Communique

Game changer design group – Workshop 1

Wednesday, 9 November 2022

10:00am – 4:00pm (AEDT)

Location: AER Melbourne Office / Microsoft Teams (Hybrid)

Facilitators: Leah Sertori and Todd Everitt, Executive Central Group

Attendees

Organisation	Representative(s)	Role
ACT Government (Environment, Planning and Sustainable Development Directorate)	James Priestley	Member
AGL	Liam Jones	Member
Alinta	Graeme Hamilton	Member
Australian Council of Social Services	Kellie Caught	Member
Australian Energy Council	Ben Barnes	Member
Australian Energy Market Commission	Lisa Shrimpton	Member
Australian Energy Regulator	Stephanie Jolly	Member
DCCEEW	Adam Pankhurst	Member
Energy and Water Ombudsman NSW	Janine Young	Member
Energy Charter	Sabiene Heindl	Member
Energy Consumers Australia	Kerry Connors	Member
Energy Networks Australia	Lucy Moon	Member
Financial Counsellors Australia	Kylie Holford	Member
GEER	Rowan Bedggood	Member
Origin	Sean Greenup	Member
PIAC	Craig Memery	Member
Red/Lumo	Geoff Hargreaves	Proxy
Thriving Communities	Ciara Sterling	Member
Uniting Kildonan	Vanessa Herskope	Proxy

Apologies

St Vincent de Paul	Gavin Dufty	Member

Summary

1 Workshop process

- Clare Savage opened the workshop with a brief address from the perspective of Chair of the leadership group.

- Executive Central Group started the workshop by discussing the role of the design group and seeking endorsement of the Ethical Statement (which was developed by the facilitators).

Key outcome: The design group proposed minor amendments to the Ethical Statement, which were made before signing.

- The facilitators explained the design thinking process in the context of the game changer.

- The AER introduced customer personas based on its lived experience research.

- The design group worked within their home teams (see **3** below) to break down the problem statement into 'How might we …' statements.

- Each home team prioritised 4–5 of their strongest 'How might we …' statements.

- The design group collectively voted on the 'How might we …' statements to further prioritise six statements.

- Each home team generated and grouped ideas for solutions in response to the six prioritised 'How might we …' statements.

- Each home team nominated two 'How might we …' statements for further exploration.

2 Workshop outputs

- Signed Ethical Statements.

- Six prioritised 'How might we…' statements, allocated across home teams:

  1. How might we develop a future-proof support system and ensure all Australians benefit from the energy transition? (**Team 1**)

  2. How might we make energy affordable and accessible for all consumers? (**Team 1**)

  3. How might we ensure that people have the right supports at the right time? (**Team 2**)

  4. How might we enable consumers experiencing vulnerability to confidently access energy that is affordable for their needs? (**Team 2**)

  5. How might we ensure shared responsibility across the supply chain, other sectors, and other stakeholders? (**Team 3**)

  6. How might we ensure energy is affordable for all Australians? (**Team 3**)

- Diverse set of ideas for solutions responding to the above 'How might we …' statements, for further development by home teams in preparation for Workshop 2.

3 Formation and composition of home teams

- Members were allocated into home teams by the game changer secretariat and facilitators, to ensure balanced representation of expertise, skills and perspectives across groups.

Key outcome: Team composition was discussed at the workshop, with no changes made.

4 Post-workshop feedback

- The facilitator sought feedback on the workshop and input into future workshops via an online survey.

- There was broad agreement among survey respondents that the workshop offered attendees the ability to engage in conversation and make their views heard.

- Members of the design group also expressed strong engagement with the process of designing a game changer solution, citing specifically that they found the other members' experience and insight engaging.

- Respondents expressed moderate confidence in the ability to deliver a game changer solution.

- The design group has mixed preferences regarding whether future workshops should be conducted face-to-face or online. However, we received feedback that online workshops are more inclusive in allowing participation across the group.

Key outcome: Based on survey feedback, Workshop 2 has been confirmed to take place fully online at 10 am – 12 pm (AEDT) on Tuesday, 29 November 2022. Details for Workshop 3 (to take place in February 2023) are still being confirmed with reference to survey feedback.

Actions

Section	Action	Owner
1	Submit signed Ethical Statement to game changer secretariat (if outstanding)	Members
1	Provide home team resources and support for online collaboration platform (Miro)	AER

Attachments

A. Final **Ethical Statement for Game Changer Design Group** (developed by the facilitators and incorporating amendments made during the workshop)