

Community programs and partnerships report.

2020-21



Contents.

Introduction	1	ActewAGL Community Grants Program	10
ActewAGL community programs and partnerships summary	2	Adoptive Families Association of the ACT	11
Driving sustainability and innovation	3	Angry Face Transport	11
Canberra Innovation Network	4	Arawang Emergency Relief Hub	11
Realising Electric Vehicle-to-grid Services (REVS) project	4	Canberra Blind Society	12
Committed to the community	5	Diversity ACT	12
AFL ACT/NSW	6	Good Life Builders	12
Canberra Raiders	6	Menslink	13
Canberra Symphony Orchestra	6	Northside Community Service Centre	13
Capital Football	7	Rise Above Canberra	13
Council on the Ageing ACT	7	Roundabout Canberra	13
Enlighten Festival	7	RSI and Overuse Injury Association of the ACT	14
Home in Queanbeyan	7	Sleep Apnoea Association ACT	14
Queanbeyan Enterprise Centre	7	Serious about support	15
Queanbeyan Tigers	8	Staying Connected Program	16
Rise Canberra	8	Energy Support Vouchers	16
Ronald McDonald House Charity ACT & South East NSW	8	Enduring Support Scheme	16
Royal Canberra Show	8	Local energy advice	16
Special Children’s Christmas Party	9	Community Energy Efficiency Scheme (CEES)	17
St Vincent de Paul Society	9	Small business COVID-19 support program	17
The Salvation Army	9	Local Energy Bars	17
UC Capitals	9		

Introduction.

ActewAGL has been committed to supporting and investing in the capital region, along with our predecessors, since 1915.

Over the past 18 months, the capital region has faced the Black Summer bushfires, hailstorms, COVID-19 and flash flooding. These challenges have emphasised the strength and resilience of the capital region community and further highlighted the importance of ActewAGL's direct and meaningful support to the region.

ActewAGL's community support and partnerships program has three key focus areas: innovation, environmental sustainability and community engagement. ActewAGL, as a powerfully local organisation, is committed to delivering responsible energy to the community and will remain a steadfast supporter of the growth and development of the region. These focus areas underpin our various programs and schemes that enrich and empower the region to thrive and grow.

✓ **Innovation**

ActewAGL is focused on the pursuit of innovation across the community. We're passionate about innovation within the energy sector and in the zero-emission vehicle space and aim to actively empower our partner organisations to innovate in their own space and time.

✓ **Environmental sustainability**

Linked directly to our emphasis on zero-emission vehicles and innovation, ActewAGL is committed to promoting environmental sustainability and developing further programs and presence in this area.

✓ **Community engagement**

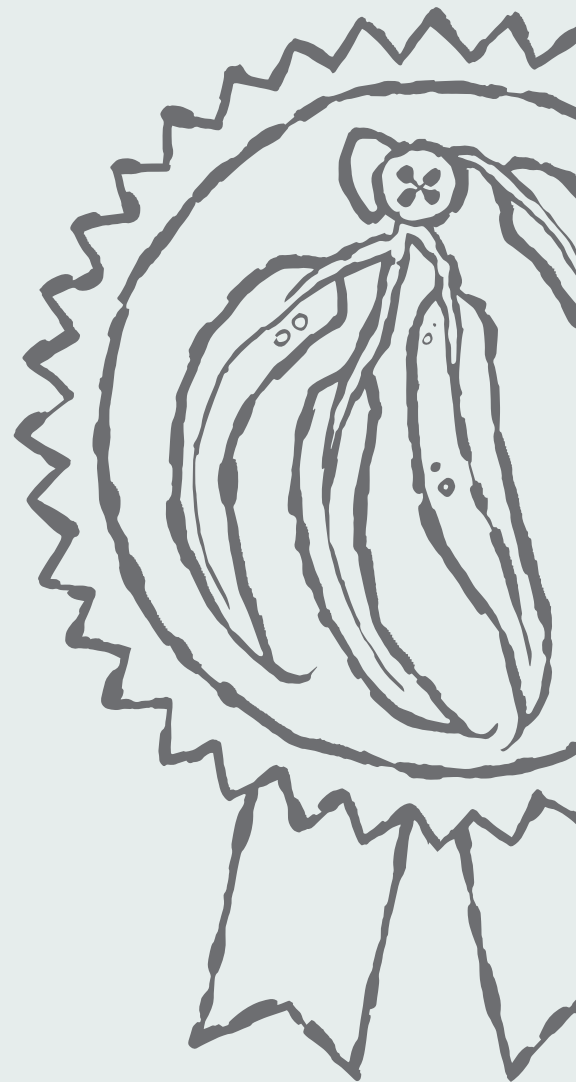
ActewAGL has a long and proud history of supporting greater capital region events, organisations and causes. With a targeted focus on at-risk and disadvantaged peoples, we aim to enrich the community and make an impact. This remains a key pillar of the ActewAGL Community Support programs.

ActewAGL community programs and partnerships summary.

