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GOVERNANCE, ENERGY AND FINANCE COMMITTEE

Members present:

Mr MJ Crandon MP—Chair
Mr CG Whiting MP
Ms B Asif MP
Mr JT Barounis MP
Mr LR McCallum MP
Ms KJ Morton MP

Staff present:

Ms E Lewis—Acting Committee Secretary
Mr R Pelenyi—Assistant Committee Secretary

PUBLIC BRIEFING—OVERSIGHT OF THE ENERGY AND WATER OMBUDSMAN QUEENSLAND

TRANSCRIPT OF PROCEEDINGS

Wednesday, 15 October 2025

Brisbane

WEDNESDAY, 15 OCTOBER 2025

The committee met at 10.31 am.

CHAIR: Good morning. I declare open this public briefing for the committee's oversight of the Energy and Water Ombudsman Queensland. My name is Michael Crandon. I am the member for Coomera and chair of the committee. I would like to respectfully acknowledge the traditional custodians of the land on which we meet today and pay our respects to elders past and present. With me here today are: Mr Chris Whiting MP, member for Bancroft and deputy chair; Mr John Barounis MP, member for Maryborough; Mr Lance McCallum MP, member for Bundamba; Ms Kendall Morton MP, member for Caloundra; and Ms Bisma Asif MP, member for Sandgate.

This briefing is a proceeding of the Queensland parliament and is subject to the parliament's standing rules and orders. Only the committee and invited witnesses may participate in the proceedings. Witnesses are not required to give evidence under oath or affirmation, but I remind witnesses that intentionally misleading the committee is a serious offence. I also remind members of the public that they may be excluded from the briefing at the discretion of the committee.

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ARICO, Ms Angela, General Manager, Strategy, Operations & Governance, Energy and Water Ombudsman Queensland

PIRES, Ms Jane, Energy and Water Ombudsman, Energy and Water Ombudsman Queensland

CHAIR: Welcome. Please remember to press your microphones on before you start speaking and off when you finish. I invite you to make an opening statement, after which committee members will have some questions for you.

Ms Pires: Good morning, and thank you for the invitation to present to you today. The year 2024-25 was another busy year for the Energy and Water Ombudsman Queensland, and that is continuing as we proceed into our next financial year. Many of the issues remain unchanged. We still have a large volume of cases that relate to cost-of-living pressures, affordability of insurance—sorry, energy—and energy matters for clients. The word 'insurance' slipped in. We have been talking more broadly with communities and people who contact us because the cost of living, energy and insurance is really starting to impact small businesses. With consumer energy resources transferring to solar, what will that mean for them going forward and what will be the impact on their insurance products? These are unusual conversations to have as the energy ombudsman—'If the solar goes out, what happens to my insurance policy if I have spoilt food?' There are many things that are indicative of what is actually happening out there for small businesses when they are thinking about the summer we have coming up the weather predictions, particularly in Far North Queensland. The issues are still very varied, but the core matter we are dealing with is the affordability of energy for Queenslanders.

CHAIR: That was quick. Fantastic. That gives us heaps of time to ask you some questions.

Ms ASIF: Thank you for being here and sharing that and for the very detailed report. Going from both your report and your statement here today, hardship is one of the biggest issues you have coming in, so I have a couple of questions relating to that. In 'Message from the Ombudsman' at the start of your report, you attribute the decrease in the credit complaints you had in the last financial year to the former government's energy rebates. That part of the report states—

Many Queenslanders benefited from significant energy bill relief this year. The Queensland Government's \$1,000 Cost of Living rebate, alongside the Australian Government's \$300 Energy Bill Relief Fund rebate, provided welcome support ...

I wanted to get an understanding of the four per cent of complaints which were hardship complaints. Do you pre-empt that the patterns you are seeing coming through will change, now that we do not have that rebate?

Ms Pires: We anticipate that will be a continual and growing issue as we go forward. The rebates certainly did make an impact. Whilst a number of consumers in Queensland are still very lucky to be benefiting from that, there is a very large number for whom the rebate is long gone from their credit and they are back to normal bills. In Queensland we are about to hit our high bill cycle, come the new year with the weather, so we expect to see that increase. We have been taking action internally to ensure the team that handles these complaints has done refresher training on hardship assessments so that we can understand when we are looking at what is now considered the poverty line. When customers go through to their energy provider and go onto a hardship plan, they need to provide a statement of financial position. We are making sure our team is up to date on what those limits are and we are doing the assessment on a fair and reasonable basis so that the hardship plan a consumer is put on is something they can adhere to and repay and they do not end up with further issues by entering into a plan they are unable to sustain.

