

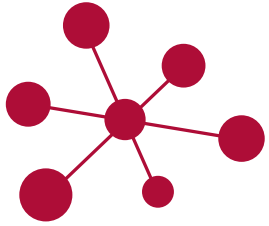
public interest
ADVOCACY CENTRE

Giving the people what they want

Miyuru Ediriweera

Senior Policy Officer, Energy and Water

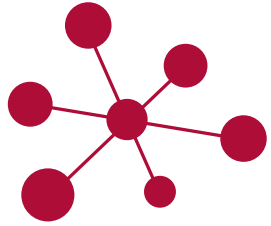
February 2019



public interest
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PIAC's engagement project

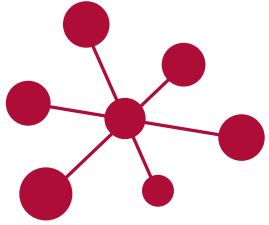
- Evaluate engagement
- Provide ongoing feedback
- Understand how engagement has informed proposals and decisions
- Enhance consumer advocate contributions
- Support the transition to more flexible, consumer-focused regulatory frameworks



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AER principles ... with a PIAC flavour

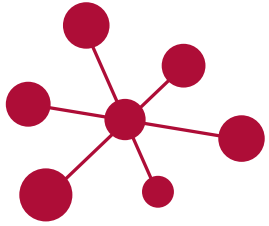
- ***Culture of engagement***
- ***Approach to engagement***
- Clear, accurate and timely
- Accessible and inclusive
- Transparent
- ***Measurable***



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What good engagement ain't

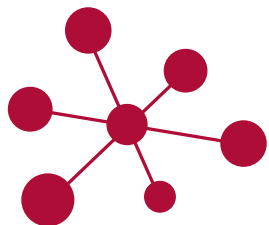
- Quick or one-off
- Survey or research
- One-way
- Tick-the-box
- Cookie cutter



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What good engagement is

- ~~Quick or one-off~~
- ~~Survey or research~~
- ~~One-way~~
- ~~Tick-the-box~~
- ~~Cookie cutter~~
- Ongoing
- Detailed conversations
- Deliberative
- Strategy driven
- Tailored



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What we've seen so far