	Innovation	Sustainability	Community
AFL ACT/NSW	✓		✓
Canberra Innovation Network	✓	✓	✓
Canberra Raiders		✓	✓
Canberra Symphony Orchestra	✓		✓
Capital Football	✓		✓
Community Energy Efficiency Scheme	✓	✓	✓
Community Grants Program	✓	✓	✓
Council on the Ageing			✓
Enduring Support Scheme			✓
Energy Support Vouchers	✓		✓
Enlighten Festival	✓		✓
Home in Queanbeyan			✓
Local Energy Bars	✓		✓
Menslink			✓
Queanbeyan Enterprise Centre	✓		✓
Queanbeyan Tigers			✓
REVS Project	✓	✓	✓
RISE Canberra	✓	✓	✓
Ronald McDonald House Charity ACT & SE			✓
Royal Canberra Show			✓
Small Business COVID Support Program	✓		✓
Special Children's Christmas Party	✓		✓
St Vincent De Paul Society			✓
Staying Connected Program			✓
The Salvation Army	✓		✓
UC Capitals	✓		✓

Driving sustainability and innovation.

As a truly local organisation, we know the capital region loves to drive. According to the ACT Government, 60% of the ACT's emissions are transport related. While electric vehicle (EV) and zero-emission vehicle (ZEV) adoption in Australia is slowly growing, we know we have a big responsibility to the people who live here. We're focused on accelerating and improving infrastructure and taking every opportunity to support our local community with zero-emissions driving.



Canberra Innovation Network

Innovation ✓

Sustainability ✓

Zero Emissions Transport Hackathon

In 2020, through our powerful partnership with the Canberra Innovation Network (CBRIN), we hosted the Zero Emission Transport Hackathon (ZET Hack). ZET Hack challenged participants to present novel solutions that would accelerate the adoption of zero emission transport solutions. The virtual event attracted participants from around the country to tackle the age-old, 'chicken or the egg' question: what drives adoption? The customer demand, or the provision of infrastructure?

ZET Hack gave participants the benefit of our strong industry partnerships, with the ability to learn from mentors and supporters from Electric Vehicle Council, Jet Charge, Accenture, PWC, SGFleet, Nissan Australia, the Federal Chamber of Automotive Industries and Here Technologies.

Over four days, teams of entrepreneurs honed their solutions with the assistance of industry leaders and the bright minds of the CBRIN facilitators. ActewAGL selected the top three ideas to award prize money and selected incubation. The winning ideas were:

- **XKG**
Awarded first place and an incubation package to further explore their idea, XKG presented The XKG Electric Vehicle Experience Centre. Their EV Experience Centre looks to combine traditional and online retail practices along with education from a brand-agnostic source. This would help take the fear out of changing from a traditional combustion engine vehicle to an electric vehicle, accelerating first-time EV adoption.
- **BrAln Power**
BrAln Power is a real-time, AI-driven charging station app to keep EV users on the road longer with the ability to find an available charger when they need it. The mobile app aimed to prevent 'charge rage' and long queues being experienced overseas by EV drivers. The app would give drivers the ability to pre-empt charge times, queue length and find potential charger locations through data tracking. Awarded second place and an incubation package, the concept was focused on the long-term challenges of accelerated EV adoption.
- **Sustainability Hackers**
This team presented Charge Source, an opportunity for businesses to leverage what charging stations don't have compared to petrol stations—amenities. By working with Charge Source, an EV speciality service, businesses could look to leverage an EV station to increase their exposure and traffic while EV users charged their cars. A range of amenities would be made available to Charge Source customers through the mobile app. Awarded third place, this concept was another long-term vision focused on integrating EVs within communities with a co-beneficial outcome for the township and EV user.