Ms ASIF: I hear a lot about bill cycles from constituents. Do you know how many consumers were placed on hardship programs through your intervention?

Ms Pires: I do not have that information with me right now, but I can provide that to you at a later time. It is something we can do on an end-of-month basis, because we send through those types of requests to energy providers every day. It takes a little while for assessment as well but, yes, we can provide that information back to you—for a point in time, absolutely.

Ms ASIF: Are you seeing a pattern in the consumers who are asking for hardship support having energy disconnected? I know there was a mention of some consumers who have had to arrange to get electricity reconnected. Are we seeing that more? Could you explain that to me?

Ms Pires: Yes. One of our major providers in Queensland is starting a more robust program for disconnections. I have previously provided information to the committee about the Australian Energy Regulator. The requirement put in through COVID about no disconnections and so forth has been a long-tail process. There are a number of consumers now who have not paid bills or been able to get ahead on a bill for many years, so we are working with them now. We expect to see disconnections increase and to have calls through to our service to help in those situations. In saying that, I acknowledge that the energy industry is becoming much more aware of that and working much more closely with their customers in pre-empting issues and reaching out to try to stop the disconnection occurring. When they do disconnect, they are making sure there is someone available for them to speak to. That service provision is improving.

Mr McCALLUM: Can you expand on the more robust process that retailers are putting in place? What does that look like?

Ms Pires: Previously it would have been a mail-out, an email or a text—their preferred communication channel. It is now phone calls, or if someone is in the area they will go and knock on the door and try to have a conversation or set up a meeting with them. There is much more regular contact to try to understand the position the customer is in and how to work better with them so they are not put in that final position of being disconnected.

Ms MORTON: The report shows that you have negotiated almost a million dollars in outcomes for customers. That seems like a very large number. There is almost \$600,000 that represents refunds being processed or billing adjustments. Would you get a refund or a billing adjustment if there was an error in the billing? Is there a high percentage of people whose outcome is due to them being billed incorrectly?

Ms Pires: Those refunds can occur across various types of matters. There may be billing errors, yes. Some of them may be as a result of them having an estimated bill and then a second estimated bill, and the consumers come through to us to question: 'Why am I getting estimated bills? We believe it is much higher.' We will engage in our process and the energy provider may then do a proper meter read or take the meter read from the consumer themselves. Bill adjustments may be done that way, so that can be a component. There may be an error in the billing, so it can be an adjustment for that error. There have also been consumers, particularly in that last period, for whom the rebate or applicable concessions had not been added correctly or had not been added at all, so those types of adjustments have had to occur as well. Does that give you sufficient information?

Ms MORTON: That is great. If there are over 400 cases of people who have been billed more than they should have been billed, it would be good for the committee to know if there are flaws—for lack of a better word—in the system of how the retailers are billing.

Ms Pires: I can clarify for the committee that we do systemic issues management. We have a team that handles the complaints and we also have a systemic issues manager. They will go through the data on a case and look to see if there is a process or system problem. It can come from just one

dispute. If we believe there is a system problem or a process problem, we will then commence a systemic issue investigation. If there is a complex issue or problem, that is identified through those channels, but the majority of refunds are down to a systems error but multiple parties may be involved. It may be that the consumer has not advised the electricity provider that they are on a concession or that they are eligible for something—particularly if they have transferred in from a different energy provider. There is not necessarily a requirement for the old electricity provider to tell the new electricity provider, so it is up to the consumer to inform them of that. More broadly, we are working with the national regulator and the Australian Energy Market Commission to improve that process and that service to make sure the consumer is not having to tell their new electricity provider—to ensure the information is transferred over to make it much more seamless for the consumer and they are getting the right benefits and information.

Ms MORTON: Fantastic. Do you have a rough estimate of how many people are billed based on an estimated bill rather than an actual meter reading?

Ms Pires: I cannot give you that specific information, but I can say that it should be improving as our smart meters are rolled out across Queensland. There are some communities that will still experience estimated bills even once they are rolled out.

