



Victorian Energy Upgrades program

Code of conduct workshop

Tuesday 2 August 2022



Acknowledgement of country

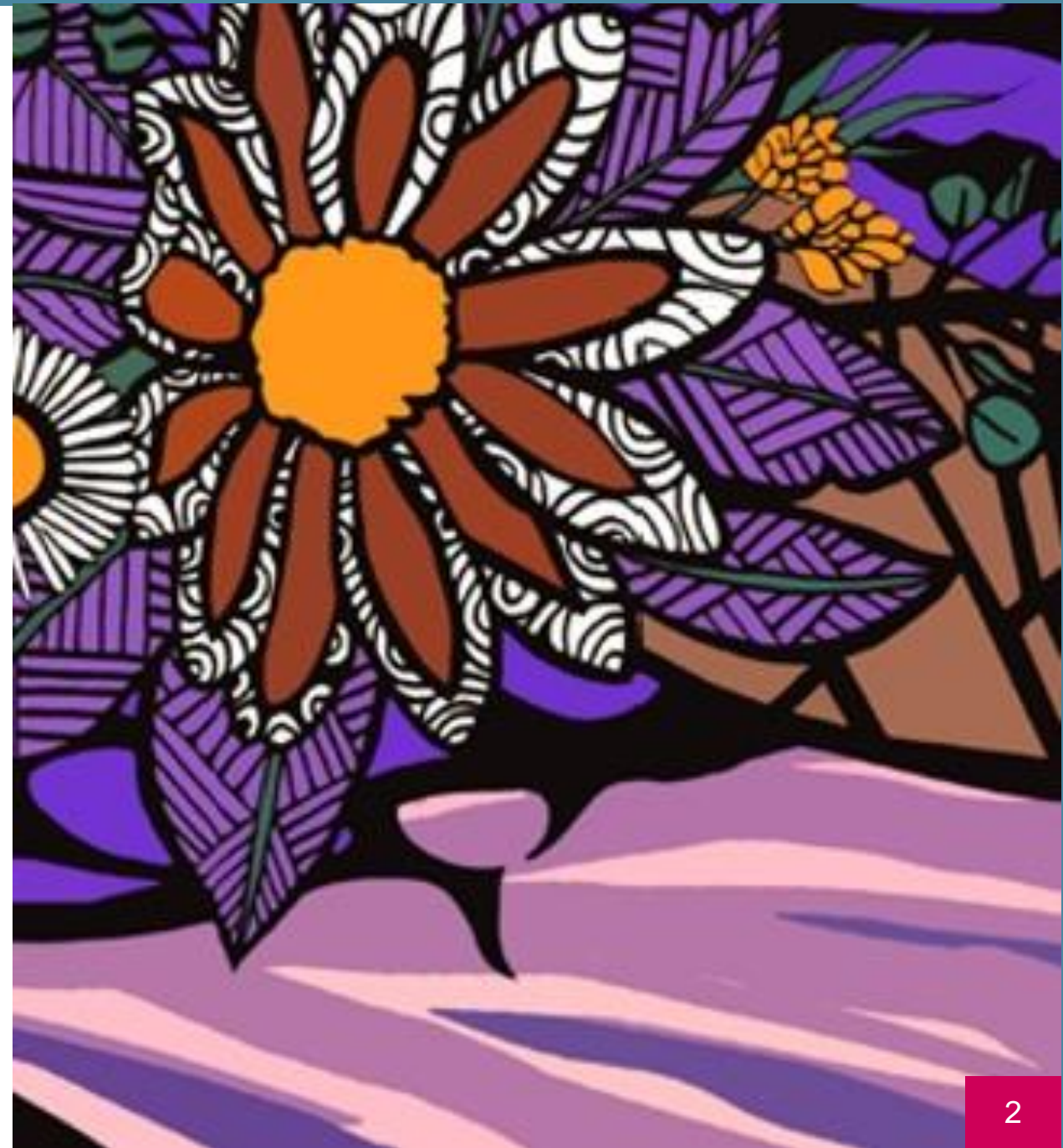
I acknowledge the Traditional Owners of the land on which we are meeting.

I am coming to you from the lands of Naarm (Melbourne) home to the Wurundjeri people of the Kulin nation.

I pay my respects to their elders, past and present, and the elders from other communities who may be here today.

I also acknowledge the Traditional Owners of the lands you are on today, and any Aboriginal or Torres Strait Island people who are attending our workshop today.