Realising Electric Vehicle-to-grid Services (REVS) project

Community ✓

Innovation ✓

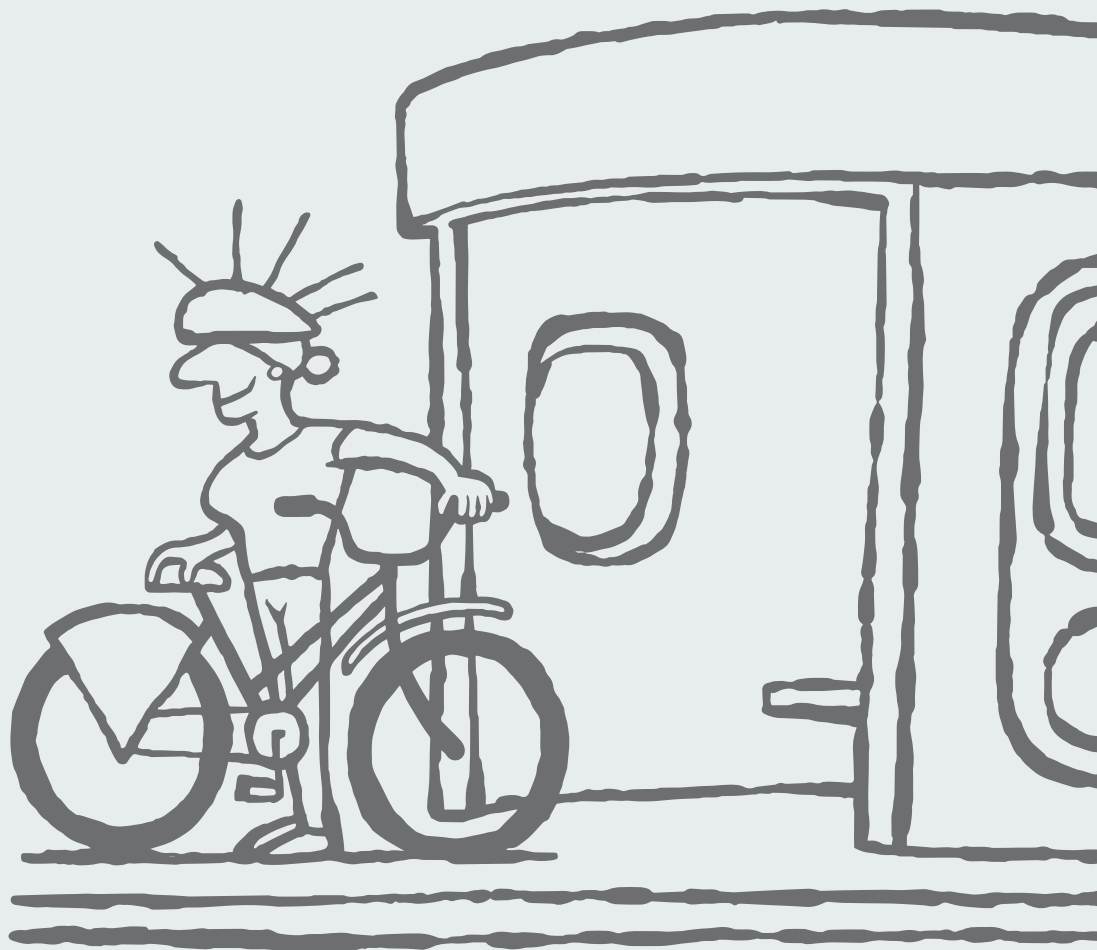
Sustainability ✓

ActewAGL is leading a consortium to drive electric vehicle innovation in a world-first project exploring vehicle-to-grid services. In partnership with leading organisations across the electricity and transport supply chains, the 'Realising Electric Vehicle-to-grid Services' (REVS) project is testing how electric vehicles can support the uptake of renewable generation, by balancing out the grid complexities arising from the intermittency of renewable generation, such as that from solar and wind power.

ActewAGL was awarded \$2.4m as part of the Australian Renewable Energy Agency's (ARENA) Advancing Renewables Program. The REVS project is a whole of industry collaboration including ActewAGL (electricity retailer and supplier), the ACT Government (fleet owner), Australian National University (research), Evoenergy (electricity network owner), JET Charge (charging infrastructure), Nissan (vehicle manufacturer) and SG Fleet (fleet manager), all who have collectively supported the project contributing a further \$3.86m. Accenture is also supporting the REVS project with project management services and insights on the global EV landscape. The REVS project will run until February 2022 and is an exciting opportunity for us to continue to drive innovation in the electric vehicle space.

Committed to the community.

Along with our predecessors, ActewAGL's commitment to the capital region community has spanned over 100 years and we continue to be a steadfast contributor to the organisations, events and causes that make our region shine.



AFL ACT/NSW

Community ✓ **Innovation** ✓

Community sport is a fundamental part of the upbringing of many Australians, and ActewAGL is committed to ensuring accessible options are available for all participants. Our partnership with AFL ACT/NSW empowers the league to grow and reach more young participants, while our direct support of the local and South Coast 'Kickability' programs empower young people with disabilities to participate in a safe and inclusive environment. Together, ActewAGL and AFL ACT/NSW will continue to create accessible options for the whole community to enjoy grassroots sport.

Canberra Raiders

Community ✓ **Sustainability** ✓

ActewAGL is the official energy behind the Canberra Raiders and Raiders licensed clubs. When the Raiders moved into their new head office in the heart of Canberra, we partnered with SolarHub to install a solar system that would empower the Raiders to waste less and save more energy. Installing solar on the Huawei Raiders Centre has helped the Raiders keep their energy bills low and their athletes' energy high. ActewAGL has been a community partner with the Raiders for many years, and together, these two powerhouses of Canberra continue to make the professional athletes accessible to the community through annual events like the ActewAGL Community Signing Session.

Canberra Symphony Orchestra

Community ✓ **Innovation** ✓

ActewAGL has a longstanding partnership with the Canberra Symphony Orchestra (CSO) and together, we're always looking to drive enjoyment and innovation in the community through music. This led us to two exciting projects throughout 2020—a Virtual Orchestra and the Music and Memory program. ActewAGL is a proud supporter of the arts and the power it has to enrich the lives of all who participate.

Virtual Orchestra

In the midst of Canberra's lockdown, ActewAGL empowered the CSO, in partnership with the ANU, to call on musicians of all levels to record and submit their rendition of Arthur Benjamin's 'Jamaican Rumba'. The opportunity for musicians to connect and engage in the midst of heightened COVID-enforced performance cancellations and relative social isolation was paramount, and with the guidance of the ANU School of Music, the results speak for themselves.

Music and Memory

Another forward-thinking collaboration, the Music and Memory program saw ActewAGL partner with Goodwin Village and the CSO on a ground-breaking musical therapy pilot program for elderly people living with dementia. Traditionally, musical therapy is delivered through pre-recorded audio played via technology (iPod, mp3 or similar) in an isolated setting.

