

## Getting to fair strategy actions by sector

Our ‘Getting to fair’ strategy aims to break down the barriers consumers can face when accessing and engaging with essential services. It is a three-year roadmap for the commission to improve the experience of consumers facing vulnerability, by supporting our regulated and administered sectors to provide more responsive, inclusive and accessible services.

This document outlines the actions we will take by sector. For a copy of the strategy or for more information [please visit our website](#).

### Objective 1 actions: Consumers experiencing vulnerability are supported to better understand and exercise their rights and can influence our work

Work collaboratively with our regulated sectors to support more effective and targeted engagement with diverse consumer and community groups, including:

- on the effectiveness of family violence provisions currently in place across our regulated sectors  
- with energy retailers and distributors, particularly through the payment difficulty framework review 
- with water businesses in establishing prices, service standards and customer codes 
- explore opportunities to support intermediaries to advocate on behalf of their clients     
- to improve our engagement with groups representing consumers as part of our compliance and enforcement processes 
- on the Victorian Energy Upgrades’ engagement program 
- on the economic regulation of commercial passenger vehicles. 



**Objective 1 actions: Consumers experiencing vulnerability are supported to better understand and exercise their rights and can influence our work**

Develop a better understanding of First Nations consumers (acknowledging Aboriginal self-determination as a guiding principle). In doing so we will:

- better understand the relationship First Nations people have with country



- explore and adopt culturally appropriate ways for First Nations communities to directly guide and influence our work



- support effective engagement between water businesses and their First Nations consumers and community through our regulatory role.



Pursue better practice communication and engagement in our work. Including:

- investigate ways to build stronger relationships with diverse consumer groups as part of the review of our stakeholder engagement framework to ensure we hear from a variety of perspectives



- improve consumer facing information to better meet the diverse needs of consumers, in understanding their rights, including in the Victorian Energy Upgrades program



- address accessibility and inclusion of customer-facing information through the implementation of the digital strategy.



Include the voice of the consumer to better inform our work in:

- Our reforms and monitoring of the energy market, including the effectiveness of the payment difficulty framework



- The outcomes of the review of the water customer service codes



- The effectiveness of family violence provisions currently in place across our regulated sectors, work in collaboration with the community and government stakeholders to promote better industry practice.



Energy



Water



Victorian Energy Upgrades



Local government



Transport



Commission internal

## Objective 2 actions: Services we regulate are more responsive, inclusive and accessible

Support better practice in delivering services to consumers experiencing vulnerability in our regulated sectors. Including:

- a review of the effectiveness of the payment difficulty framework, focusing on implementation



- enhancing outcomes for water consumers in our review of the water customer service codes



- a review of the effectiveness of family violence provisions currently in place across our regulated sectors, and work in collaboration with community and government stakeholders to promote better industry practice



- using industry education to support better practice approaches for energy retailers and distributors to have a consistent understanding of vulnerability, and how to better communicate with consumers experiencing barriers to access



- supporting more universal and inclusive engagement practices by water businesses when preparing their submissions to us



- working with accredited providers and the Department of Environment, Land, Water and Planning to expand the Victorian Energy Upgrades program to better reach diverse consumer groups



- identifying and promoting best practice approaches to consumer outcomes through our collaborative work with the local government sector.



Include consideration of consumer vulnerability as an enduring priority in our compliance and enforcement work.



Monitor our regulated markets through qualitative and quantitative data to better understand how consumers experiencing vulnerability interact in the sectors we regulate.



Energy



Water



Victorian  
Energy  
Upgrades



Local  
government



Transport



Commission  
internal

## Objective 2 actions: Services we regulate are more responsive, inclusive and accessible

Provide advice to government on consumers' experience of vulnerability as it relates to our administered and regulated sectors.



## Objective 3 actions: The commission is more responsive, inclusive and accessible as an organisation

Demonstrate best practice as an organisation to be more responsive, inclusive, and accessible. Including:

- promoting greater use of social procurement across the organisation
- ensuring we are consistent in our approach to equity, access, and inclusion in recruitment and induction
- building organisational capacity and awareness in using universal and inclusive engagement in our stakeholder engagement work
- meeting our obligations under the Gender Equality Act 2020
- develop a policy on when and how we remunerate participants in our engagement processes.



Develop a better understanding of First Nations Victorians (acknowledging Aboriginal self-determination as the guiding principle). In doing so we will:

- develop and publish our plan to move from inclusion to self-determination
- build cultural safety across the organisation.



Energy



Water



Victorian Energy Upgrades



Local government



Transport



Commission internal