

Improving Compensation Frameworks



**Draft high level implementation assessment (HLIA)
industry briefing**

Tuesday, 25 August 2026



1. Welcome

Ulrika Lindholm (AEMO)

We acknowledge the Traditional Custodians of the land, seas and waters across Australia. We honour the wisdom of Aboriginal and Torres Strait Islander Elders past and present and embrace future generations.

We acknowledge that, wherever we work, we do so on Aboriginal and Torres Strait Islander lands. We pay respect to the world's oldest continuing culture and First Nations peoples' deep and continuing connection to Country; and hope that our work can benefit both people and Country.

'Journey of unity: AEMO's Reconciliation Path' by Lani Balzan

AEMO Group is proud to have delivered its first Reconciliation Action Plan in May 2024. 'Journey of unity: AEMO's Reconciliation Path' was created by Wiradjuri artist Lani Balzan to visually narrate our ongoing journey towards reconciliation - a collaborative endeavour that honours First Nations cultures, fosters mutual understanding, and paves the way for a brighter, more inclusive future.

Read our
RAP



General Housekeeping

1. Please mute your microphone. 
2. We look forward to your feedback and questions. Use the 'Chat' function to ask any questions or comments throughout the session.
 - AEMO SMEs are on the call, who will attempt to respond in the chat. 
3. Key questions or comments will be addressed verbally in dedicated Q&A sections.
4. In attending this meeting, you are expected to:
 - Contribute constructively.
 - Be respectful, both on the call and in the chat. 

Participants are asked to familiarise themselves with AEMO's [Competition Law Meeting Protocol](#) and Meeting Conduct Expectations. More information available in Appendix A of this pack and at AEMO's [website](#).

Objectives of today's session

AEMO's [Compensation frameworks initiative draft High Level Implementation Assessment](#) was published on 20 August 2026



Refresher: Energy market body roles

Market body roles



Australian Energy Market Commission

Rule maker, market developer and expert adviser to governments

Protects consumers and achieves the right trade-off between cost, reliability and security.



Australian Energy Regulator

Economic regulation and rules compliance

Polices the system and monitors the market.



Australian Energy Market Operator

Electricity and gas systems and market operator

Works with industry to keep the lights on.

Agenda

#	TIME	TOPIC	PRESENTERS
1	9:30-9:35am	Welcome	Ulrika Lindholm (AEMO)
2	9:35-9:50am	Overview of the Improving Compensation Frameworks draft rule • Policy rationale and design • Q&A	Max Bonic (AEMC)
3	9:50-9:55am	AEMO's proposed Compensation Frameworks implementation approach	Emily Brodie (AEMO)
4	9:55-10:25am	Improving Compensation Frameworks HLIA: • Impacts to AEMO's processes • Impacts to AEMO's procedures • Impacts to AEMO's systems • Participant impacts and readiness approach • Indicative implementation pathway and timeline	Emily Brodie (AEMO) Dom Mendonca (AEMO)
5	10:25-10:30am	Next steps	Ulrika Lindholm (AEMO)
6	10:30-10:45am	Q&A	Ulrika Lindholm (AEMO)
7	10:45am	How to get involved & close	Ulrika Lindholm (AEMO)
	Appendix A	AEMO Competition Law - meeting protocol	
	Appendix B	Glossary	



"Please note that this meeting will be recorded by AEMO and may be accessed and used by AEMO for the purpose of compiling minutes. By attending the meeting, you consent to AEMO recording the meeting and using the record for this purpose. No other recording of the meeting is permitted"

2. Overview of Improving Compensation Frameworks draft rule

Max Bonic (AEMC)

Agenda

- 1 Background and process
- 2 Overview of the draft rule
Implementation timeline
- 3 Next steps
- 4 Questions

Background and process

The AEMC conducted a review into compensation frameworks

- Extreme market conditions in the June 2022 energy crisis stress-tested the compensation frameworks for administered pricing, directions, and the suspension of the market.
- The AEMC subsequently conducted a review into compensation frameworks, completed in December 2024.
- The review identified the need for clearer, more consistent, and more efficient compensation frameworks.
- It made a suite of recommendations to improve transparency, better align methodologies, and reduce complexity across the frameworks.

