

<b>8.30am</b>	<b>Registration</b>
<b>9.00am</b>	<b>Welcome and housekeeping</b> Fran Strachan, Manager Communication and Outreach, Energy & Water Ombudsman NSW
<b>9.10am</b>	<b>Welcome to Country</b> Uncle Bill O'Brien
<b>9.20am</b>	<b>Energy unpacked</b> Janine Young, Ombudsman, Energy & Water Ombudsman NSW
<b>9.50am</b>	<b>The power of connection</b> Sue Wilson, EAPA Assessor, St Vincent de Paul Society of NSW
<b>10.05am</b>	<b>Disconnection causes harm</b> Emma Wortley, Policy Officer, Energy & Water Ombudsman NSW Thea Bray, Senior Policy Officer and Research and Community Projects Lead, Justice and Equity Centre
<b>10.40am</b>	<b>Morning tea</b>
<b>11.00am</b>	<b>Overview of Seniors Rights Service</b> <b>Online session</b> Teresa Rubio, Community Development Officer, Seniors Rights Service
<b>11.30am</b>	<b>Knock to Stay Connected</b> Jessica Shipway, Senior Manager Affordability and BPO Operations, Energy Australia
<b>12.00pm</b>	<b>Natural disaster response – a network perspective</b> Mitchell Hume, Head of Stakeholder Relations, Essential Energy Mike Cole, Head of Customer, Essential Energy
<b>12.30pm</b>	<b>Energy and First Nations clients</b> Jason Drane, Financial Counsellor, Mob Strong Debt Help
<b>1.00pm</b>	<b>Lunch</b>
<b>1.50pm</b>	<b>Strengthening rural communities and connecting people to support during tough times</b> Orry Berry, Rural Adversity Mental Health Program Coordinator, Mid North Coast Local Health District
<b>2.20pm</b>	<b>Have your say – what are you seeing in your work?</b> <b>Interactive session</b> Facilitated by the EWON Community Engagement team
<b>2.50pm</b>	<b>Final remarks</b> Janine Young, Ombudsman, Energy & Water Ombudsman NSW
<b>3.00pm</b>	<b>Forum close</b>