CHAIR: I would like to ask a question in relation to the systemic issues. Coincidentally, yesterday I received a complaint from one of my constituents. I have asked my office to refer him back to the provider in the first instance because it does not appear that he has done that and, if he is not satisfied, then to refer him on to you. It is interesting to note that, on the surface, this looks like one of those systemic issues. I will give you a copy of this for the purpose of you being able to have a look at it. The energy retailer is quoting the amount of money owed for the usage. Then it talks about the rebate entitlements, but it looks like those rebate entitlements have been added to rather than subtracted from the bill. In terms of numbers, it is a \$935 electricity bill. All of these other figures are negatives, totalling \$171, so that should come off that figure, but it is showing an amount of \$1,130. That does not quite work.

I will give you this. I am not asking you to look at it specifically, but it is an example of what you have just been talking about. I am referring him back to the provider on the basis that I may not have complete information here. It may be that there is an explanation. He might have owed them money previously or something like that. Anyway, I will pass that on to you at the end of the meeting and you can have a look at it. You mentioned that even from one complaint you might be able to find something like that. As far as you are aware, how much money is involved in these systemic issues that are causing hardship for people?

Ms Pires: I look forward to receiving a copy of that letter so that we can look more broadly into that issue. Each matter that is considered a systemic issue we will look at if there is a financial impact. If it is a process issue the monetary amount may vary, so I am unable to give you an exact position. What I can give you is an example. What will happen is that we will then do a return or a report to the Australian Energy Regulator. Then they proceed to take regulatory action with the electricity provider and they will go through a process.

Some of those processes that you would have seen in the media will be the Origin issue, where they are not applying hardship provisions correctly or putting consumers into hardship. There is the Centrelink issue, which you may have seen for some other providers, where they are making Centrelink payments for their energy accounts, but they are adding up to substantial money in credit sitting there, like thousands of dollars. Then the consumer comes back to say, 'I'd like to access that money to pay rent or pay a mortgage,' and it was not being released as it should have been released. They are examples of some systemic issues. As you can see, there will be a fine or a monetary impact on the organisation. Then there will be a fine internally. Again, that will vary depending on what the issues are. At an ombudsman's level, I do not necessarily get to see exactly what that amount was in monetary value in Queensland because they will go much more in-depth than we can.

Mr BAROUNIS: I would like to ask for your feedback about the increase in electricity prices over the past year. A common perception is that renewable energy was aiming to reduce the cost of electricity for consumers. It looks like it has not worked, based on the increase in complaints you have had since 2023-24. That is one of the reasons a rebate has been given to consumers—to help them to meet the huge increases they are facing. Have you had any feedback from consumers that if we are able to maintain sustainable and affordable power without unnecessary increases it would reduce the number of complaints you are going to receive?

Ms Pires: From the information I am receiving, either through our case data or conversations with consumer groups or consumers directly, I am not seeing that that is technically the issue for them at the moment. There are still a large number of consumers here in Queensland who do not have

access to solar or any of those alternatives. I think for any consumer in Queensland at the moment it is still an unknown what the end benefits are going to be for them. What is well known and what is understood with consumers is that there is not the ability of feed-in tariffs—when solar first came in you got a really good feed-in tariff, but you are not getting that now. Your output tariffs, or what you are sending back, are not as high as they used to be either.

More broadly, those people who have feed-in tariffs and have a battery are starting to see a benefit, but they are still in the early stages—they are still normally paying off—of getting a return on their initial investment. Until that is paid, most of the consumers are not going to see the real positive net benefit that they are going to obtain. We do not have any specific information or data on that. They are just the conversations we are having with consumers.

Mr BAROUNIS: Do you think there would be less work for you if consumers were able to have sustainable and affordable power without this unnecessary up and down?

Ms Pires: I would hope so but, being someone who has worked in the complaint industry for as many years as I have, I know there will always be the next issue that will come to the ombudsman services. It will come down to the transparency and the actual understanding of the information. Electricity bills remain complex for people to read and to understand what it actually means in terms of what they are seeing and how it is applying to them. I know that all of us within the industry at regulation ombudsman level are trying to work out how to make electricity bills easier for the consumer to understand. That would be my ultimate goal, yes, but I am very pragmatic in that there will be the next issue. Until we can get this very clear and everyone within the state is able to access those products and services, I think we still have some way to go.

Mr McCALLUM: I have a constituent who has an inexplicably high energy bill. It is a household with only two people in it. They have checked the types of appliances they use et cetera. I know from looking at your website that this is a situation for both energy and water, and it is something that you deal with quite regularly. When there is a high energy bill, or indeed a water bill, how can the Energy and Water Ombudsman help?

