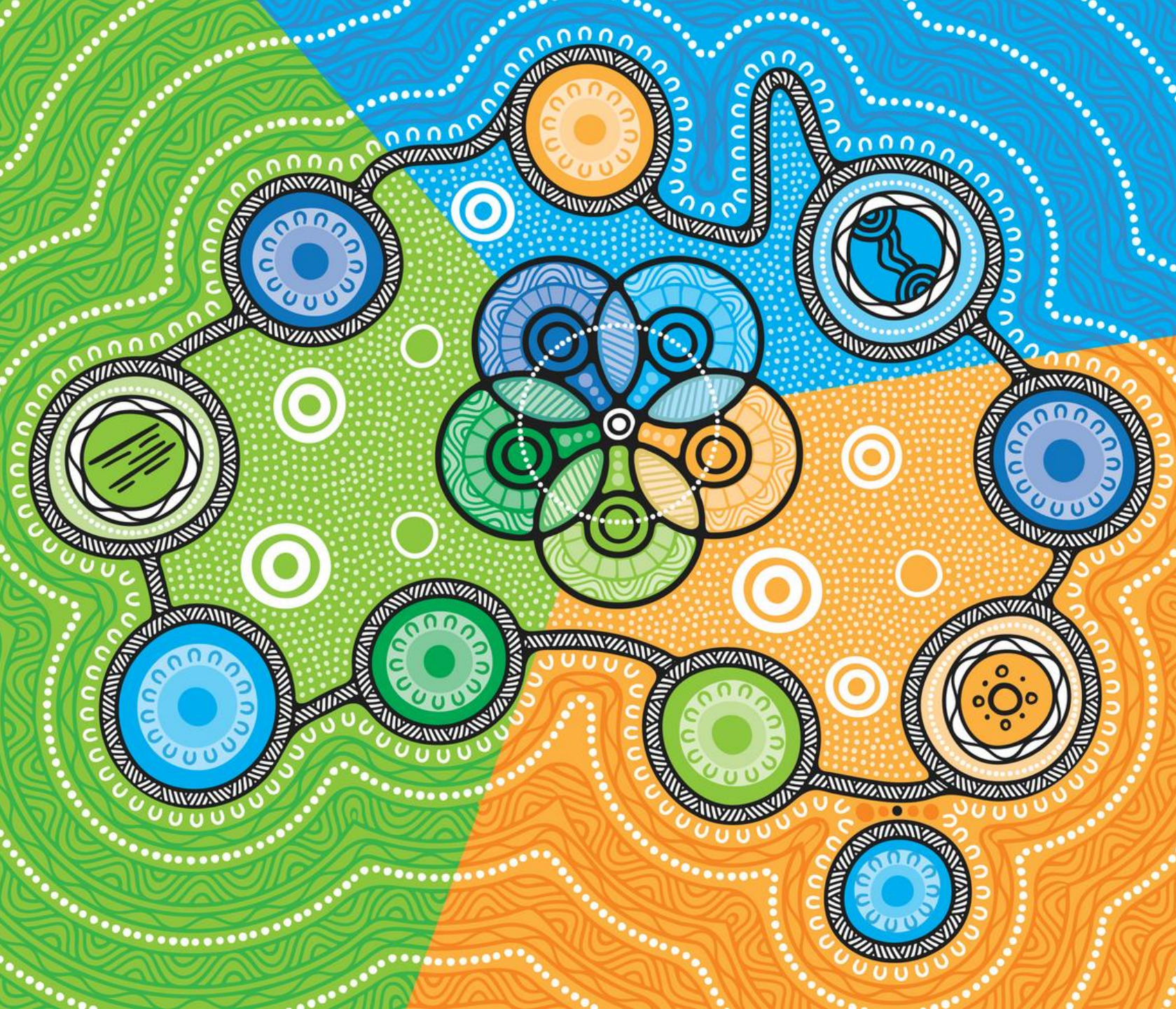




The Energy  
Charter

# Deepening Relationships with Customers + Communities

29 May 2025



## Acknowledgement of Country

We acknowledge the Traditional Custodians of the land and pay respect to their Elders, past and present.

We recognise and value the continuing rich culture and the contribution of Aboriginal and Torres Strait Islander people.

This artwork was created by Jordan Lovegrove. It tells the story of energy, how it connects all of Australia and the Energy Charter's commitment to create a better energy future for all Australians.



## Recognition of Lived Experience

We would like to recognise those with a lived experience of extreme weather, disasters, health and recovery, and in particular those who have chosen to share their experiences of navigating the energy sector to support our work.

We acknowledge the determination and courage it takes for people to revisit difficult memories in the hope of shaping a better future for themselves and others.

We are deeply appreciative of this, particularly those who are in attendance today.



## Introducing our Chair today, Allison Winter...

Allison Winter brings over 20 years of experience in strategic communication and engagement, including senior roles with three Tasmanian Premiers and more than a decade in the energy sector. As Leader of the Strategic Engagement Team at TasNetworks, she oversees initiatives spanning community partnerships, education, First Nations engagement, and advisory group collaboration, all focused on building trust and inclusive decision-making.

