

Terms of Appointment

ERACCC Observers

The Economic Regulation Authority Consumer Consultative Committee (ERACCC) was established to support the ERA to ensure its decisions meet the needs of consumers.

1. Introduction

The ERACCC is a consultative body established by the Economic Regulation Authority. It is separate from the ERA's day-to-day administrative and policy processes.

The ERACCC provides an avenue for open engagement and communication. It allows the ERA to remain informed and aware of stakeholder views and to communicate decisions clearly.

2. Terms of reference

2.1 Provision of information and education

The ERA will provide observers with:

- Information regarding current ERA initiatives and activities.
- Written information and reports regarding utility consumer issues.
- Access to guest speakers regarding topics identified by ERACCC members.
- Access to key events and seminars.
- Feedback regarding issues raised by ERACCC members and the impact of ERACCC's input on the ERA's decision-making.

2.2 Provision of comment to the ERA

Observers are invited to observe ERACCC meetings and should be mindful that the conversation is intended to be member-driven.

2.3 Improve outcomes for consumers

Observers will use the knowledge and opportunities gained through the ERACCC to:

- Improve their organisation's understanding of consumer issues in relation to utility services.

- Improve their organisation's understanding of the ERA's role and opportunities to work together to improve consumer outcomes.
- Improve consumer and community organisations' access to the ERA's consultation processes.
- Educate consumers about their rights and responsibilities.

3. Structure

The ERACCC membership is comprised of representatives of different sectors of the community that might be affected by the ERA's work. ERACCC Members are subject to the Terms of Appointment – ERACCC Members.

The Chair of the ERA (or their delegate) chairs the ERACCC.

Observers are not members of ERACCC but are relevant organisations invited to observe ERACCC meetings.

4. ERACCC Secretariat

The ERA will provide an ERACCC Secretariat to:

- Provide general administrative and secretarial support.
- Organise ERACCC meetings.
- Draft minutes.
- Prepare and distribute required material.
- Coordinate requests for sitting fees, preparation fees and travel expense reimbursement.

All correspondence and other documentation relating to or arising from the ERACCC should be directed to the ERACCC Secretariat.

5. Observers and confidentiality

Observers are representatives of appointed organisations.

Organisations appointed as an observer are to appoint a person to represent the organisation at ERACCC meetings.

Observers are asked to respect the role of the ERA as an independent statutory authority with a regulatory function.

The ERA will provide information to the ERACCC about its activities subject to confidentiality or operational requirements.

If the ERA releases information to observers, the ERA can impose conditions regarding observers' use of that information.

Observers shall take all reasonable measures to protect information provided to them by the ERA from unauthorised use or disclosure. This confidentiality requirement shall survive the expiration or termination of the observer's agreement.

6. Appointment process

6.1 Invitation and acceptance

The ERA will invite organisations to be appointed as observers of the ERACCC from time to time and include these Terms of Appointment.

If the organisation accepts the invitation, it will provide to the ERA:

- a response accepting the invitation to become an observer of the ERACCC.
- The name and contact details of the individual who will represent the organisation.

Acceptance of the invitation constitutes agreement to the Terms of Appointment.

6.2 Length of appointment

Observers are appointed on an ongoing basis until either the observer resigns or the ERA terminates their appointment.

The ERA reserves the right to terminate an observer's appointment to the ERACCC at any time.

7. Meetings

ERACCC meetings will be held three times a year.

8. Attendance of non-members

The ERA and/or members may propose to the Chair that a non-member attend meetings.

The Chair may invite non-members to attend meetings on an ad-hoc basis, or where an issue under discussion impacts on a particular sector of the community, or where a person has particular expertise.

Observers will be notified in advance of the meeting of the non-member's attendance, and the matters for discussion.

ERA Secretariat staff may observe the meeting without notice to members.

9. Conflict of interest

Observers who believe that any of their external activities would conflict with their position on the ERACCC must declare their interest to the ERACCC Secretariat as soon as practicable after becoming aware of the potential conflict.

10. Code of Conduct

Observers will be bound by the Public Sector Code of Ethics and the ERA's Code of Conduct while performing ERACCC duties.

11. Variations to Terms of Appointment

The ERA reserves the right to make minor variations or amendments to these terms of appointment.

The ERA may make major variations to these terms of appointment in consultation with the appointed members and observers at the time of the amendment.