

Table 1 - Key recommendations from the Deep Dive with CALD consumers

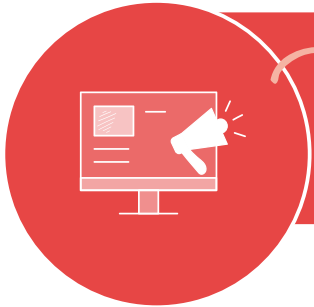


RECOMMENDATION 1:

That the Commonwealth Government fund a pilot mobile Community Energy Hub in Western Sydney.

The Commonwealth Government should pilot a mobile Community Energy Hub with Sydney Community Forum by December 2024. This model of 'one-stop-shop' works for migrant communities; if successful, it should be rolled out in other regions, States and Territories. A mobile Community Energy Hub would:

- ✔ provide education in language and culturally appropriate ways,
- ✔ promote place-based engagement to support active participation in the transition, and
- ✔ encourage more diverse representation in energy decision-making processes.



RECOMMENDATION 2:

That the Australian Energy Council and the Australian Energy Regulator partner with culturally and linguistically diverse (CALD) community groups to improve the quality of information and assistance for CALD consumers.

2A: The Australian Energy Council, as peak industry body representing energy retailers, should

- ✔ review and update its 2021 Best Practice Resources for Energy Retailer Assistance
- ✔ establish a CALD Partners Group to improve their engagement, increase retailers' bilingual recruitment and cultural competency, and grow their capacity to reach CALD consumers through trusted voices and channels.

2B: That the Australian Energy Regulator should

- ✔ As part of its Compliance & Enforcement Priorities for 2024, encourage energy retailers and service providers to provide interpreter services within 24 hours of initial contact and at a time that suits the consumer.
- ✔ Partner with more CALD community groups to co-design its next iteration of the Better Bills Guideline, including very clear, visual communication.



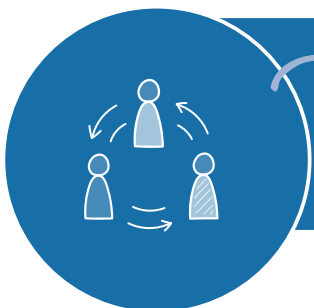
RECOMMENDATION 3:

Federal, State and Territory governments to advance housing reforms to improve the energy efficiency of ALL Australian homes.

3A: That State Governments

- ✔ Mandate disclosure at point of advertisement (lease and sale) by real estate agents of a home's energy efficiency rating and its likely average annual energy costs;
- ✔ Require all new builds and major renovations to be energy efficient and all electric, with all existing homes to have a clear target to reach at least a 7-star rating (in NatHERS) and all electric by 2030;
- ✔ Establish and enforce minimum energy efficiency standards for rental properties that gradually increase to a minimum of 7-star rating (in NatHERS) and all electric by 2030;

3B: That Federal, State and Territory governments work together in the 2024 update to the Trajectory for Low Energy Buildings to develop a roadmap to upgrade all rental properties, with set targets forbidding the rental of unhealthy and inefficient homes, with applicable penalties for landlords who do not comply.



RECOMMENDATION 4:

All three levels of government to provide practical and targeted assistance to help decarbonise and lower energy bills, particularly for those least able to do it on their own.

As part of the consumer-focused reform package announced by the Energy and Climate Change Ministerial Council on 1 March 2024, the Federal and State governments should work together to:

- ✔ Provide free energy audits for low-income / cash-poor households.
- ✔ Fund local councils to provide financial incentives and/or council rate discounts for community bulk solar rooftop purchases.