Ms Pires: If we were to be contacted by the consumer, or it may be a financial counsellor or someone else who is assisting them, we would work with them to understand what has been the pattern of their bills. Is it an estimated bill? Is it an actual read? We would help them compare their usage to their previous actual read. There have been times when I have had team members go out to a house and look at what products and services they have. It is about all of those things that you will see on websites and so forth that really make an impact on the bill. The second fridge in the garage is very costly to run. Even though you think it is a good fridge and it has a high star rating, it is still a second fridge running in a household. We will be going through and doing all of that.

Then we would look at who their provider is and whether there is another plan that is more suitable for them. Considering there are only two people on the premises, is that the best product offering they can obtain? We would look at any other things that could be going on. Particularly with water, there could be a concealed leak. The impact of that can be significant. A leak like that can be significant on their water bill but also on their electricity bill because of the hot water. It is looking at all of those things and making sure the consumer is given all of that information to be looking and checking or us going out and assisting them where we can.

Mr McCALLUM: Thank you. That is very helpful. You mentioned earlier that, when it comes to residential energy costs and the reduction in rebates, common sense tells you that there is likely to be an increase in complaints. Similarly, are you anticipating an increase in small businesses struggling with energy costs if there is no energy rebate for small businesses?

Ms Pires: Yes, we are. We have been working with the Queensland Small Business Commissioner. I have been doing some presentations at their meetings. We also supply information for their newsletters to make sure that all of the small businesses within Queensland know that our service is there—what we can offer and where we can help them. We do expect to see that, but we also understand that there are a lot of small businesses that are outside our jurisdiction limits. It is about making sure they get that information. While we cannot assist, we are making sure that they get the right information and that those who come through get the service we can assist with as well.

Mr McCALLUM: In your opening remarks you mentioned getting out and talking to the community about some broader issues. You mentioned insurance, for example. It looks like you have a community forum coming up in Mossman and Innisfail later in October. Can you talk us through what is going to happen at that forum when it comes to cost of living, struggling with bills—energy and water et cetera—and what kind of feedback you have had to date?

Ms Pires: Yes, certainly. I am very privileged because it is actually me who is going out to do these upcoming events. I will admit that it is something I really love to do—to get out and to see. You do not understand what someone is going through until you are standing on their property or in their town and in their community. Next week I am travelling with the First Nations Foundation. There are a number of other ombudsman services and providers. We are heading up to Normanton and Croydon, where we will be hosting community events and the community will be able to come and speak to us. For me, it will be about their energy problems. It will not just be about their bills. They will talk to me more about the broader energy issues they are experiencing such as reliability and any of those things they are experiencing—what their concerns are and what may be happening for them moving forward.

There will be issues that I cannot assist them with, but what I do is bring them back and make sure I share that information with the department and also with the relevant energy providers. It may be their distribution network rather than their retailers. It is being on the ground and hearing and understanding and also building that relationship with the communities to know that there is someone there: 'We are here to listen. I'm not just here to talk about your bill.' We will also be running that in a week in November. That same group will be going up to Cooktown, Wujal Wujal and Hope Vale to run those same sessions.

Then in the last week in October, EWOQ is hosting the events and we are heading to Innisfail, Atherton and Mossman. With that, we are taking the Australian Financial Complaints Authority, the Telecommunication Industry Ombudsman, Fair Trading, NBN Co, Optus and Ergon Energy. They are a community assistance 'bring your bills' day. It is having the providers there. They come and sit down and have a conversation with those providers about what they are experiencing—if they have a problem with their bill, their insurance or their bank account. It is being in the community and taking the services to the community. It is just being there and understanding.

Mr McCALLUM: Fantastic. Is this the first tour, if you like, or have you already been to—

Ms Pires: I did this program in the second half of 2024 and we focused on flood areas. It was the Gold Coast, Logan and Beenleigh and we also went up north. We did Mossman, Yarrabah and some of the other communities up there as well. I find that it is more beneficial for the communities when they are a long distance from the larger communities. While it may not seem long-distance, it can be for those community members. It is taking the services to them, but it also allows my counterparts in the southern states to understand how geographically big Queensland is and the difference between living in Brisbane and living in Cairns or Far North Queensland. Wherever you are, your master can be the weather and the beach. It is really important for them to understand and experience that. I think that makes for a lot better connection in the communities and gives the community trust that there are services there to assist them.

Mr McCALLUM: If there are any learnings from the previous community engagements you have had or the upcoming ones, it will be great if you could share any of those insights and learnings with the committee.

Ms Pires: Yes, absolutely. I will provide you all a brief when I return.

