

Ms Jacqui Thorpe
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Australian Energy Regulator
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Submitted by email to AERInquiry@er.gov.au

10th August 2013

Dear Ms Thorpe,

RE: Draft AER Stakeholder Engagement Framework

Thank you for the opportunity to respond to your Invitation for submissions.

As the peak body for the community services sector in South Australia, SACOSS has a long-standing interest in the delivery of essential services and particular the cost of basic necessities like electricity and gas because they impact greatly and disproportionately on vulnerable disadvantaged people.

SACOSS is of the view that the Draft AER Stakeholder Engagement Framework provides good scope for consumers to effectively engage with the AER. However, SACOSS believes that the Framework must be accompanied by a commitment to ensuring that the Framework becomes a living document for all AER staff and board. With this in mind, SACOSS proposes that a workshop about the Stakeholder Engagement Framework be developed for all AER staff and board once the Framework has been finalised, and that this workshop be delivered to all AER staff and board at least annually. This will ensure that any requirement for internal cultural shift is integrated in to the ongoing work of the AER.

We thank you in advance for your consideration of our comments. If you have any questions relating to the above, please contact SACOSS Senior Policy Officer, Jo De Silva on 8305 4211 or via jo@sacoss.org.au.

Yours sincerely,



Ross Womersley
Executive Director