

Regulating Victoria's essential services



Employee prospectus





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A word from our chairperson

Our work has impact. From energy to water, local government to transport, and the largest energy efficiency program in Australia – whether we are setting prices, monitoring markets or enforcing consumer protections – the work we do at the Essential Services Commission touches the lives of every Victorian in some way, each day.

It is a great privilege and great responsibility to work at the commission. We work with care and purpose to represent the communities we serve. One of the most rewarding parts of our work is the opportunity to have a positive community impact. This is what guides our team as we engage with stakeholders to work through complex issues and deliver positive outcomes for Victorians.

The commission is also a great place to work. We work as a team to build a friendly, inclusive, diverse and engaged organisation. We offer training, tools and opportunities – from secondments to leadership programs to access to decision-makers – to support our people in their role, and their careers. We value the contributions of all our people and support them to do their best work.

I am proud of our long history as Victoria's independent economic regulator and excited by our future. I value the deep expertise of our team, the strong relationships we have in our community and the way we have risen to meet challenges and opportunities. I am proud to belong to this great organisation and work alongside so many great people to progress the important work we have ahead of us. I invite you to join us and be part of bringing positive change to Victorians.

Kate Symons
Chairperson
Essential Services Commission



About the Essential Services Commission

The Essential Services Commission promotes consumer interests by regulating Victoria's energy, water and transport sectors, and overseeing the local government rates cap.

We also administer the Victorian Energy Upgrades program, which aims to reduce greenhouse gas emissions by making energy efficiency improvements more accessible and affordable for consumers.

The commission uses a formal process to exercise our responsibilities under the *Essential Services Commission Act 2001*.



The Essential Services Commission team shares a common goal of delivering value to Victorian communities, and together, we are united in our drive to make a difference.

Our values



Integrity

- Being transparent and consistent in making decisions.
- Clearly explaining the rationale behind decisions.
- Acting openly and honestly.



Impartiality

- Basing advice and decisions on merit, without bias, caprice, favouritism or self-interest.
- Acting fairly by objectively considering all relevant facts and fair criteria.



Collaboration

- Sharing information and knowledge across the organisation.
- Adopting an open and constructive approach to addressing and resolving issues.
- Providing or taking opportunities across the organisation to jointly deliver influential outcomes.



Excellence

- Being rigorous in the assessment of data and information.
- Exhibiting clear, evidence-based decision-making.
- Challenging traditional approaches and exploring new ideas based on the latest economic and regulatory thinking.



Respect

- Treating people fairly, objectively, and with dignity.
- Considering the views of others to improve outcomes on an ongoing basis.

Our purpose

We promote the long-term interests of Victorian consumers with respect to the price, quality and reliability of essential services.

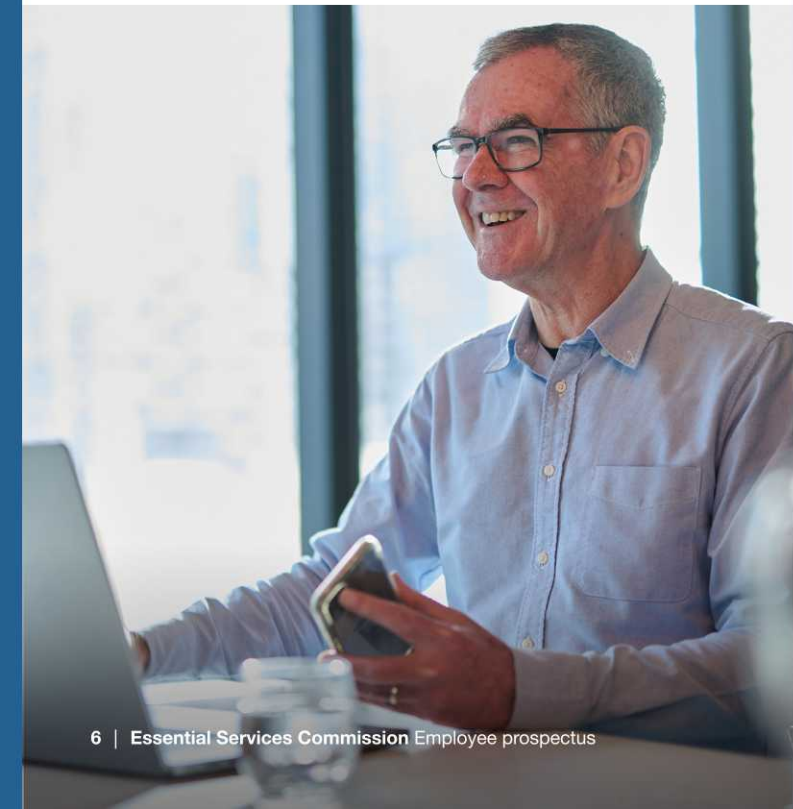
Delivering for Victorians

We have four goals to achieve our purpose and respond to an ever-changing environment:

- 1 We will be a strong and fair regulator
- 2 We will be an active regulator
- 3 We will create incentives
- 4 We will deliver value to Victorian consumers

Our business processes support us to achieve our goals by having:

- 1 Effective processes for engaging with stakeholders
- 2 Effective data, evidence and information management
- 3 People with the right mix of skills and knowledge
- 4 A workplace that promotes diversity, inclusion and flexibility



The benefits of working with us

When you choose to work with us, you're choosing an environment that thrives on teamwork, diversity and innovation.

