



Not just the bills

What happens when energy
and water are unaffordable?



Energy & Water
Ombudsman NSW

Community Workers Forum

Agenda

8.30am	Registration
9.00am	Welcome and housekeeping – Polly Porteous, General Manager Governance, Awareness and Policy, EWON
9.10am	Welcome to Country – Aunty Joan Bell, Metropolitan Local Aboriginal Land Council
9.20am	EWON update – Janine Young, Ombudsman, EWON
9.50am	Financial inclusion focus – Renee Bailey, Senior Financial Counsellor, Northern Rivers Community Gateway
10.20am	Family violence focus – Bridgette McManus, Manager, Partner Experience and Innovation, Thriving Communities Australia and Jessica Shipway, Leader, Affordability and BPO Operations, Energy Australia
10.50am	Morning tea
11.10am	Multicultural focus – Elfa Moraitakis, CEO, SydWest Multicultural Services
11.35am	Power outages and lived experience – Bec Jolly, Director, Energy Equity, The Energy Charter; Adam Johnston, Lived Experience Panel Chair; Carolyn Campbell McLean, Lived Experience Panel Deputy Chair
12.15pm	Tenancy focus – Leo Patterson Ross, CEO, Tenants Advice & Advocacy Service
12.40pm	First Nations focus – Mark Holden, First Nations Senior Solicitor, Mob Strong Debt Help
1.05pm	Lunch
1.35pm	Delivering quality social and affordable housing – Renee Wirth, Executive Director of Housing Strategy and Policy, Homes NSW
2.00pm	EWON Extra Help Team – Tamara White, Extra Help Team Lead, EWON
2.25pm	Water focus – Daniel Peacock, Head of Customer Contact, Sydney Water and Julie Ryan, Customer Compliance and Escalations Manager, Sydney Water
2.50pm	Final remarks – Polly Porteous
3.00pm	Forum close