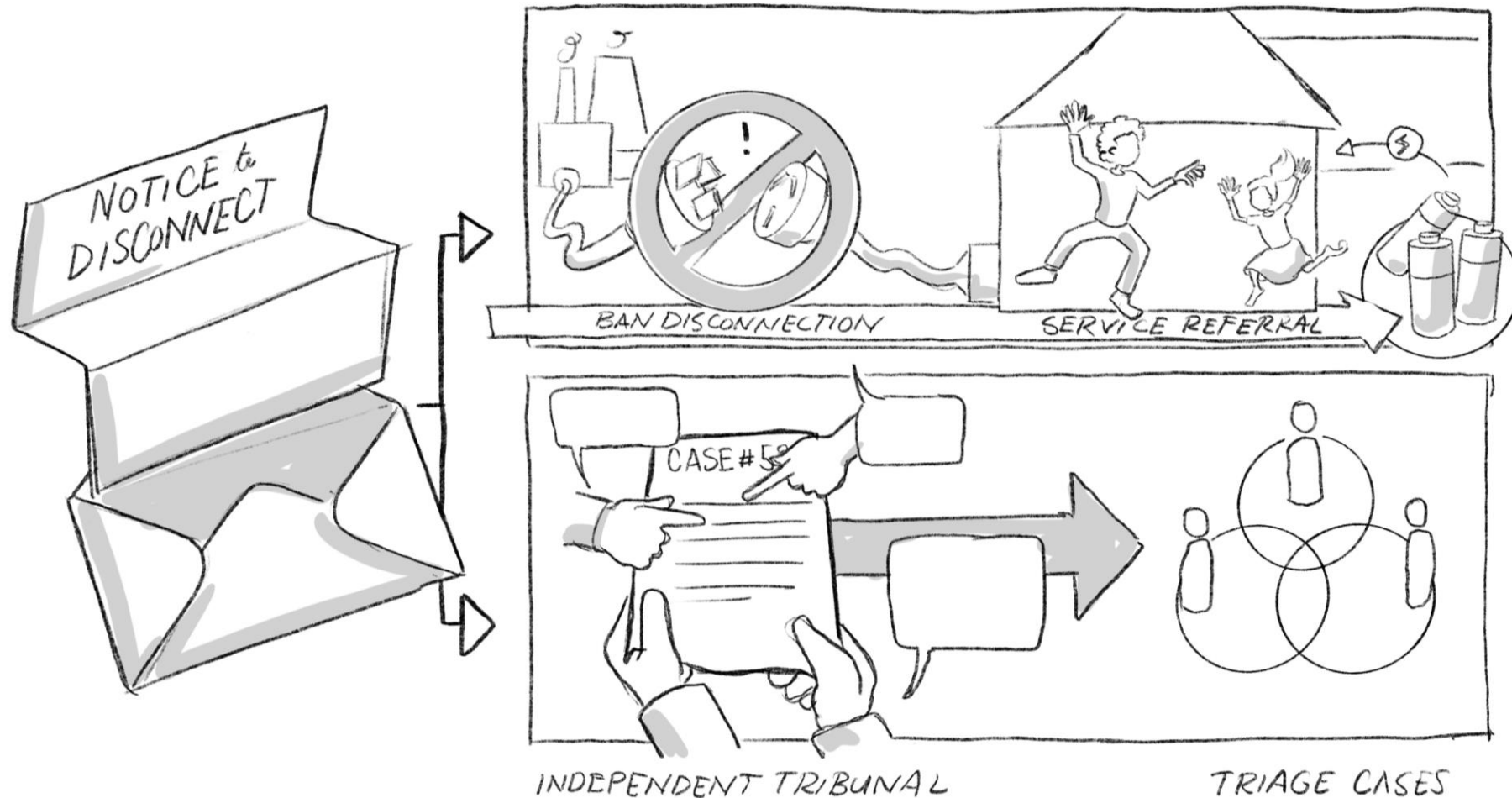
KEY CHALLENGE POSED BY DESIGN GROUP

KEY QUESTIONS



Pitch: 4. Disconnection protections

Presenter, Ben Barnes



Is this idea game changing?

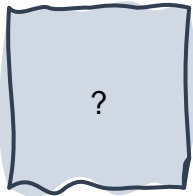
How can we enrich it?

How does it meet the scope of the design challenge and principles?