Mr McCALLUM: That is wonderful, thank you.

Mr BAROUNIS: Jane, what are the future plans for energy and water for this financial year? What are your targets?

Ms Pires: For the Energy and Water Ombudsman going forward this year, we are focused on internal improvement in our office, so that is working with our team members, as I said. I spoke earlier about getting them refresher training, for example, on hardship—just to make sure we are current and understanding what is happening out in the communities. Also, we are always looking at innovation and how we can do things more efficiently and effectively with what we have, or what may be available to us to improve—not just bringing more people but looking at how we do it and whether we can do it more effectively. I am heading into my last year in this role and I am making sure the team is set up ready to continue on and continue to improve and expand, because I am very keen to make sure the ombudsman service is available to consumers as the energy market changes and, with all that is coming in, we can provide the service they need. It is ensuring all of our processes, systems and people are ready to take that next step as we go forward. They are the big things we are focusing on, as well as offering the services that we continue to do every day.

Mr BAROUNIS: I have to say congratulations to you guys. Of the measures for the last financial year, 2024-25, there is success of 15 out of 22, so you are on the right track.

Ms Pires: Thank you very much. We appreciate that.

Ms MORTON: I have super quick data questions. Fifty-nine per cent of contacts are made by phone and 30 per cent by website. Are the other 11 per cent other referral pathways?

Ms Pires: Yes, there are other referral pathways. We still get letters, which we always find interesting. I still find it amazing, because the letter will be copied to 10 others and I am like, 'Wow, 10 other people have received this letter!' We still receive contact through letters. It may be through our social media channels as well.

Ms MORTON: Also, 98 per cent of contacts were made by residential customers. Does the other two per cent reflect business?

Ms Pires: Yes, that is correct: small business.

CHAIR: I see through your report you have some great pages where you have the numbers and the percentages and all of that. They tend to reflect the ones where it is really positive, and that is good, but I note that on the pages where you have, for example, 'our customers'—and I am looking at our briefing from our secretariat here. 'Our customers' talks about percentages in some of them, but it does not give you an indication of the numbers. Could I suggest that to give an indication of numbers beside the percentage would be useful going forward, as far as reports are concerned, so that we know how many respondents there were providing you with those percentages et cetera?

Ms Pires: Thank you for that feedback. We have all of that information, so we can ensure that going forward we do that.

Ms ASIF: I have a quick follow-up question around hardship. Have you given any advice to the government to continue the rebates? You pre-empt consumers feeling more hardship in the coming months.

Ms Pires: No, that is not something I have. What I have spoken to the government about is looking at the Home Energy Emergency Assistance Scheme—the HEEAS—and that type of sustainable, ongoing support which we think would be better value to the more vulnerable or people finding themselves in vulnerable circumstances, rather than just everyone receiving it. There were comments made to me. As you can imagine, life can be pretty interesting when I go to a barbecue with what people want to talk to me about. I know that many other people could have benefited. My personal view—this is the conversation I have had—is to improve those types of schemes and to make them more regular, rather than the two years or the one year, and to expand the availability of that. Those are the types of conversations we have had. Where people have considerable debts, they are never going to get that debt cleared. As you would have all experienced and seen, someone who has a \$5,000 electricity debt and is still living in a home is never going to clear that \$5,000. They would get enough to pay that debt off. Looking at ways to improve that longer term is a conversation we are having more regularly.

Ms ASIF: We spoke to the hardship figures and people calling for assistance. Do you have figures over the last six months of what that looks like? If you do not have it on you, could you take that on notice and provide it to us, please?

Ms Pires: Yes, certainly we can take that on notice. One of the points I will make is that we get very few calls through to us to say, 'I am in hardship. I am in trouble.' We do get some, but it is not the regular. We will get to that point after we have done the investigation or asked some further questions. The caller will say, 'I have this problem or I have that problem,' but when you are getting down to it and asking questions, affordability and hardship are the core issues. Not necessarily would I say it is the category of hardship—I will have a large volume there—but it will be the core—

Ms ASIF: I am talking about affordability as well, so that is included, ultimately. It is when people are calling and you get to the resolution that they cannot afford to pay their electricity bill. The figures for over the last six months will be really good.

Ms Pires: We will go back and have a look at that. When you look at the standard data, the numbers in hardship will never be large, but hardship will be the bottom line. We will provide whatever data we can to assist with that.

CHAIR: Just to clarify, the member is talking about the last six months. That will be overlapping two financial years. You will be able to pull that together, will you?