Our open and accessible culture means you can easily connect with leaders and colleagues alike, allowing you to engage in impactful work that directly influences Victorian consumers.

With flexible arrangements and opportunities for career growth, your journey with us is set to be both rewarding and future-forward.



A friendly and supportive culture

We cultivate an inclusive and supportive culture that values collaboration, cooperation, and a sense of unity among our team members.

Interesting work

Our work is diverse, with a range of sectors and stakeholders; we apply frameworks to provide solutions to a broad range of public policy problems, adopting best practice and innovative thinking.

Career development

The commission has been a pathway to career success for several alumni and current team members, as well as providing opportunities to move horizontally between teams in secondment, project and ongoing roles.

Interesting colleagues

Our people have diverse skills, knowledge and life experiences from whom you can learn, but who also value the perspectives of others.

Offer and embrace flexibility

Over a third of our staff are on a formal flexible work arrangement and many more enjoy the flexibility to work in a manner that fits with their personal circumstances.

Make a difference

The work we do directly benefits Victorian consumers and the community. We are a public value for purpose organisation.

Access to leaders

We are big enough to have a variety of teams and functions but not so big that you can't easily chat to the directors, CEO and commissioners. Staff are given the opportunity to showcase their work to our leaders.

Diversity

We provide an inclusive work environment, with a gender-balanced workforce. Our staff originate from over 20 different countries, with groups established for like-minded people.

Future focused

Our strategic intent and continuous improvement focus means that we are always thinking ahead in our actions, processes and use of technology.



Energy

The Energy Division plays a vital role in shaping a sustainable, consumer-friendly energy market for all Victorians. Through regulatory measures, reforms and data insights, we protect the long-term interests of energy consumers.

Our responsibilities include licensing energy retailers, distributors, transmission companies and generators – and ensuring compliance with the energy rules.



Division highlights

We take thoughtful, robust compliance and enforcement actions to uphold consumer protections.

Our licensing work brings renewable generators into the Victorian energy market, playing a central role in the energy transition to reduce carbon emissions.

In the Energy Division, we actively contribute to shaping a sustainable and consumer-friendly future for all Victorians. Our commitment to regulating with consumer vulnerability in mind is reflected in our *Getting to fair: Breaking down the barriers to essential services* strategy.

We are dedicated to providing crucial support to consumers in times of need, safeguarding their interests, promoting fairness, and addressing the challenges posed by climate change in Victoria. Through our strategies and goals, we strive to make a meaningful impact in creating a better energy landscape for all.



I've found that [the public sector] is a source of important, difficult and interesting work that isn't available anywhere else. My job at the commission is busy, exciting and intellectually challenging. I'm so impressed by the commission's willingness to invest in high-quality professional development for its staff and really admire its commitment to being a world-class regulator that protects the interests and wellbeing of Victorians."

Stephanie, Specialist Advisor



Victorian Energy Upgrades

The Victorian Energy Upgrades program plays a vital role in reducing greenhouse gas emissions and promoting energy efficiency.

We do this by providing Victorians with access to discounted energy efficient products and services. The program also helps lower energy use for households and businesses across Victoria.



Division highlights

Between 2022 and 2025, the program aims to secure 28 million tonnes of greenhouse gas emissions savings for Victoria, equivalent to removing more than 8.5 million cars from the road for one year.

Energy savings from the program are expected to reduce Victorian electricity consumption by 7% in 2025 and avoid \$3.8 billion in energy system costs.

Victorian households and businesses can reduce their energy bills by participating in the program.

Working for the Victorian Energy Upgrades program offers a unique opportunity to be part of a transformative initiative that directly benefits the community. We contribute to a more sustainable future by helping Victorians decrease their energy usage which reduces greenhouse gas emissions as well as lowering energy bills.

Since 2009, the program has supported over 2.1 million households and over 160,000 businesses to upgrade their appliances and equipment with energy-saving products including lighting, space heating and cooling, water heating, and weather sealing. These upgrades have resulted in over 80.6 million tonnes of greenhouse gas emissions saved.

The Victorian Energy Upgrades program contributes to a greener and more energy-efficient future. By working for this vital initiative, you'll be helping to shape a sustainable tomorrow while simultaneously improving energy affordability for all Victorians.



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It's a real joy to be working in a team that helps Victorians reduce their energy bills and carbon footprint. I just appreciate doing a good job and sharing my knowledge with colleagues who are all passionate about helping everyday Victorians.”

Jason, Project Officer

“

A big part of enjoying my work comes from knowing that I'm part of something that really makes a difference. When I get home at the end of the day, I'm really satisfied by the work I've done. I also really appreciate how much the commission values its people's interests. I love my sport. The fact that the commission supports me to have flexible work arrangements means a lot to me and allows me to have great work-life balance.”

