Consumer Prospective

Blood out of a Stone

If squeezing hard doesn’t work, don’t waste your energy!
Our Vision
Kildonan's vision is of thriving and inclusive communities based on respect, justice and compassion for all people.

Our Purpose
Empowering people to improve their lives, through the provision of effective community services and addressing issues of social and economic hardship.

Our Values
Respect
Integrity
Justice
Trust
Compassion
Training & Consultancy

Influence change, better outcomes

The Unfair Deal (FCRC)
Debt Spiral Project (Committee for Melbourne)
Inquiring into Energy Hardship
Essential Services Commission
EWOV Case Handling Committee
FCRC Utilities Working Group
National Energy Roundtable

UnitingCare Kildonan
Making a positive difference
Social Advocacy

- Individual identify systemic issues
- Financial counselling networking, casework
- Financial counselling working groups
- Support for peak organisation
- Share knowledge

Client

Retailer
- Influence policies and programs
- Develop training programs
- Provide feedback from casework

Ombudsman
- Direct referrals
- Forums and committees
- Consultations

Government
- Reviews, papers, consultation, Media

Regulator
- Working groups
- Customer Consultative Committee
- Reviews
- Papers

Case Worker

Client

UnitingCare Kildonan
Making a positive difference
Energy work in last 12 months

- Energy Retailers
- Ombudsman schemes
- Over 800 Financial Counselling clients
- Aborigine Advancement League
- Vision Australia
- Mallee Family Care
- Roadshows & Community Education (12 sessions)
- Lifeline Community Care Queensland and Wesley UnitingCare South Australia
- Provided Energy Hardship training across the state on behalf of Consumer Affairs Victoria
Life

Relationships blossom

• Birth
• Health
• Happiness
• Wealth

Relationships falter

• Death
• Illness
• Sadness
• Poverty
Consumer advocates and community workers have an obligation to:

- understand the sector, codes, etc
- know what is available (government and non-government)
- Know how to access services and assistance
- develop an understanding of energy
  - e.g: 1000wts=1KW=19c=per hour of use
- monitor business behaviour and action outcomes
Prevention → Early Intervention

What is it?

Kildonan’s Response

• Energy audits state-wide – align usage with affordability
• Hospital Based Financial Counselling – RCH, Mildura, Horsham and Brisbane
• Work with indigenous communities on financial stability and energy efficiency
• Active & robust casework
Energy Audits

The primary purpose is to assist consumers to understand their energy use and inform decisions, where possible, to align usage and affordability.

We would expect:

- comfort to increase
- costs to reduce
- consumers to be self guiding whilst developing a sense of pride in their knowledge and achievements
- Consumers to be more assertive in knowledge and share their learnings
- Understand their rights and responsibilities

Results:

- 81% of households have an initial saving of $351 in electricity alone