

Ethnic Communities' Council of NSW (ECCNSW)

- *ECCNSW has concerns with Telstra Energy's suitability under the Retail Law criterion. Suitability is particularly concerning given their unconscionable conduct with the indigenous community. There are similar challenges for CALD communities as with indigenous communities in that they face with having risk in being sold something they can't afford. This is particularly the case when those from within their own communities are conducting the sale.*
- *ECCNSW would want to be well assured that these issues aren't going to be replicated in the energy space*
- *Telstra Energy should be talking to and engaging with CALD customers. The differences, between CALD customers and other customers is not just related to language, but also culture. Telstra shouldn't just translate material, but also the understand both language and culture by 'ground truthing' (i.e. checking with native speakers of the language to make sure it makes sense).*