The Music and Memory pilot sought to observe and measure any positive behavioural changes from experiencing small-scale concerts with residents diagnosed and living with dementia. Across the eight-week program, anecdotally, there were improvements in mood and an increase in social behaviours. Some participants were able to recall forgotten memories, while others would enjoy singing and dancing along. You can read more about the powerful findings on the CSO's website, [here](#).

Capital Football

Community ✓

The Capital Football junior competition is a hive of activity throughout the chilly months of the capital season and with the support of ActewAGL, the competition has gone from strength to strength—even in the face of COVID-19. In 2021, ActewAGL also supported Capital Football to purchase new chargers for their Powerchair Football chairs to help the team stay energised throughout their games!

Council on the Ageing ACT

Community ✓

A key community partner, the Council on the Ageing (COTA) works with older Canberrans to assist and empower them to participate and contribute to their fullest. The events of 2020 impacted heavily on the wellbeing of our older generations—especially given the social isolation from family members and friends. ActewAGL is in frequent communication with COTA to ensure its community is feeling supported, that they understand the outreach options available to them, and that as an organisation, they are sufficiently supported to provide this ongoing support for their community. ActewAGL and COTA have a strong partnership aimed at getting the capital region's elderly population the right support, right when they need it.

Enlighten Festival

Community ✓ Innovation ✓

The Enlighten Festival lights up the city every year and ActewAGL is proud to provide the energy behind the event. During the opening ceremony, ActewAGL performs the headlining 'switch on' moment—officially turning on the Festival lights. Each year, we find a bright member of the community for the task. In 2020, we asked our local employees, 'who lights up your life?', and engineer, Joe Craddy, wrote a poem about his family of three. Together, with his daughter, they officially opened the 2020 Enlighten Festival. In 2021, the festival adapted to the COVID-19 landscape with a ticketing system and a new format to ensure all community members were able to safely access the event. ActewAGL took to the community via social media to find a participant to 'switch on' the 2021 Enlighten Festival, with a young family selected to light up the night. This partnership continues to be a highlight of the Canberra calendar of events and a hub of innovation and community with local businesses, performers and artists coming together to enrich the capital's cultural offerings.

Home in Queanbeyan

Community ✓

Home in Queanbeyan provides long-term accommodation and support for locals with enduring mental illness. The 20 self-contained residential apartments, housed within the facility, offer a safe, non-institutional setting to empower the residents to live meaningful, fulfilled lives. ActewAGL is proud to energise 'HOME', as it's affectionately known in the community, and to have previously provided a solar system to help them waste less and save more on energy.

Queanbeyan Enterprise Centre

Community ✓ Innovation ✓

A relatively new partnership for ActewAGL, the Queanbeyan Enterprise Centre (QEC) represents a network of business experts supporting enterprises of all magnitudes with mentorship and the tools to succeed. ActewAGL and QEC partnered together to offer increased support to small- to-medium enterprise (SME) customers as they look to recover, pivot and rebuild following on from COVID-19 lock downs.

Queanbeyan Tigers

Community ✓

Another heritage partnership between the Queanbeyan Tigers and ActewAGL has powered the growth of the club for over 20 years. ActewAGL has been the energy behind the Tigers as they grew the accessibility and recognition of AFL over the border, and have developed into a powerhouse of the region. The Queanbeyan Tigers are synonymous with AFL in the capital region and continue to develop programs to keep locals engaged in their accessible and open community.

Rise Canberra

Community ✓ Innovation ✓

Rise Canberra was a one-off program that empowered locals to re-emerge into the community following the lifting of COVID-19 restrictions. A true celebration of arts, culture, resilience and innovation, Rise Canberra hosted a showcase of talent within the region. The program was an opportunity for the community to reconnect and begin rebuilding, through events and innovation. Within the Rise Canberra program was the 'Where You Are Festival', a two-month calendar of events and experiences that gave organisations the opportunity to reach a collective audience both virtually and in person. A total of 60 individual events and experiences were created across the two months, with almost 80% of these offering free experiences to the community and 60% including online interactions. This innovative, community-oriented event assisted Canberra to begin rebuilding the vibrant calendar of events and experiences loved by locals and tourists alike.

Ronald McDonald House Charity ACT & South East NSW

Community ✓

The Ronald McDonald House Charity ACT & South East NSW (RMHC ACT & SE) supports families during a child's diagnosis of a serious illness. Among a number of programs, the Family Rooms and 'Houses' within hospitals offer a place of respite, support and quiet for families while they're away from their support networks at home. ActewAGL is a proud supporter of the annual fundraising efforts of RMHC ACT & SE and is a regular contributor to their 'Meals from the Heart' activity, where staff volunteer their time to cook for the families residing in the local 'House'—offering a warm, home-cooked meal.

Royal Canberra Show

Community ✓

The ActewAGL Royal Canberra Show was impacted by the smoke haze lingering from the Black Summer bushfires, with many regular patrons and exhibitors unable to attend due to the devastation from the fires. With the COVID-19 situation developing quickly, the 2020 ActewAGL Royal Canberra Show was the last Royal Show to operate in Australia for the year, with lockdowns following closely after the conclusion of the show in March.