Passionate about social equity, Allison led the co-design of TasNetworks' first Vulnerability Plan and is currently developing its inaugural Aboriginal Engagement Guideline. She is driven by a commitment to ensuring all voices are heard.

Outside work, she enjoys time with her young family at Kingston Beach.

### **Her LinkedIn...**

<https://www.linkedin.com/in/allison-winter-281374a2/?originalSubdomain=au>



# Introducing our Panel today...



## Sue Muller

Better Together Collective

Sue Muller is a trusted advisor, coordinator, convenor, and enabler and a working with (not doing for) enthusiast. Sue helps organisations put people at the heart of policy, health service reform, and product design and development by building better seats at better tables. She draws on over 12 years experience in health leadership and advocacy in local health services, state and federal bodies, national consultancies, private companies and research projects. Her lived and professional experience grounds her work embedding lived experience led approaches into the design, development and delivery of products, services and systems with communities.



## Carolyn Campbell-McLean

Deputy Chair of The Energy Charter's Lived Experience Panel

Carolyn Campbell-McLean is a consultant trainer, MC and public speaker, holding an Honours degree in Social Work from Western Sydney University. She has over 25 years' experience working in adult education, disability, government and community organisations. Carolyn trains and mentors others to take control of their lives and is currently Senior Community Support Specialist at Muscular Dystrophy NSW. Carolyn has lived with a physical disability her whole life. She is a power wheelchair user and has recruited her team of support workers to assist her to live independently for the past 25 years. She has support four times per day for all personal care, housework helps and to use a bipap machine to breath every night. In 2005, Carolyn's husband Danny died when the power went out and his ventilators back up battery failed. Their electronic front door also made it difficult for paramedics to enter the home. Since then, Carolyn has been advocating for improvements for life support customers and educating consumers, energy providers and community workers about the practical consequences of power interruptions and importance of energy for people with disability and encourages everyone to create a back-up plan for emergencies. Carolyn hopes to create systemic change in her role as Deputy Chair of The Energy Charter's Lived Experience Panel.





The Energy  
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**Co-ways of  
Working  
with Sue Muller**

# We are better together

“People are experts in their lives and should have the opportunity to play an active role in decisions that shape their lives”

Co-ways of working bring people and professionals together to work in partnership on something that they all care about.

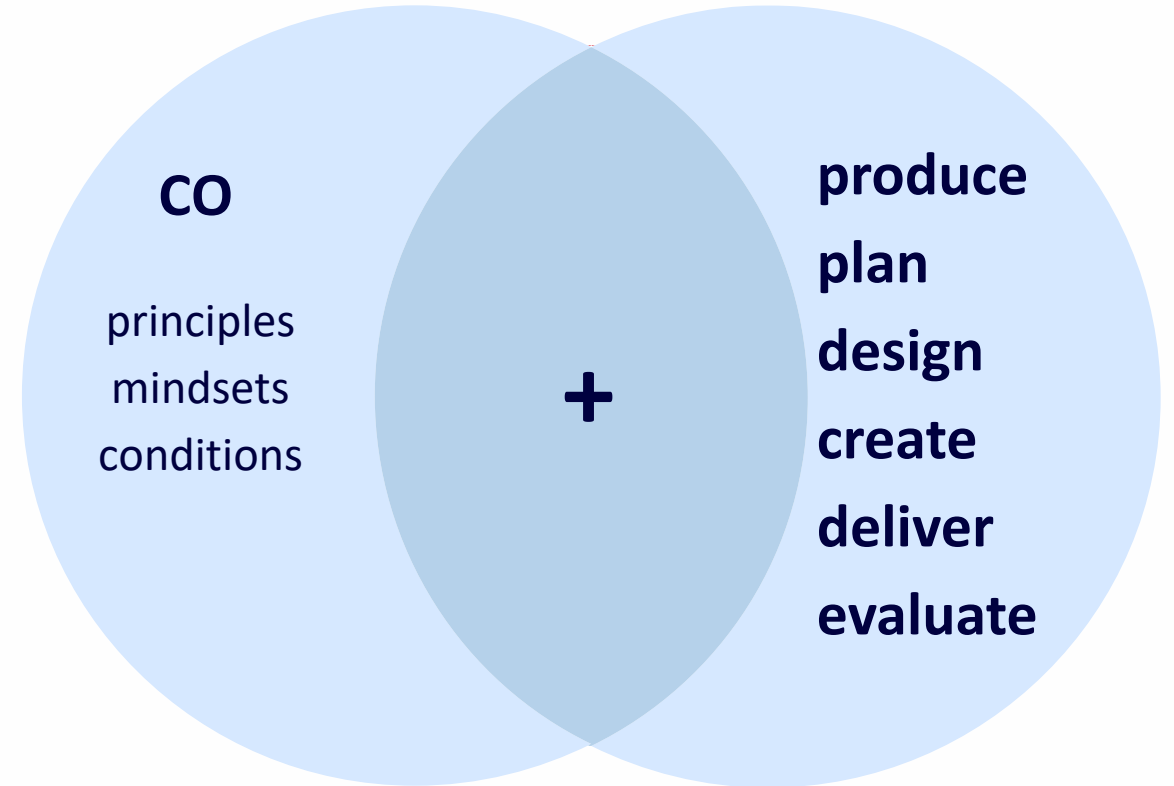
The Energy Charter Better Protections for Life Support Customers and Community Energy Resilience Initiatives.