We received three rule change requests relating to compensation frameworks

- AEMO's rule change request largely sought to implement recommendations from the review. These all work to improve alignment between frameworks, makes engaging with compensation easier for participants, and improve confidence in compensation outcomes.
- Tilt Renewables submitted two rule changes relating to compensation in 2023.
 - The first sought to recover costs for 'capacity directions' from consumers
 - The second sought to apply a \$0/MWh price floor to the consideration of compensation for scheduling errors
- We consolidated these three rule change requests into a single project at initiation on 19 March 2026.

Background and process

**12 December
2024**
Final report for
review of
compensation
frameworks

**1 December
2025**
AEMO submits
rule change
request

19 March 2026
Initiation and
consultation
paper for
consolidated
rule changes

9 July 2026
Draft rule and
determination

**3 September
2026**
Submissions to
draft rule and
determination
close

**15 October
2026**
Final rule and
determination
expected

Overview of the draft rule

- The draft rule is a collection of changes, many of which are aligned with both the review recommendations and AEMO's rule change request.
- These are categorised into four changes, as outlined below.
- Areas of focus have been where the review was silent on issues, or AEMO's rule change request diverges from the review recommendations. These are **blue** in the summary below and include:
 - The calculation of preliminary compensation using a volume-weighted average price (VWAP)
 - Cost recovery arrangements, including for 'capacity directions'
 - Governance and administrative matters, including time limits and the independent expert process

1

Calculating compensation

- **Introduce a VWAP methodology for preliminary compensation**
- Harmonise direct costs across frameworks
- Allow opportunity costs to be claimed for all frameworks

2

Cost recovery

- Improvements to administered pricing cost recovery
- No specific arrangements for capacity directions
- **Cost recovery for directions based on all trading intervals**

3

Governance and administration

- AEMO to receive all claims
- Independent expert (IE) to assess all opportunity cost claims and claims above a threshold
- Updated time limits and information standards for claims

4

Other issues

- **Not introducing a \$0/MWh floor for scheduling errors**
- Introduce an objective for directions compensation
- **Consolidate the compensation frameworks within the rules**
- **Costs of claims recovered from all CRMPs**

Implementation timeline

- The draft rule grouped the proposed changes broadly into three categories:
 - Schedule 1 – changes that could be implemented quickly or are only dependent on an update to the compensation guidelines (9 months)
 - Schedule 2 – changes that require updates to AEMO’s processes or are contingent on other changes that require process updates (12 months)
 - Schedule 3 – changes that require AEMO system updates or are contingent on other changes that require system updates. (24 months)
- The timelines in the draft rule are preliminary, and we are engaging further with AEMO ahead of the final rule to refine these timelines as needed.
- This will be heavily informed by AEMO’s High-level Impact Assessment (HLIA). A summary of how we have categorised the suite of changes is below.

Schedule 1 (15 July 2027)	Schedule 2 (15 October 2027)	Schedule 3 (16 October 2028)
Objective for directions compensation	Opportunity costs across frameworks	VWAP for preliminary compensation
Align direct costs across frameworks	AEMO to receive and assess claims	Improve administered pricing comp. cost recovery
Improve administered pricing comp.	Increase minimum threshold for claims	Recover claims costs from CRMPs
Changes to cost recovery	Changes to IE process	Align time limit at 60 days for claims
Changes to cost recovery reporting	Align supporting information standards	
	Remove duplicative AEMO assessment	

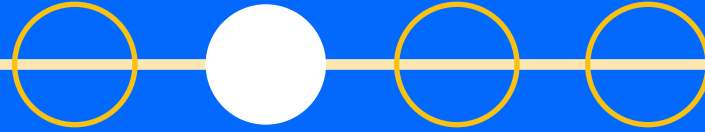
Next steps

We are seeking stakeholder feedback by **3 September 2026**. Some of the key areas we are particularly seeking feedback on include:

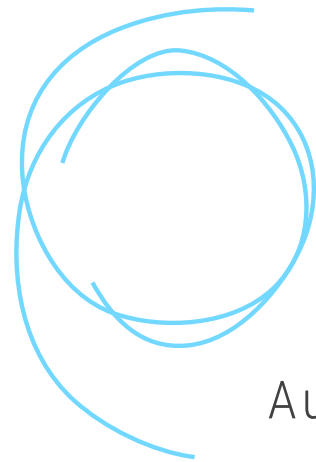
- Implementation timelines and impacts
- Time limits for making compensation claims
- The need for the objections option in the IE appointment process
- Thresholds for claims including thresholds for referring claims to IE assessment

Please do not hesitate to reach out to me if you would like to discuss any particular issues further.
max.bonic@aemc.gov.au

We are planning to publish a final determination on **15 October 2026**.