ActewAGL's partnership with the Royal Canberra Show lasted many years and has supported the event through droughts, pandemics and other tough times. At the conclusion of the existing partnership agreement, ActewAGL has relinquished the naming rights to the Royal Canberra Show as we increase commitment to directly supporting locals doing it tough, in the face of these catastrophic events.

Special Children's Christmas Party

Community ✓ Innovation ✓

This annual event brings together local special needs children and their families to celebrate in the spirit of Christmas. With many of the children and families who usually enjoy the Christmas Party considered immune-compromised (and at increased risk of contracting COVID), the 2020 Party couldn't proceed as planned. Determined to keep the joy of Christmas alive, 'party packs' were created and delivered to each child so they could celebrate Christmas from the comfort and safety of their own home. This was a quick, innovative and effective pivot from the Special Children's Christmas Party that ActewAGL was proud to support.

St Vincent de Paul Society

Community ✓

The St Vincent de Paul Night Patrol Van is a sign of safety, warmth and confidence to those doing it tough in our community. ActewAGL proudly supports the local Night Patrol Vans that spend time in our community providing essential outreach services and support to our most vulnerable.

The Salvation Army

Community ✓

The Salvation Army delivers critical services and outreach to the local community. ActewAGL is the proud partner for the annual Salvation Army Red Shield Appeal, the primary fundraiser for The Salvation Army. In 2020, the need for support throughout the community skyrocketed due to the impacts of the catastrophic events outlined earlier in this report. As always, the Salvos were there to ensure no one was left in need. The Salvation Army raised funds to support victims of the Black Summer bushfires, with a sustained blueprint for supporting these victims through the long-term rebuilding process. Then, the Salvos turned their attention to The Red Shield Appeal. Traditionally delivered through doorknockers and physical donations, with lockdowns in place, the Salvos pivoted to a digital appeal for the first time. ActewAGL and The Salvation Army have a long and proud history of supporting the community together and these past twelve months have only seen an increase in this commitment.

UC Capitals

Community ✓ Innovation ✓

ActewAGL is the major sponsor of the UC Capitals and has been a steadfast supporter of the capital region's most successful professional sporting team. The UC Capitals secured back-to-back championships in the 2019/2020 Women's National Basketball League (WNBL) season and ActewAGL was the energy behind them. Our annual dedicated game day showed the National Convention Centre in a new light when we presented the ActewAGL Light Show. The first crowd sourced lightshow in the WNBL, the ActewAGL Light Show saw attendees experience a pre-game slideshow on their mobile device screens while their phone's flashlight synced with the music and created a concert-esque experience.

The ActewAGL Light Show was so successful that we were asked to bring it back for a second game, and once again, the crowd were able to enjoy a novel solution to the traditional 'big screen' currently not available at the National Convention Centre.

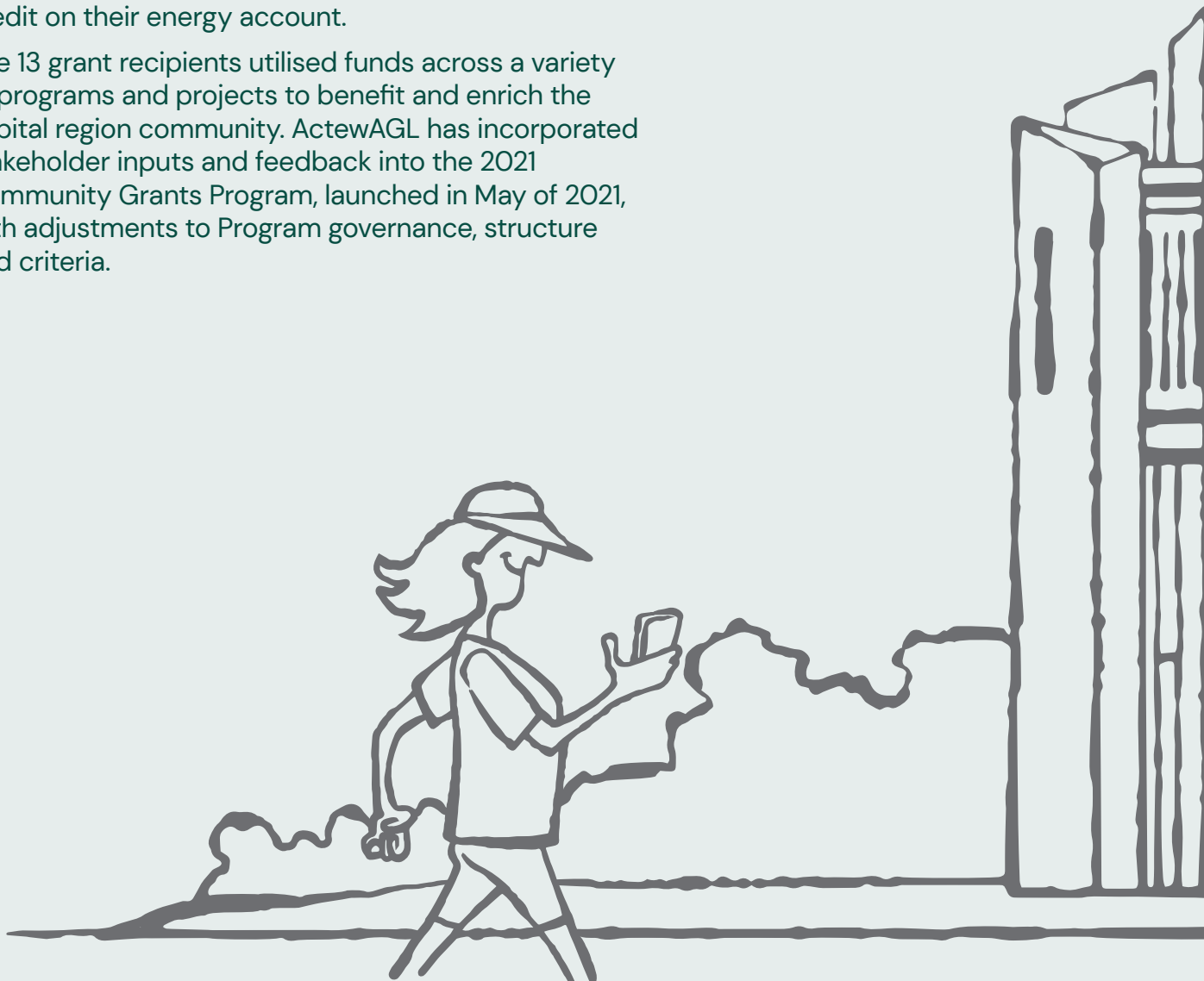
The 2020/2021 WNBL season was another first for the UC Capitals, as the team was forced to play in a 'bubble' in Queensland while they chased their 'three-peat' winning streak. ActewAGL supported the UC Capitals from afar and pivoted our 'One Big Chance' Primary Schools promotion from an 'in-school' experience to a digital platform. The UC Capitals athletes recorded skills and drills for kids to practice at home to keep them busy during the holidays and engaged with the team while they were out of town.