Barring Djinang artwork by Jade Kennedy.
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Agenda & housekeeping

Time	Item	Speaker/Facilitator
14.00	Welcome and opening remarks	Rebecca Billings Commissioner, Essential Services Commission
14.10	Engaging with consumers	Ollie Cansdell Advisor, Essential Services Commission
14.20	Non-complying products and services	Ben Roberts VEU Project Lead, Essential Services Commission
14.30	Open Q&A session	Dinny Navaratnam (facilitator) VEU Project Coordinator, Essential Services Commission
14.55	Summary and concluding remarks	Ben Roberts VEU Project Lead, Essential Services Commission
15.00	Workshop close	

During this workshop, please:

- keep your microphone muted when not speaking
- put questions into the chat
- raise your hand to ask a question during our Q&A sessions
- participate in the polls



Welcome & opening remarks

Rebecca Billings, Commissioner

Poll questions: getting to know you

Question 1: I am...

1. an accredited person – aggregator
2. an accredited person – small business
3. an installer
4. a lead generator
5. a product manufacturer
6. a consultant
7. from a government agency
8. other

Question 2: Did you attend the last VEU program workshop?

1. Yes, I did
2. No, but someone else from my organisation attended
3. No

Engaging with consumers

Oliver Cansdell
Advisor, Essential Services Commission

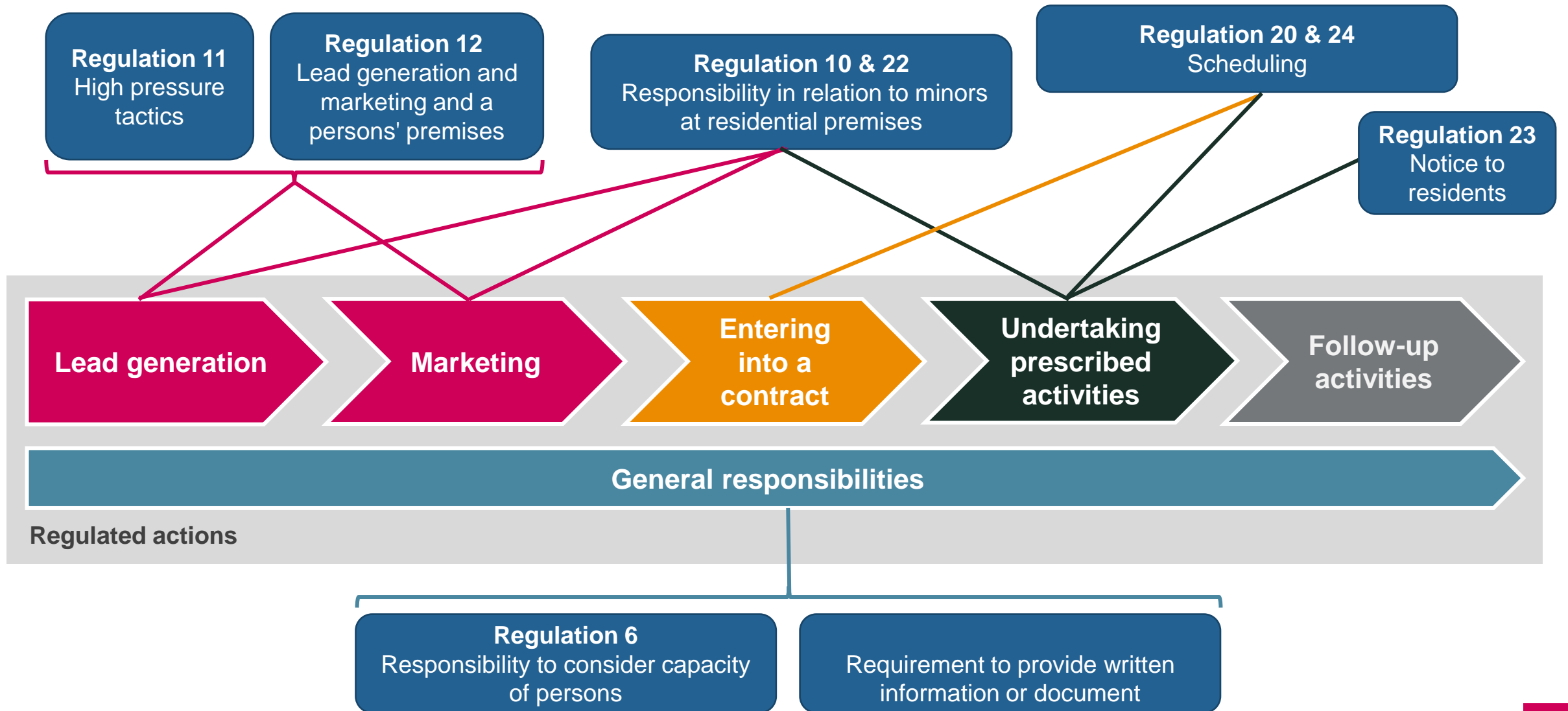
What does the code say about engaging with consumers?