Questions



AEMC

Australian Energy Market Commission



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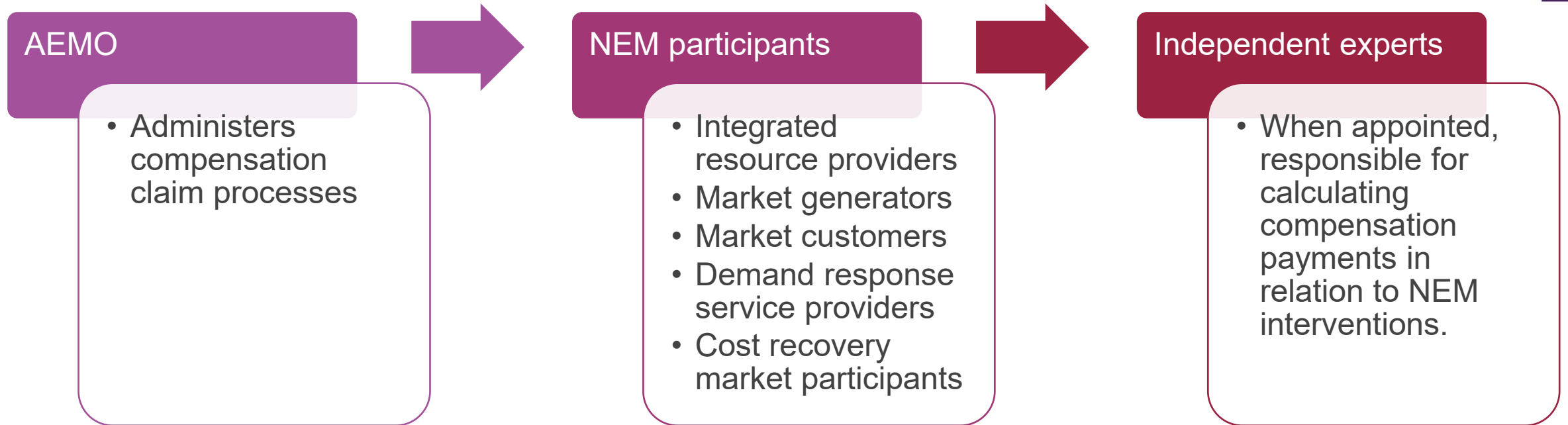
aemc@aemc.gov.au

www.aemc.gov.au

3. AEMO's proposed Improving Compensation Frameworks implementation approach

Emily Brodie (AEMO)

Who is affected by the draft rule?



Purpose of Improving compensation frameworks HLIA

What is the purpose of AEMO's HLIA process?

- Provides an indicative and preliminary view to participants on how the Improving Compensation Frameworks draft rule may be implemented by AEMO and its high-level impacts to:
 - AEMO's processes
 - Market procedures
 - High level system and data exchange
 - Participant activities
- Intended to inform participants as they develop their own implementation timelines and impact assessments.



What isn't AEMO's HLIA process?

- Not intended to pre-empt the outcomes of the ongoing Rule Change process, but to add an additional element of rigour to this process between the AEMC's draft and final Improving Compensation Frameworks rule.
- It is hoped that this document and the accompanying consultation will elicit feedback from participants which the AEMC can use to inform its Improving Compensation Frameworks final rule and determination.



AEMC is decision maker on final determination and rule.

Improving compensation frameworks HLIA

HLIA considers impacts of the Improving Compensation Frameworks draft rule to:

- a) AEMO business processes
- b) AEMO procedures
- c) AEMO systems
- d) Participants

These impacts have informed the HLIA's implementation **timeline** and **risks**.

Each set of impacts and the implementation approach are discussed in upcoming sections.

Four components to draft rule

1. Changes to the calculation and assessment of compensation payments

- Including a new methodology for preliminary compensation and greater alignment of compensable costs (such as direct costs and opportunity costs) across the three frameworks.

2. Changes to compensation cost recovery

- Including more targeted allocation of administered pricing compensation costs and clarification of the intervals used to recover directions compensation.

3. Streamlining governance and administration

- Including an expanded role for AEMO in receiving and assessing administered price compensation claims, and more consistent arrangements generally for claims, supporting information and independent experts

4. Other changes to clarify and consolidate the compensation frameworks

- Including a new objective for directions compensation and the eventual consolidation of the compensation provisions in the NER.