ActewAGL Community Grants Program.

ActewAGL is committed to delivering meaningful and direct support to the community organisations that power our region. In response to the impacts of COVID-19, ActewAGL launched the annual Community Grants Program to distribute micro-grants to local grassroots organisations empowering the capital region. The inaugural round launched in May of 2020, focusing on delivering support to all applicants where possible.

13 local organisations received a grant between \$3,000 to \$7,500, 13 applicants were provided with a small cash donation to their organisation and the remaining seven applicants were provided with a credit on their energy account.

The 13 grant recipients utilised funds across a variety of programs and projects to benefit and enrich the capital region community. ActewAGL has incorporated stakeholder inputs and feedback into the 2021 Community Grants Program, launched in May of 2021, with adjustments to Program governance, structure and criteria.



Adoptive Families Association of the ACT

Community ✓ Innovation ✓

The Adoptive Families Association of the ACT (AFA) applied for funding to improve and upgrade its website. Like many small organisations, AFA's website was outdated and restrictive, but with the assistance of an ActewAGL Community Grant, it was able to upgrade to a platform that improved both the back-end functionality and user experience. This minor but powerful change has enabled AFA to increase accessibility of resources, improve its communications and streamline information sharing. The grant also supported the W.I.S.E Up program, empowering adoptee children and parents with the tools to address uncomfortable questions about their adoption stories and to communicate more openly about the process.

Angry Face Transport

Community ✓ Innovation ✓

With the assistance of an ActewAGL Community Grant, Angry Face Transport has evolved over the duration of the Grant period. Angry Face Transport empowers at-risk individuals to maintain and care for their pets, who are often their only companion and a key support to their mental health. The Grant gave Angry Face Transport the potential to expand their services to more homes and to increase the range of their rehoming service, assisting people with rescuing animals. The saying 'man's best friend' is at the heart of Angry Face Transport's work, as they recognise the critical support pets can offer to people at risk.

Grant impact testimony: "A client with PTSD had been on our radar for some time. When we spoke with her earlier in the year, she was very, very depressed, struggling both financially and personally. Her only friend at the time seemed to be her service dog, however she could not afford his annual accreditation. Angry Face Transport paid the shortfall in her accreditation and donated essentials such as food, flea treatment and a jacket for her dog. Later, she expressed just how close she was to suicide that very day we contacted her. We continue to provide dog food for her service dog.

Today, she is comfortable being single again and building her confidence, building her support network and singing. All with her service dog by her side."

Arawang Emergency Relief Hub

Community ✓

The Arawang Emergency Relief (ER) Hub, located at the Tuggeranong Valley Church, provides free emergency food and supplies for locals in need. The 'ER Hub' has become a respite for at-risk individuals, offering a comfortable setting for community engagement, food and a chat with a friendly face. The ActewAGL Community Grant was used to purchase a cooler room trailer to use at the ER Hub, enabling greater provisions of fresh food to the community.

Canberra Blind Society

Community ✓

The Canberra Blind Society (CBS), formed in the lounge room of a Deakin home in the 1950s, is a truly local organisation that connects Canberrans with expert advice and resources. The ActewAGL Community Grant allowed the CBS to continue to provide their engagement programs and activities to the blind and vision impaired (VIP) community. The Grant assisted the CBS in developing and implementing a small-scale marketing campaign to successfully build stronger networks with specialists, empowering the VIP community to get the assistance and advice they need.