Feedback: 4. Disconnection protections

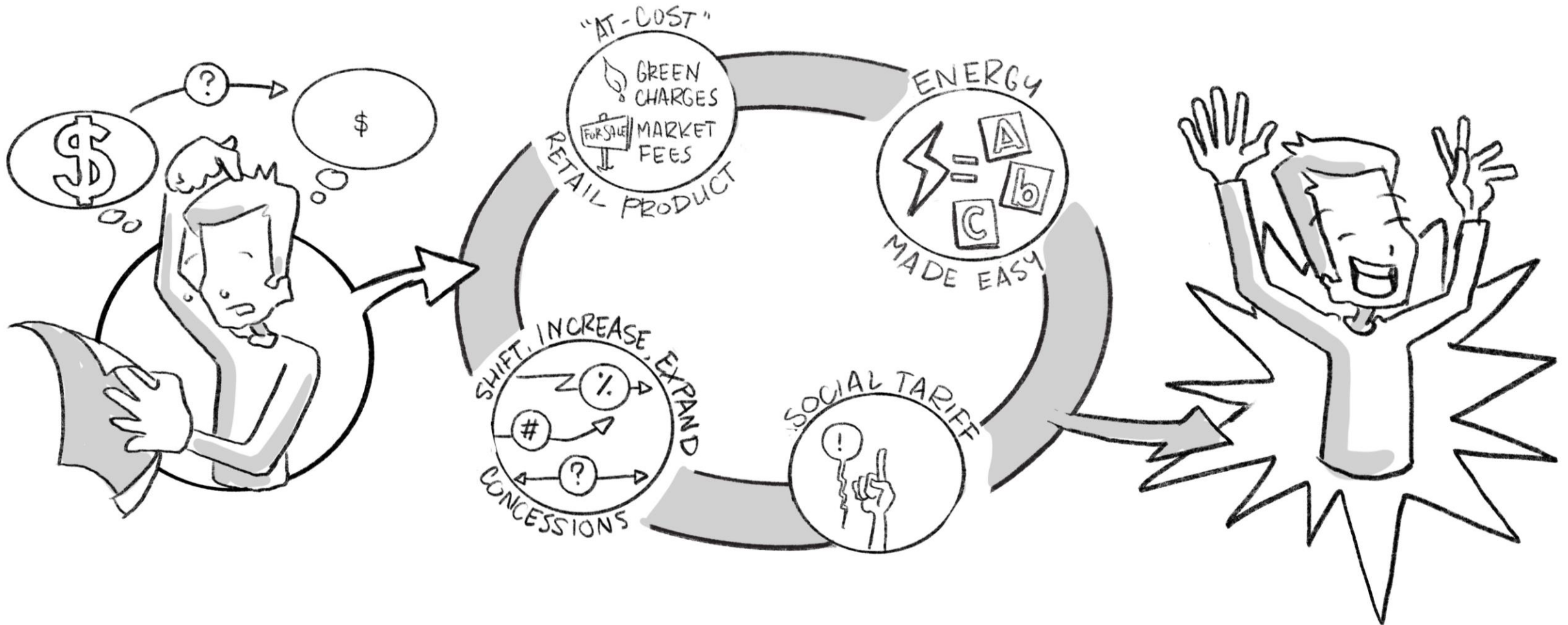
KEY CHALLENGE POSED BY DESIGN GROUP

KEY QUESTIONS



Pitch: 5. Minimising energy bills

Presenter, Stefanie Monaco



Is this idea game changing?

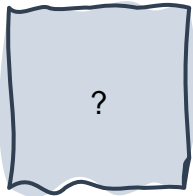
How can we enrich it?

How does it meet the scope of the design challenge and principles?

Feedback: 5. Minimising energy bills

KEY CHALLENGE POSED BY DESIGN GROUP

KEY QUESTIONS



Pitch: 6. Energy efficiency

Presenter, Sue Fraser



Is this idea game changing?

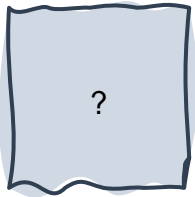
How can we enrich it?

How does it meet the scope of the design challenge and principles?