4. Improving Compensation Frameworks high level implementation assessment

Emily Brodie (AEMO)

Dominic Mendonca (AEMO)

Impacts to AEMO's processes (1/3)



Impacts to AEMO's processes (2/3): Summary

HLIA identified high / very high impacts, including for:

- New and amended compensation calculations
- Capturing more detailed intervention event information
- Claims and IE panel administration arising from governance changes.

HLIA identified medium impacts, including for flow on impacts to:

- Settlements, from changes to compensation cost recovery
- Reporting, for operational visibility and regulatory reporting
- Internal procedures, to adapt to changes indicated by draft rule.

Impacts to AEMO's processes (3/3)

Table 7 Tabular view of focus area impacts from the CF draft rule

FOCUS AREA	IMPACT	IMPACT DESCRIPTION
Dispatch / Schedule Energy and System Services	High	Calculation and assessment of compensation payments - Operational intervention events (including dispatch, intervention pricing events, administered pricing periods, market suspension events and future intervention types) will require the capture and management of detailed event, pricing and dispatch information. This includes commencement and cessation intervals, affected periods, intervention characteristics where participant and service details (including energy import/export and FCB services) data required to support settlements, reporting, compliance and audit processes. Streamlining governance and administration - Existing capabilities will be uplifted and standardised to establish a single source of truth for intervention events supporting compensation, settlements, claims, reporting and compliance processes. - Operational procedures, controls and contingency arrangements require review and amendment to support uplifted and standardised event initiation, management and closure.
Settlements, Billing and Payments	Medium	Calculation and assessment of compensation payments Aligning and clarifying cost recovery - Compensation and cost recovery reforms will require changes to settlement administration, reconciliation and reporting processes to support revised preliminary compensation and cost recovery methodologies and compensation outcomes. - To accommodate the proposed 60-day claim time limit, existing intervention settlement processes may require enhancement to support compensation assessments and recoveries that extend beyond current settlement revision timeframes. - Additional participant reporting, invoice management and financial controls may be required to support transparency and auditability of compensation recoveries. - Additional data exchanges, reconciliation activities, reporting processes and payment controls may be required to support new compensation obligations and statutory timeframes.
Participant and Independent Expert Engagement and Claims Management	Medium	Streamlining governance and administration - Participant and independent expert (IE) will require increased visibility of compensation events, eligibility outcomes, claim status, determinations and payment information. - IE participation and administration processes will require uplift aligned with new AEMO compensation guidelines. - Existing compensation interactions may transition towards more structured and transparent engagement processes supporting claim submission, evidence management, notifications, workflow visibility and independent expert activities. - Standardisation of participant/IE interactions require updates to operational processes, procedures and supporting systems.
Case Management	High	Streamlining governance and administration - Compensation processing will require uplifted workflow management across event initiation, validation, calculation, approval, settlements, claims and independent expert activities to support consistent, transparent and auditable outcomes. - Uplifted capabilities required to support task allocation, escalation management, notification processes, statutory deadlines and compliance obligations. Particularly in relation to new 60-day time limit to make claims. - Operating model and governance changes across multiple business functions.
Compensation Calculations	Very High	Calculation and assessment of compensation payments - Preliminary compensation and compensation calculations will require a governed calculation capability that supports consistent, transparent and auditable outcomes across compensation assessments, claims and determinations. - New capabilities will be required to support rule based preliminary compensation and compensation <i>potentials</i>, involving methodologies, eligibility assessments, recalculation activities, audit requirements and future rule changes. Streamlining governance and administration - Calculation transparency, repeatability and governance requirements are expected to introduce impacts across operational, settlement and compliance functions.
Reporting and Analytics	Medium	Streamlining governance and administration Uplift and standardise reporting capabilities including for operational visibility, regulatory reporting and audit support.

See HLIA for more detailed indicative impacts to AEMO's processes from the draft rule.

Impacts to AEMO's procedures

See HLIA for more detailed indicative impacts to procedures from the draft rule.