Canberra Community Law

Community ✓ Innovation ✓

A community legal centre providing free, independent legal services to people on low incomes or otherwise experiencing disadvantage, Canberra Community Law (CCL) supports some of the most at-risk individuals in our community. An ActewAGL Community Grant was used to fund the 'ID4Community' program, which is Canberra's first proof of identification clinic. Many people experiencing homelessness don't have basic identity documents, with documents often lost in multiple couch-surfing moves or left behind while escaping domestic violence. Without these basic documents, it's difficult to access the support required to lead an independent life, such as opening a bank account or applying for Centrelink payments. The Grant assisted CCL to develop resources to assist those experiencing homelessness on how to apply for these documents, often without the requisite supporting documentation.

Diversity ACT

Community ✓

A cornerstone in the capital region, Diversity ACT provides outreach and engagement services to the region's LGBTIQ+ community and support resources to the wider community. COVID-19 drastically impacted its operations with fundraising revenue lost as events were restricted. The ActewAGL Community Grant replaced the lost fundraising revenue, ensuring Diversity ACT could cover the fixed costs of their operations, and continue to support its community throughout a time where at-risk individuals were feeling more vulnerable than ever.

Good Life Builders

Community ✓ Innovation ✓

The Good Life Builders (GLB) assists people with complex disabilities, and their families, to build a strong support team suited to their individual needs. The training resources developed by GLB allows parents and primary care givers to step back from the daily management of their loved one, and to empower their family member to build and live a good life. The ActewAGL Community Grant allowed GLB to develop partnerships with subject matter experts. This expertise assists them to develop innovative, high-quality training materials for families and broader networks.

Grant impact testimony: "My son (21 years) is having his first week away (five nights) from home with 24/7 supports...I just wanted to say how awesome it's been to look at all the shift reports the workers are submitting using Podio...it's so reassuring without having to be the pesky mother checking in all the time... Thanks Sheree for being a trail blazer."

Menslink

Community ✓

Menslink empowers young men in the capital region to get through tough times, safely. In 2020, Menslink saw a sharp incline in the number of requests for help from young locals, and their families, as the impacts of COVID-19, including lockdowns, home-schooling and job losses, were felt. Menslink's major annual fundraisers were also lost due to COVID-19 restrictions, which significantly impacted its capacity to deliver programs when they were needed most. The ActewAGL Community Grant supported Menslink to deliver programs in the face of uncertainty, and to continue empowering young men with a support network, a safe space and the resources needed to succeed.

Grant impact testimony: "[Menslink counsellors] provide the young men with a male role model and strategies to help them with their mental health. We have definitely seen the benefits this program has provided for our young men, with a decrease in the 'at-risk' behaviours around school. [Menslink] have certainly made a real difference in the lives of many of our most vulnerable young men over many years."

Northside Community Service Centre

Community ✓ Innovation ✓

The Northside Community Service Centre offers programs to keep people of all ages engaged in the Community. The Y.Engage unit used an ActewAGL Community Grant to further develop its 'Girls uNight' program. Y.Engage identified that young people, particularly women aged between 12–25, didn't have a safe, free space for night-time activities and social occasions—which left them at risk. The Girls uNight program connects young women with a community where social anxieties, social skills or socio-economic standing may have otherwise prevented their inclusion. The Grant enabled ten young women to participate in simple but impactful Girls uNight activities, such as an escape room and a movie night.

Rise Above Canberra

Community ✓

Also known as the ACT Eden Monaro Cancer Support Group, Rise Above Canberra provides financial and community support to people of all ages impacted by cancer. This support allows families and individuals to maintain independence, build resilience, maintain family cohesion and strengthen social networks during the process of cancer diagnosis and recovery. An ActewAGL Community Grant was used to purchase food and fuel vouchers to the Rise Above community, helping to ease some of the strain that cancer has placed on their lives.

Roundabout Canberra

Community ✓ Innovation ✓ Sustainability ✓

Founded to empower young families doing it tough and equip them with the essentials to keep their children safe, Roundabout Canberra focuses on reusing, recycling and repurposing equipment to ensure safety isn't a privilege. Roundabout Canberra provides essentials to families, ranging from car seats through to nappies. An ActewAGL Community Grant assisted Roundabout Canberra to purchase and distribute 50 emergency relief packs to families, which included items such as a safety checked pram, cot, bassinet, car seat, highchair, and a beautifully presented pack of linen, clothing and toys—depending on the needs of the family. The Grant also supported carers and parents to assist through a number of scenarios, including domestic violence, homelessness and child protection.

RSI and Overuse Injury Association of the ACT

Community ✓ **Innovation** ✓

An ActewAGL Community Grant empowered the RSI and Overuse Association of the ACT to develop and distribute exercise resources and presentations to their community. These resources are of great value to sufferers of RSI to assist them with learning to live and work in comfort. A silent but pervasive diagnosis, RSI was a prevalent threat throughout COVID-19 as workers were sent home from offices to work from whatever surface was available—kitchen tables, desks or the couch. These convenient and accessible training resources were timely for members of our community who operated under extended work-from-home orders throughout 2020.