# A bit about the **co**






Fig 2. The co-parts of working with.



Prioritise relationships, build capacity, share decisions and work in participatory ways.

# Levels of public participation

Doing at or to	Doing for	Doing with and led by
 <p>Top down approaches Clinicians and professionals decide the why, what and how.</p>	 <p>Activities that engage or consult people with lived experience. The decision making stays within the organisation or institution.</p>	 <p>Working with people with lived experience in an equal and reciprocal partnership.</p>
<p><b>Is</b></p> <p>Making decisions for other people without understanding their views or experiences. Involves no sharing of power Developing and creating without people with lived experience</p>	<p><b>Can be</b></p> <p>Listening to people with lived experience to understand their needs and experiences Improving products, services and systems as a result of that feedback Engaging with committees and groups meaningfully</p>	<p><b>Can be</b></p> <p>Partnering with people with lived experience, staff and professionals to learn, design and decide. Sharing power and responsibility with people with lived experience Supporting people with lived experience into leadership roles (eg. in governance, evaluation) Community led projects which listen to communities, without an agenda or expectation that we will 'fix' or act in a particular way.</p>
<p><b>Out of date</b></p> <p>Doing at is outdated, If your engagement is doing at, It's time to level up</p>	<p><b>Common words</b></p> <p>Consultations Focus groups Engagements Advisory or working groups Or similar /something similar</p>	<p><b>Common words</b></p> <p>Co-design Co- evaluation, participatory design, peer-to-peer research, co-production, co-delivery Community led projects</p>

Adapted from Arnstein SR. 1969. A Ladder of Citizen Participation. International Association of Public Participation (IAP2) Public Participation Spectrum. Suomi et al. e  
McKercher KA. 2020. Beyond Sticky Notes. What is co-design | S.Muller@Better Together Collective | Check the Essentials | CC BY-NC-SA 4.0 | 2023

# Better Protections for Life Support Initiative

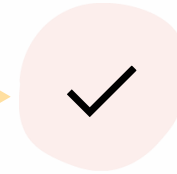
Crew

Lived Experience Panel

The brief



- preparedness
- guiding elements
- what matters most (in a plan)



Plan

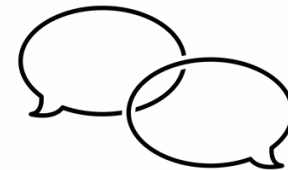
Guide

Campaign

draft materials



Microsite / Resources



testing refining

Insights Report



underpinned final updates



Community Outcomes Group

# Behind the curtains

lessons, strengths and learnings...

**Real not perfect** - we met where we were at and grew together.  
(e.g. time, shared understanding, constraints)

**Strong leadership** buy in and support - crucial to success

**Curious** - looking for opportunities to learn and do better

# Three quick takeaways

**Stay up to speed** - know the difference between transactional and relational ways of working

**Build on what's strong** - think about where you're already involving people and communities. How might you involve them earlier and in a more co way?

**Learn through doing** - start where you are. Commit to and invest in doing better over time.





The Energy  
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**Lived Experience  
Lessons + Insights  
with  
Carolyn Campbell-Mclean**



## THE PANEL

We partnered with Consumer Health Forum of Australia to lead the recruitment process

We had a range of Panel members from diverse backgrounds

We ensured their time was valued and reimbursed

We meet monthly with mid-monthly catch ups

We ensured a safe space for people to share their lived experience e.g. Check-ins





## OUR PROCESS

We had a Terms of Reference that made clear what we needed to do

We used monthly meetings to get through each piece of work and also confirm the insights

We offered our advice to the public through Our Stories <https://lifesupport.poweroutageplan.com.au/#stories>

We had representatives involved in the co-development workshops

We were given the opportunity to provide 1-2-1 feedback to an independent consultant

We continue our commitment through opportunities like today and Channel 31





## THE PATHWAYS

We're committed to ensure Life Support Customers are seen and their needs can be met

We're advocating for Power Outage Planning for Life Support Customers – this will save lives!

We're working with the medical sector to help register Critical Life Support Customers **AND**

To help them with their Power Outage Planning providing medical advice – know their limitations

We're committed that Life Support Customers feel safer and be more protected e.g. having a Secondary Contact Person



## For more information...

### **Sue Muller, Better Together Collective**

- Web [www.bettertogethercollective.com](http://www.bettertogethercollective.com) a handy resource page with helpful tools
- Get in touch via LinkedIn <https://www.linkedin.com/in/sue-m-6ab04835/>
- Or email [sue@bettertogethercollective.com](mailto:sue@bettertogethercollective.com)

### **Carolyn Campbell-Mclean**

- Get in touch via LinkedIn <https://www.linkedin.com/in/carolyn-campbell-mclean-29318953/>