EXISTING PROCEDURES	UPDATES	IMPACT
Guide to Intervention Pricing	Introduce opportunity costs and adjust claim threshold	Medium
Confidentiality Deed for Independent Expert	Adapt for governance changes	High
Regional Benefit Directions Procedure	Minor terminology updates	Low
Intervention Settlement Timetable	- Introduce administered pricing calendar - Update claim closure timing	High
SO OP 3707 - Procedures for Issue of Directions and Clause 4.8.9 Instructions	Administrative updates for consolidated rules	Low
NEW PROCEDURES		
Methodology for Administered Pricing Compensation	AEMO to administer administered pricing claims	High
Methodology for Directions and Market Suspension	Introduce the VWAP preliminary compensation calculation methodology	High

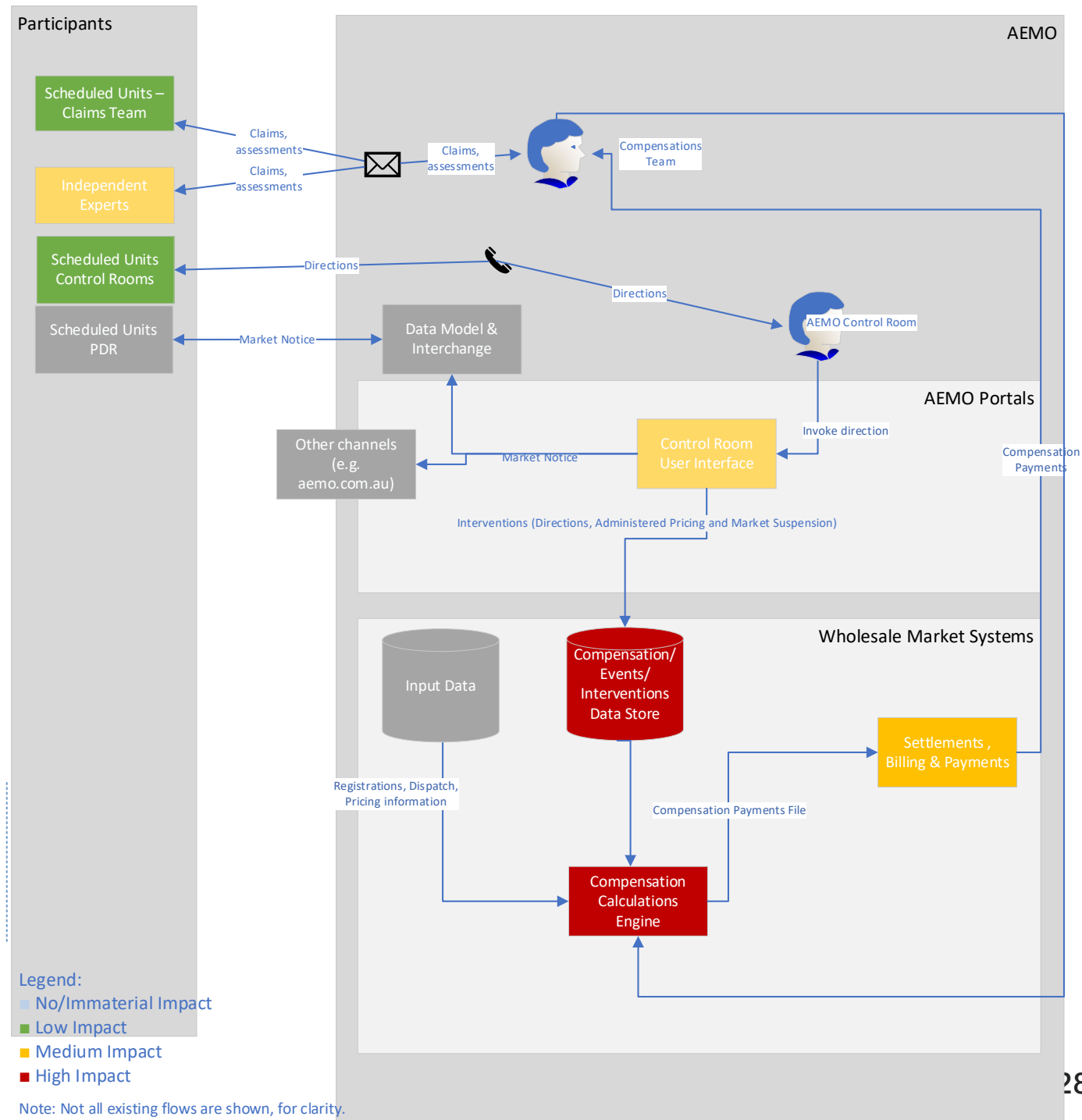
AEMO system impacts (1/2)

CONTEXT

- Existing compensation system is not maintainable and requires significant manual intervention.
- CF draft rule requirements indicate that continuing use of system is infeasible due to unacceptable operational impacts and risks.
- Further, the scale and pace of energy transition are already increasing the complexity of AEMO directions types, making manual interventions progressively more challenging.