Feedback: 6. Energy efficiency

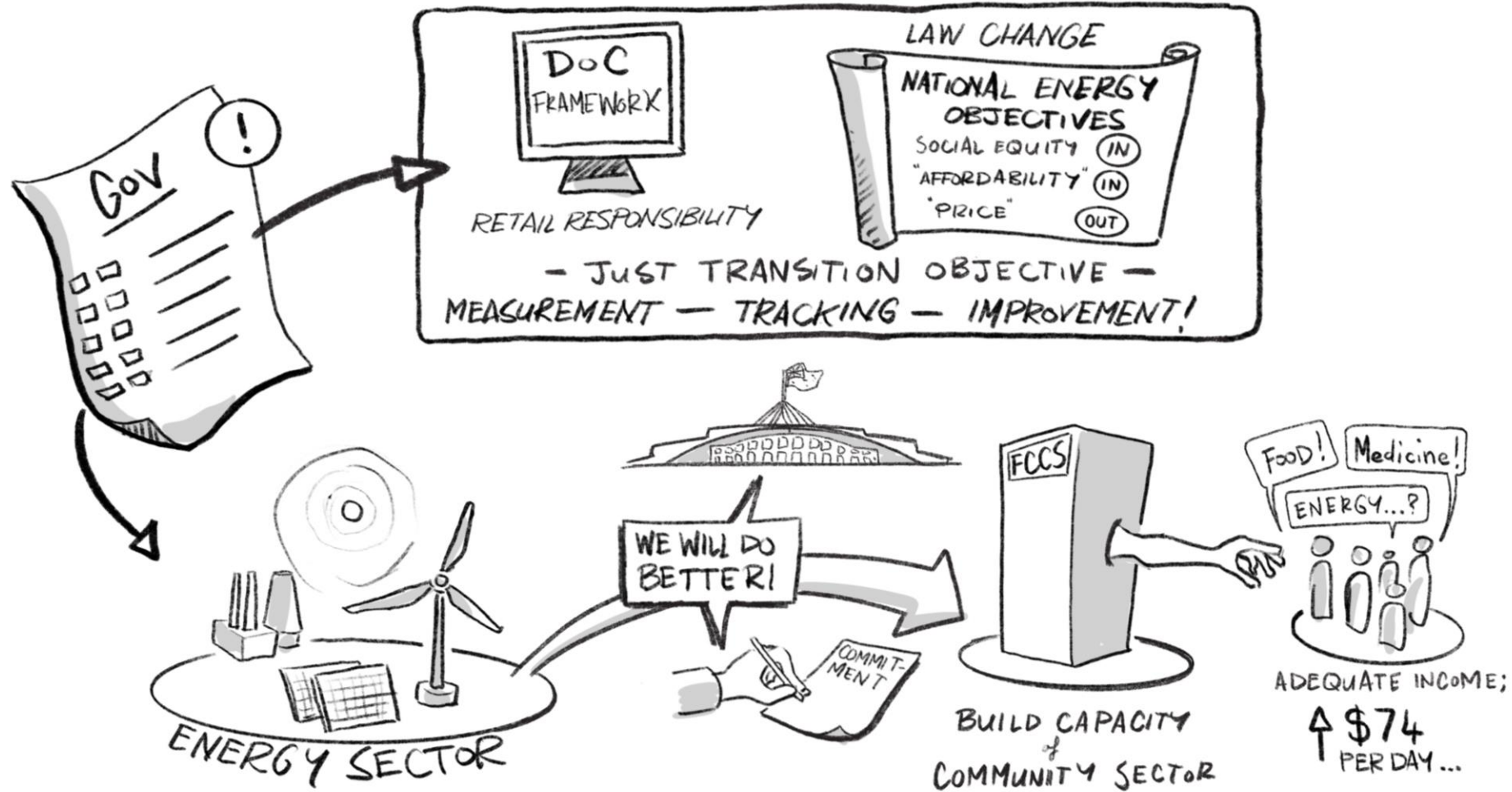
KEY CHALLENGE POSED BY DESIGN GROUP

KEY QUESTIONS



Pitch: 7. Enabling and governance reforms

Presenter, Kellie Caught



Is this idea game changing?

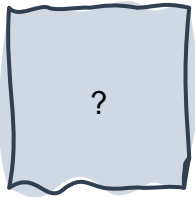
How can we enrich it?

How does it meet the scope of the design challenge and principles?

Feedback: 7. Enabling and governance reforms

KEY CHALLENGE POSED BY DESIGN GROUP

KEY QUESTIONS



Next steps

Clare Savage – AER
Chair

Additional feedback welcome by 16 December



Additional feedback can be provided out of session until 16 December 2022



To provide additional feedback, please contact the Game Changer Secretariat at:

ConsumerPolicy@aer.gov.au

Lois Shedd, Acting Director, Consumer Policy – 03 9910 9482

Bec Jolly, Assistant Director, Consumer Policy – 07 3052 1205



The Game Changer Secretariat will compile all feedback and share with the design group for integration in further concept development

Future roadmap



Thank you

For more information on the game changer, please visit:

<https://www.aer.gov.au/industry-information/innovation-reform/game-changer>