Ms Pires: Yes.

CHAIR: That is great. I take your point on more focused support being more important than just a carte blanche, shotgun approach to providing rebates.

Mr BAROUNIS: Are you going to provide us with the first six months of the previous financial year and this financial year?

CHAIR: No, member. We are looking at the last six months.

Mr BAROUNIS: Just the last six months?

CHAIR: The last six months is the question. I clarified that, and that is what we are doing.

Mr WHITING: You talk about what a more robust disconnection system looks like. Can you tell me the reasons we have that more robust system coming through?

Ms Pires: From my data and the understanding of speaking with consumers and consumer groups, COVID occurred and then we had the statement of expectations. How consumers interact with their energy providers is changing and is ongoing as we move to different products and services. There is a lot of non-communication out of COVID, in the years afterwards, about increasing bills. The bill would be sent, yes, but there was no follow-up or no pursuing a debt, and now they have realised that the debt will not be reduced unless they are actively engaging with the consumer. It is having that phone call. What we are finding now with the cost of living is that more people are in hardship, so the conversations are harder to have and there is a lot more behaviour where consumers do not want to engage because they are embarrassed and so forth. The energy providers are learning a lot more about human behaviour and how to engage better to get a better outcome. That is where I say that is a more robust process than just sending a letter saying, 'We are going to cut you off. You have a week to pay or we are cutting you off,' and that may have been the only contact they have had. Now it is a much more engaged process and more robust—

Mr WHITING: So there will be more pursuit of debt?

Ms Pires: Yes.

Mr WHITING: To take you back where you started, you said that, with the reduction of state energy rebates and going into the higher energy season, you are expecting more hardship cases in the future. I am just clarifying that is what you said.

Ms Pires: Yes, that is correct. We normally find that around the March/April period we will have an increase, because the summer bills have gone out to consumers. They question them—it is much higher and so forth. We would expect that to occur. This season, if the weather is as it is predicted, we are going to have possibly more floods, more cyclones. That will have much more of an impact on consumers as well. We are expecting to see that over the coming months. Unfortunately, we will see more contact on that basis.

Mr WHITING: That will be the big-ticket item for you over the next summer season?

Ms Pires: Yes, absolutely.

Ms MORTON: Ombudsman, is that a pattern that occurs generally every year in those March/April months?

Ms Pires: Yes, it has been. It is more spread out now, but traditionally, when I first started, we would talk to our southern counterparts and their problem was this time of the year, because they have just gone through winter; ours was always March/April, on the other side.

Mr McCALLUM: I mention the situation where people living in a manufactured home park might want to get solar panels on their residence, and then they have to go through the home park owner. Is this a situation you are aware of and a situation where you and your office can assist? Is there any advice you would give owners in this circumstance?

Ms Pires: I acknowledge that that is an issue that is starting to come through to my organisation much more now. A lot of work is still required to be done there, unfortunately, by the residents with the park owners or their exempt suppliers, depending on the situation. We would suggest people do full research of what they are wanting, understanding what is available in the park or more broadly and then what may be the issues of why they are unable to do that. From what I am hearing, on some occasions the park owners are saying, 'Unless 50 per cent of them are going to do it, we will not allow you to do it.' It is going back and making sure they have the right advice. Then, depending on what the issue is, we may be able to handle it within my organisation. If not, we ensure they are referred through to the correct areas to get the systems.

Mr McCALLUM: Is there any way you could, in simple language, enlighten us as to the respective positions of the home owner and the park owner when it comes to this issue of getting solar PV?

Ms Pires: From the information I have received it varies, depending on the park itself. Again, it will be the park owners' requirements or their expectation—whether their boards determine it or their home ownership board, whatever it may be; they will have a ruling and that is what the park managers are adhering to—or it will be the cost.

Mr McCALLUM: So it can come down to the terms and conditions of the particular parks and their agreements?

Ms Pires: Yes. It is ensuring they understand that and then where to go—if that is the case, what other avenues are available to them.

Mr McCALLUM: That is helpful. Thank you.

CHAIR: Thank you to both of you. That concludes this briefing. Thank you to everyone who has participated today. Thank you to our Hansard reporters, who do a marvellous job, even when we forget to turn our microphones on. A transcript of these proceedings will be available on the committee's webpage in due course. There are some questions on notice that will be put to you, and your responses are required by five o'clock on Friday, 24 October. I declare this public briefing closed.

The committee adjourned at 11.16 am.