

## Terms of Reference

### Life Support in the Home Lived Experience Panel

#### 1. Background

The Australian Energy Foundation report ([Clean reliable energy for people on life support at home | ECA \(energyconsumersaustralia.com.au\)](#)) highlights a number of pain points and opportunities for life support customers and industry in ensuring the customer experience for life support customers is enhanced.

In particular, due to the growing number of registered life support customers, it is becoming more challenging for the energy sector (energy retailers and distribution or network businesses) to provide targeted support for those that need it most in the case of energy outages. Numbers of registered life support customers are likely to expand across Australia as the health system prioritises tele-health and in-home hospital services.

In early 2022, [Energy Charter](#) Signatories approached the Australian Medical Association, the Royal Australian College of General Practitioners and the Royal Australasian College of Physicians to discuss ways in which life support customers could be better prioritised. They agreed that it would be beneficial to work on the issues collectively to deliver better outcomes to these medical clients and energy customers.

This established the Life Support Customer Medical Advisory Group (LMAG) whose purpose was to provide a forum where energy businesses ([Signatories and Collaborators of the Energy Charter](#)) together with medical professionals, can collectively consider the needs of Life Support Customers. While the LMAG provided critical medical expertise, the Energy Charter is committed to working with Life Support Customers directly to ensure lived experience is embedded into decision making.

The Energy Charter have identified the [Better Protections of Life Support Customers as a Priority #BetterTogether initiative](#) for 2023/2024.



## 2. Life Support in the Home Lived Experience Panel

### Purpose

The purpose of the Life Support in the Home Lived Experience Panel (aka the Panel) is to provide a forum where energy businesses ([Signatories and Collaborators of the Energy Charter](#)) can understand the needs of Life Support Customers so that their lived experience can be included in relevant decision making.

The Panel provides a unique opportunity to build and evolve effective and meaningful supports for Life Support Customers so that their critical needs are better understood and met.

### Values

The values of the Panel will be underpinned by the values of the Energy Charter:



### Membership (active members)

The Panel will have between six (6) and twelve (12) members, including 1-2 representatives from the following cohorts and/or lived experience who currently do or could in the future, critical medical equipment in the home:

- A person with a disability
- A person with a chronic condition
- An older person
- People from multi-lingual and multi-faith communities (more than 1 member)
- A member from a First Nations community
- A person who lives in remote Australia



- A primary carer (more than 1 member) of a current or potential Life Support Customer
- A consumer advocate from LMAG (**appointed**)
- A consumer advocate from the [Energy & Water Ombudsman Office](#) (**appointed**)

### **Other Attendees (observer members)**

Representatives from the electricity and gas industry will be invited to attend meetings to present papers and proposals, to discuss issues or consult with the Panel.

Other stakeholders may also be invited as required depending on specific topics or issues, with the agreement of the Chair of the Panel. This could include for example representatives of:

- the [Australian Energy Market Commission](#) and
- the [Public Interest Advocacy Centre](#).

### **Role and objectives**

The key objectives of the Panel are to:

1. Review and inform proposed definitions of Life Support Customers to ensure those with critical life support needs can be prioritised.
2. Review and inform Life Support Customer protections we propose as part of the Priority #BetterTogether initiative.
3. Review and inform of the national Medical Registration form and associated processes to ensure it is part of a patients' healthcare journey.
4. Participate in the co-development of the medically informed back-up plan template.
5. Participate in the co-development of the national awareness and education campaign to help embed all of the above.
6. To advise and help work through potential change management issues and opportunities that may result from the above.



## Responsibilities

The key roles of the Chair are:

- To act in an independent manner and in the best interests of Life Support Customers with a focus on customers with critical healthcare needs.
- To chair meetings in a collaborative and inclusive manner.
- To work with the members of the Panel to identify priority topics for discussion.
- To assist in agenda setting.
- To assist with briefings to external stakeholders for information/endorsement including LMAG.
- To be a spokesperson for the Panel and build consensus amongst different points of view.

Panel members are required to:

- Attend and participate in meetings, including the review of meeting minutes and documents prior to them being finalised.
- Collaborate in agenda setting.
- Share information and contribute to problem solving for Life Support Customers.
- Represent the interests of the cohorts, groups and organisations they represent and ensure information from meetings is fed back to these cohorts, groups and organisations where possible.

The key roles of the secretariat, the Energy Charter are:

- Schedule meetings in attendee's calendars and ensure a majority (over 50% of active members) can attend.
- Where active members are unable to attend, provide catch up briefings prior to the next meeting where possible.
- Facilitate collaboration in agenda setting.
- Attend and inform meetings where required on secretariat progress and updates.
- Share information and contribute to problem solving for Life Support Customers.
- Finalise meeting communiques.



## **Meetings**

The Panel will meet monthly for 1.5-hour online meetings via Teams over 6-12 months. Other meetings on focus topics, together with the establishment of smaller sub-groups of the Panel may be required from time-to-time at the request of the Chair.

## **Term**

Membership to the Panel is for a one-year term, with the term of the Panel commencing in April 2024 and ending in April 2025. An induction process will be undertaken with the Panel in April 2024 including reading materials and a 1.5hour online induction meeting as the first order of business, following the recruiting of members.

## **Remuneration**

Remuneration for Panel members is based on the current remuneration rate as per the Commonwealth Remunerations Tribunal for part-time office holders is \$89.60/hour or \$448/day (based on a 5-hour day), plus reimbursement for reasonable travel/expenses.

Remuneration hours will be set for each meeting and will including allocated times for reading and follow ups.

If more time is required than what is allocated, please feel free to talk with the secretariat contact:

Bec Jolly (she/her)

Director Collaboration- Energy Charter

Email [bec.jolly@theenergycharter.com.au](mailto:bec.jolly@theenergycharter.com.au) or call 0434 182 857.