Consumer protections and a minimum standard of service are at the heart of the code of conduct.

There are several obligations on accredited persons and scheme participants related to how they engage with consumers, including (at least):

Regulation 6	Considering consumers' capacity
Regulation 7	Requirement to provide written information or document
Regulations 10 & 22	Responsibilities in relation to minors
Regulation 11	High pressure tactics
Regulation 12	Generating leads at a person's premises
Regulation 20 & 24	Scheduling
Regulation 23	Giving notice to residents

These obligations span all regulated actions



Your compliance with these obligations

As with other aspects of the code, accredited persons must be in a position to:

- comply with their obligations in the code;
- ensure any scheme participant involved in interactions with consumers that may lead to the creation of certificates has complied; and
- be able to demonstrate compliance

The commission takes all consumers' complaints very seriously. ACMA's recent report on telemarketing is an example of conduct to be aware of.

We are committed to helping you fully understand your obligations, and what the code of conduct means for your business.

Poll questions: your engagements with consumers

Question 3: Do you collect information from your scheme participants to confirm they, and in turn you, comply with these obligations?

1. Yes
2. Yes and no, depending on the scheme participant
3. No
4. I'm not an accredited person

Question 4: What records do you collect and retain to demonstrate compliance with these obligations? (Select all that apply)

1. Checklists
2. Signatures acknowledging relevant aspects of the code have been complied with
3. Recordings of phone conversations
4. Photographs of works (pre-, during and post-installation)
5. Other

Question 5: How would you rate your ability to comply with these requirements?

1. *Very good* – I'm confident in my ability to comply with these requirements
2. *Good* – I think I'm compliant, or only minor changes to my business are required to become compliant
3. *Medium* – I will need to implement some changes to my business to be compliant
4. *Low* – I will need to make major changes to my business to be compliant



Non-complying products and services

Ben Roberts, VEU Project Lead

Poll questions: non-complying products and services

Question 6: Do you have a process to confirm that the products and services provided by your scheme participants meet VEU requirements?

1. Yes
2. Yes – partially
3. No

Question 7: Do you have a process to notify your customers of products or services provided by your scheme participants that fail to meet VEU requirements?

1. Yes
2. Yes – partially
3. No
4. I don't know

Non-compliant products and services [Part 6, clauses 27(1)(2)(3)]

What does this mean?

Accredited persons being aware of, ensuring and documenting:

- scheme participants provision of services and products comply with regulated requirements;
- consumers being notified where non compliant services and products are identified; and
- any repairs or replacements undertaken comply with regulated requirements

Why is it important?

- Consumers receive what they expect – confidence, reliability, trust, benefit
- Certificates (VEECs) are, and remain, valid for their anticipated lifetime

Meeting the requirements

How do you know?

- Self-reporting by scheme participant
- Records checks and verification
- Customer complaints
- Other

Verification and confirmation options (examples only)

- Ensure solid, contractual relationships with your scheme participants
- Keep records – products, dates/locations of installation, customer details
- Verifying scheme participants interactions with consumers
- Discuss with, and verify documentation of, the consumer
- Data tracking
- Reporting from the scheme participant
- Shadowing the scheme participant



Open Q&A

Dinny Navaratnam, VEU Project
Coordinator

Concluding remarks

Ben Roberts, VEU Project Lead

Poll questions: workshop summary

Question 8: How well do you understand your obligations on engaging with consumers?

0 to 5: 0 = not at all, 5 = very well

Question 9: How well do you understand your obligations on non-complying products and services?

0 to 5: 0 = not at all, 5 = very well

Question 10: Are you planning on attending the next code of conduct workshop (Thursday 11 August, 3pm)?

1. Yes
2. No, but someone else from my organisation will
3. No
4. I don't know

Contact us

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