AEMO system impacts (2/2)

IMPACT	SYSTEM
HIGH	Compensation calculation engine Supports new or amended preliminary compensation, final compensation, claim assessments and future compensation methodologies.
	Compensation data store Extension to existing data store to support storage, management and traceability of compensation-related information across compensation lifecycle.
MEDIUM	Initiating Events (internal portal) Supports compensation-triggering events, including directions, administered pricing periods, market suspensions and future intervention event types
	Settlements engine Provides visibility of compensation payment and cost recovery outcomes. <i>If 60-day limit is retained, then the materiality of Settlements changes increases from medium to high as activities could extend beyond settlement revision window.</i>
LOW OR IMMATERIAL	Existing Billing & Prudential Outputs Expected to remain largely unchanged



Indicative participant impacts (1/2)

STAKEHOLDER TYPE	INDICATIVE HIGH-LEVEL IMPACT	
Integrated resource provider	High for participants that may seek compensation Low to medium for Cost recovery market participants.	Potential claimants will need to adapt to: - More consistent claim processes - Updated minimum threshold for claims - Updated time limits for lodging claims - Changes to preliminary compensation calculations - Changes to supporting information requirements and assessment pathways - Expanded opportunity cost claims across compensation frameworks
Market generator		
Market customer		
Demand response service provider		
Distribution/Transmission Network Service Providers	No impact expected for existing NSPs.	High impact for future Market Network Service Providers that may seek compensation in relation to a scheduled network service.
Independent experts	High impact for independent experts receiving claims from affected stakeholders.	Adapt to: - Updated AEMC compensation guidelines - Updated AEMO IE panel engagement processes - AEMO referring all opportunity cost claims, complex or difficult claims and claims above \$50,000 to an IE.
Metering providers/ data	No impact expected	The draft compensation framework changes do not appear to introduce new obligations.
Metering data providers		
Embedded network managers		
Market SAPS resource providers		

Indicative participant impacts (2/2)

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Meeting provides	No impact expected	- AEMO will be able to provide more detailed information on the draft rule changes to participants via the draft rule change process. - The draft rule changes are not expected to be implemented until after the draft rule change process.
Meeting date provides	No impact expected	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Excluded network managers	No impact expected	AEMO will be able to provide more detailed information on the draft rule changes to participants via the draft rule change process.
Market clearing and power system resource providers	No impact expected	AEMO will be able to provide more detailed information on the draft rule changes to participants via the draft rule change process.

Table 12 sets out more detailed indicative impacts to participants' capabilities across each draft rule commencement schedule, identifying likely affected stakeholders and the indicative level of change.

Table 12 Indicative impacts on stakeholder capabilities by draft rule commencement schedule