Sleep Apnoea Association ACT

Community ✓

SAA ACT supports their community by providing affordable or pre-loved Continuous Positive Airway Pressure (CPAP) equipment. CPAP equipment can be expensive, but lifesaving, and the availability of second-hand equipment to offer sufferers a temporary solution is paramount. Previously, this catalogue of equipment was being stored at the homes of SAA ACT volunteers. The ActewAGL Community Grant was used to purchase a shipping container for SAA ACT to store this equipment. A simple but empowering purchase, the shipping container gives volunteers access to the equipment as needed and alleviates the personal responsibility of the volunteer to care for equipment.

Serious about support.

As an organisation run by locals, for locals, we ensure customers are supported through tough times. The impacts of COVID-19 have made our Staying Connected Program more crucial than ever. We demonstrated our commitment to the community by expanding our range of financial support measures and extending the Staying Connected program to small-to-medium enterprise (SME) customers.



Staying Connected Program

Community ✓

ActewAGL's residential Staying Connected Program saw an increase in the number of customers utilising its financial hardship and support service, as job losses and other COVID-19 impacts were felt across the community. The team of local experts who operate ActewAGL's Staying Connected Program are specially trained to manage and service each customer's needs individually, with a broad range of support options available. ActewAGL's team is also able to refer individuals to other relevant agencies including Care Financial, ACTSmart, The Salvation Army Moneycare, St Vincent de Paul Society, Domestic Violence Crisis Service, ACT Civil and Administrative Tribunal and other local and national services, as appropriate.

Energy Support Vouchers

Community ✓ Innovation ✓

ActewAGL distributes Energy Support Vouchers through the community partners listed above, offering financial relief of \$100 onto customer accounts. This small buffer is often just the boost needed to get back on track and stay there. The program has distributed a total of 8,512 vouchers to the community since 2017.

Over the last 18 months, the Staying Connected team was able to refer 40 voucher recipients for one-on-one financial capability appointments with Care Financial, who also distributed 498 Energy Support Vouchers throughout this time. The tailored financial literacy and utility-budgeting sessions, developed by Care Financial in conjunction with ActewAGL, equip the recipient with the tools to better manage their energy expenses in the future.

Enduring Support Scheme

Community ✓

ActewAGL recognises that as an essential services provider, it plays an important role in supporting customers impacted by domestic and family violence. ActewAGL's Enduring Support Scheme provides guidance to customers and advocates to ensure the protection of personal information and careful management of energy and water accounts. It is accessible for all residential energy customers across the ACT and NSW. Our specially trained experts work with each individual customer, or their advocate, to keep them connected while also maintaining strict security and confidentiality measures for their protection.

Local energy advice

Community ✓

ActewAGL's local energy advisers can frequently be found at events throughout the region, providing an in-person opportunity for customers to get the advice and assistance they need. These events include local 'Bring Your Bill' and general information days. Our partners for these community-based events include the Salvation Army, St John's Reid, Council on the Ageing, ACTSmart and others, on an ad-hoc basis.

Community Energy Efficiency Scheme (CEES)

Community ✓ Sustainability ✓

One of ActewAGL's newest Community Support programs, the Community Energy Efficiency Scheme (CEES), provides appliance upgrades to community organisations providing services and support to vulnerable Canberrans. The program assists organisations to upgrade from ducted gas heating to ducted reverse-cycle air conditioning or a wall-mounted unit, or change from a gas/electric resistance water heater to a highly efficient electric water heater. These small changes empower each organisation to focus more on their community and less on their energy bills.

Scheme impact testimony: "The ActewAGL Energy Efficiency Scheme has been an incredible blessing to our community service. The application, arrangement and installation of the reverse cycled heating and hot water system was seamless. The new system is top of the range and works brilliantly. This program has benefited our youth homelessness service, decreasing electricity bills and cutting off gas all together. Our participants are stoked to have such an amazing system that keeps them warm in the winter."

Michell Stevens (Lieutenant), Canberra City Salvos

Small business COVID-19 support program

Community ✓ Innovation ✓

Committed to empowering local businesses to pivot, rebuild and rejuvenate their business models in the face of COVID-19, ActewAGL partnered with local business experts, Queanbeyan Enterprise Centre Incorporated (QECI). Together, ActewAGL SME customers located in NSW and ACT who had accessed ActewAGL's Staying Connected Program, were eligible for free mentoring sessions with QECI. These mentoring sessions could be focused on whatever was needed by each organisation, including marketing assistance, pivoting their operations under new COVID-restrictions (e.g. transitioning from face-to-face sales to online sales) and assistance with budgets and projections.

Local Energy Bars

Community ✓ Innovation ✓

ActewAGL's Energy Bars are located throughout the region, including a permanent Energy Bar in the heart of Canberra at 40 Bunda Street, Civic. Our roaming Mobile Energy Bars move throughout central locations across Canberra and Queanbeyan, and there are newly-introduced permanent Energy Bars in both Batemans Bay and Bega (within SolarHub offices).

ActewAGL's Energy Bars aren't just about ensuring customers are on the best energy plan for them, they're available to anyone who wants to better understand their bill, update their details or discuss options to increase their energy efficiency. Our local knowledge is available to anyone— no appointment necessary.

Customer enquiries

13 14 93

Postal address

ActewAGL GPO Box 366

Canberra ACT 2601

Language assistance

13 14 50

24 hours

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.