Monica, Project Analyst

Price Monitoring and Regulation

The work of the Price Monitoring and Regulation Division spans a range of services that are essential to the everyday lives of Victorians, including water, energy pricing, transport and local government.

We have powers to approve prices for regulated services. We also shape an environment that prioritises consumers, particularly people who are experiencing vulnerable circumstances.



Division highlights

Our approach to 'Responding to Family Violence' has received the prestigious IPAA Victoria 2019 Leadership award in the Regulators category, recognising our outstanding efforts in providing support to those affected by domestic violence.

We have gained international recognition as innovators for developing frameworks like the PREMO water pricing framework, setting the gold standard for regulatory practices focusing on customer value.

Due to our strong reputation, the government has entrusted us with additional responsibilities in the transport sector, including regulating the Port of Melbourne.

In the Price Monitoring and Regulation Division, our commitment goes beyond price monitoring. We use the latest intelligence to set maximum prices and ensure our regulated sectors comply with price paths and rate caps. We develop and apply frameworks that incentivise customer-centric business practices to create an environment that prioritises consumer satisfaction and efficiency.

Informed by our objective to regulate with consumer vulnerability in mind, we work with businesses, promoting fair guidelines for the protection of consumers. Through comprehensive reporting, we keep a close eye on the performance of regulated businesses, holding them to account for delivering high-quality services to the public.

By applying our knowledge and expertise across a range of regulated sectors, the division is at the forefront of consumer value, fairness, transparency and customer support.



“

I love working here because I can apply my learning and skills to both the design and implementation of policy. I can unite the conceptual and pragmatic sides of my nature, and know that my efforts contribute to improvements in the way we live our lives.”

Lucy, Project Manager, Customer Engagement

“

Working at the commission enables me to develop and implement measures that deliver consumer benefits across significant industries, through collaboration and innovation within the team I lead, and across divisions. Access to key decision makers is energising, challenging me to use my persuasion and effective communication abilities to get a message across or a recommendation implemented.”

Craig, Director, Transport

Corporate roles

Organisational Performance, Strategic Communications and the Office of the General Counsel

The primary focus of the Organisational Performance Division is to support the organisation in maintaining a high-performance workplace while managing the commission's corporate obligations.

The Strategic Communications team supports the delivery of responsive, effective and meaningful communications and engagement to inform and empower our stakeholders.

The Office of the General Counsel is a team of internal lawyers who provide legal support for the commission.



Division highlights

We take great pride in engaging with stakeholders and the public (including community roundtables) using the IAP2 Public Participation Spectrum, which is essential to our work. Our decisions have the potential to affect many aspects of life for every household and business across the state.

Our unwavering commitment to excellence sees our lawyers provide advice on regulatory matters all the way from inception through to presentation to commissioners for decision.

We passionately invest in our offices, technology, and most importantly, our people. Our dedication to creating a vibrant and inspiring work environment promotes innovation and success.

The corporate teams collaborate closely with other divisions to enhance the commission's overall operations and goals. What's notable is the diverse set of skills and backgrounds that the teams possess. With a wide range of expertise including lawyers, accountants, media advisors, digital communications specialists, community engagement workers, IT experts, procurement specialists, information managers, customer service professionals, risk champions, and governance experts, we bring together a talented group of individuals.

This diverse skill set allows us to offer comprehensive and specialised support as a trusted and expert source of corporate services. By leveraging our collective knowledge and experience, we empower divisions to achieve their goals while contributing to the Essential Services Commission's overarching objective of serving the people of Victoria. With a focus on our people, relationships, budgets, assets, governance, and continuous improvement, we strive to ensure effective and efficient service delivery throughout the organisation.



“

I absolutely love working here because it offers the opportunity to tackle a diverse range of topics. You know the people you're working with, and have a shared understanding of what you're working towards. There's a real sense of collaboration and respect.”

Chris, Principal Legal Counsel

“

I quickly realised that the commission and I share many of the same values: practicality, positivity and a burning desire to get important things done. I'm trusted to do my job, I'm respected for my expertise and I'm provided with opportunities to contribute to interesting and diverse projects. I'm also very impressed by how accessible the commissioners are. We can bring ideas directly to them and they're judged on their merits.”

Kate, Information Management Project Manager

Our commitment to you

At the core of our ethos lies a steadfast commitment to enhancing your experience.

As an integral member of our team, you'll enjoy a work-life balance while gaining access to a large range of benefits.

With an intrinsic appreciation for diversity, we cultivate an environment where varied perspectives and work styles can thrive.



Our commitment to you

Who we work with



Community representatives



Industry stakeholders across energy, water, transport and local government



Ministers and ministerial advisors



Departments



Agencies



Other regulators

Our commitment to you



Diversity

We respect diversity in our people and in their ideas, work styles and perspectives.



Flexibility

To ensure a satisfying balance of work and personal life.



Employee benefits

Our people can access a broad range of benefits.



Health, safety and wellbeing

We offer support, information services, as well as access to subsidised health and wellbeing programs.



Career development

We empower our team to reach their full potential through ongoing learning and professional growth.



Dill-ba-din Balluk Biik
– Protect Community and Country
Artist: Simone Thomson

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.