

Terms of Appointment

ERACCC Members

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 members 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

The ERA requests members to comment either during meetings or out-of-session regarding:

- Issues affecting or likely to affect consumers that fall under the ERA's functions.
- Initiatives that can improve the ERA's links with consumer groups and consumers.
- Feedback on the ERA's initiatives.

2.3 Improve outcomes for consumers

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

- Improve consumer and community organisations' understanding of the ERA's role.
- 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. The Chair of the ERA (or their delegate) also chairs the ERACCC. Observers are not members of ERACCC but are relevant organisations invited to observe ERACCC meetings. Observers are subject to the Terms of Appointment – ERACCC Observers.

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 remuneration.

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

5. Membership and confidentiality

Members may include representatives of appointed organisations, or individuals who

have suitable experience and/or qualifications.

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

Members 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 members, the ERA can impose conditions regarding members' use of that information.

Members 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 member's appointment.

6. Appointment process

6.1 Invitation and acceptance

The ERA will invite members to be appointed to the ERACCC from time to time and enclose these Terms of Appointment.

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

- In the case of an organisational member, a response accepting the invitation to become a member of the ERACCC.
- The name and contact details of the individual proposed to represent the organisation.
- In the case of an individual member, a response accepting the invitation to participate in the ERACCC.

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

6.2 Length of appointment

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

The ERA reserves the right to terminate a member's appointment to the ERACCC at any time.

If a member resigns or their appointment is terminated, the ERA will only be liable for payment of remuneration due to the date of termination.

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.

Members will be notified in advance of the meeting of the non-member's attendance and the matters for discussion. Members may raise concerns about non-members' attendance to the ERACCC Secretariat, who will seek to resolve the concerns with the Chair.

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

9. Remuneration

Members can request to be paid remuneration for their preparation for and attendance at ERACCC meetings. The remuneration is \$280 (excluding GST) for a meeting of up to four hours and \$431

(excluding GST) for a full-day meeting (more than four hours).

The ERA will pay remuneration within thirty (30) days of receipt of a tax invoice. The remuneration will be paid to the organisation, except where the member is an individual.

ERACCC individual members who are paid remuneration will be engaged under section 100 of the *Public Sector Management Act 1994*, and will therefore fall within the definition of "staff member" in section 3 of the Act and be subject to the additional confidentiality requirements in section 57.

10. Travel, accommodation and other allowances

The ERA will reimburse reasonable costs incurred by members attending ERACCC meetings. This may occur in one of two ways (at the election of the member):

- **Agreed costs:** the ERA will reimburse reasonable travel and accommodation expenses at a rate agreed prior to the member incurring the cost.
- **Actual costs:** the ERA will reimburse reasonable travel and accommodation costs consistent with the rates described in clause 54 of the *Public Service Award 1992* and [Government Sector Labour Relations Circular No. 18 of 2006](#).

11. Invoice procedure: members who represent an appointed organisation

If claiming remuneration, including for travel, accommodation and other allowances, the member must provide an invoice within thirty (30) days of the meeting.

Invoices must:

- Be addressed to the ERACCC Secretariat.
- Be titled – ‘Consumer Consultative Committee of [date] – Remuneration.

- The fee payable, separately identifying the amount of GST payable, the member’s ABN and details for payment (bank, BSB, account number and account name).
- If claiming actual costs for travel, accommodation and other allowances, attach receipts.

Where the member has a registered ABN, but is not registered for GST, the ERA will reimburse the member for the GST exclusive rate.

12. Invoice procedure: individual members

Individual members who do not have an ABN may request to be remunerated via an expense claim form. The member must submit the expense claim form within thirty (30) days of the meeting.

Upon the first request for payment, the member will be asked to complete:

- Committee member commencement advice for payment of remuneration.
- Tax File Number declaration.

Payments will be processed through the ERA’s payroll.

13. Conflict of interest

Members 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.

14. Code of Conduct

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

15. 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 at the time of the amendment.

16. Other ERACCC activities

The ERACCC may, by consensus, agree to make a submission to any open ERA consultation process or correspond with parties external to the ERA. Correspondence to parties external to the ERA should be agreed in principle with the ERA and approved by the Chair.

CONTACT US

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