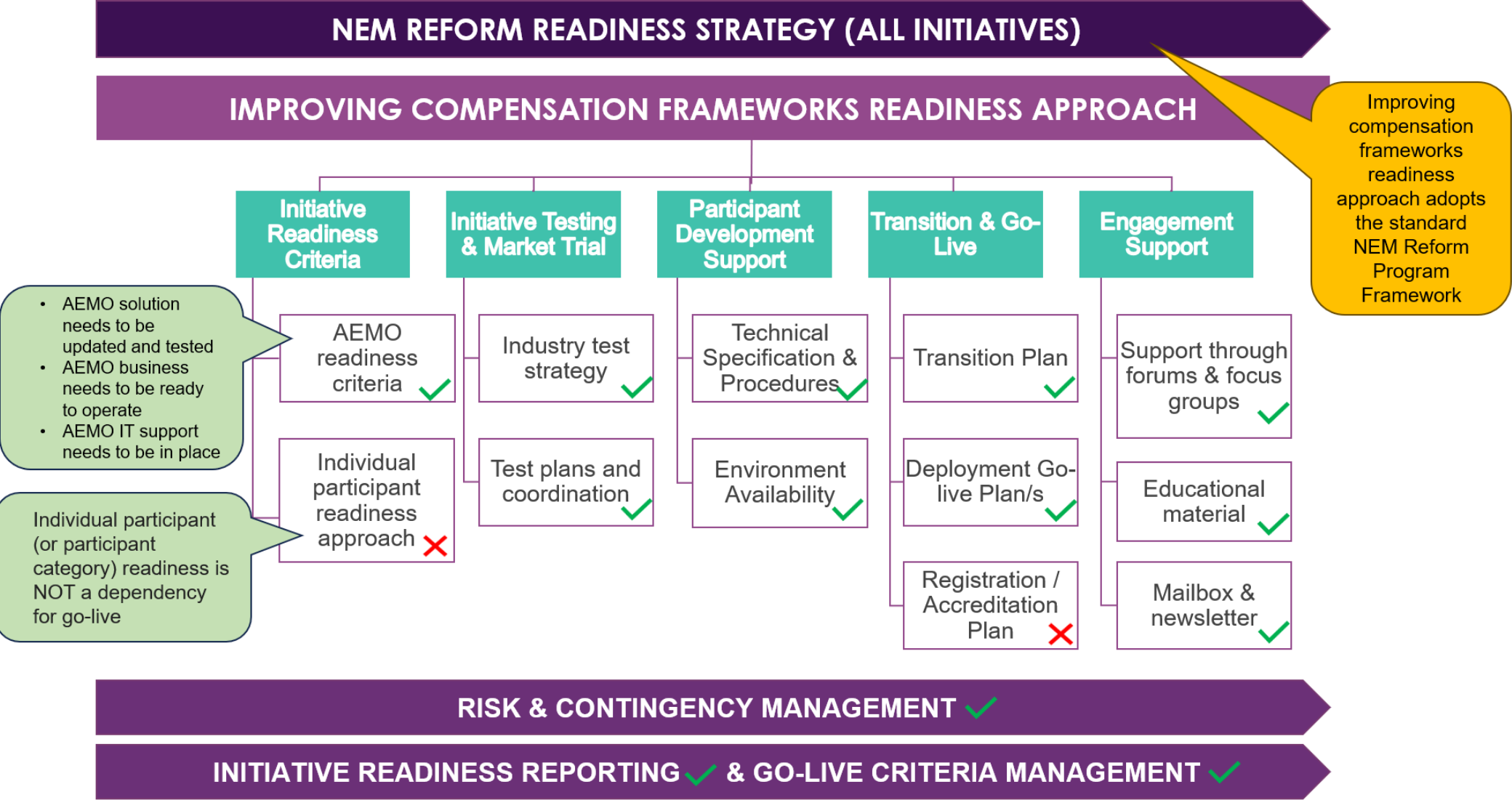
DRAFT RULE SUBJECT AND DRAFT RULE CHANGE	INDICATIVE AFFECTED STAKEHOLDER TYPE	INDICATIVE CAPABILITY AREA	INDICATIVE IMPACT	INDICATIVE EXAMINATION CHANGE
SCHEDULE 1 COMMENCEMENT 15 OCTOBER 2020				
Traditional obligations supporting generation, production and performance arrangements	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Traditional obligations supporting generation, production and performance arrangements	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
SCHEDULE 2 COMMENCEMENT 15 OCTOBER 2020				
Excluded network managers	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Aligned standalone market categories	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Subsidiary generation, production and performance arrangements	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
SCHEDULE 3 COMMENCEMENT 15 OCTOBER 2020				
Excluded network managers	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Aligned standalone market categories	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Subsidiary generation, production and performance arrangements	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
SCHEDULE 4 COMMENCEMENT 15 OCTOBER 2020				
Excluded network managers	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Aligned standalone market categories	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.
Subsidiary generation, production and performance arrangements	Participants	Generation, production and performance	Medium	Participants may need to be aware of the draft rule change process to be able to provide input on the draft rule change process.

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See [HLIA](#) for more detailed indicative impacts to participants' capabilities from the draft rule.

Indicative readiness approach



Implementation pathway (1/2)

APPROACH

- For both AEMO and affected participants, implementation timeframes should provide sufficient opportunity for:
 - Consultation
 - Delivery
 - Testing
 - Readiness activities
- AEMO's initial view is that the proposed staged implementation model is a practical approach to progressively implement the reform while balancing:
 - Regulatory complexity
 - Delivery risk
 - Stakeholder readiness.
- However, HLIA indicates that some elements of the reform need a longer implementation timeframe.

Implementation pathway (2/2)

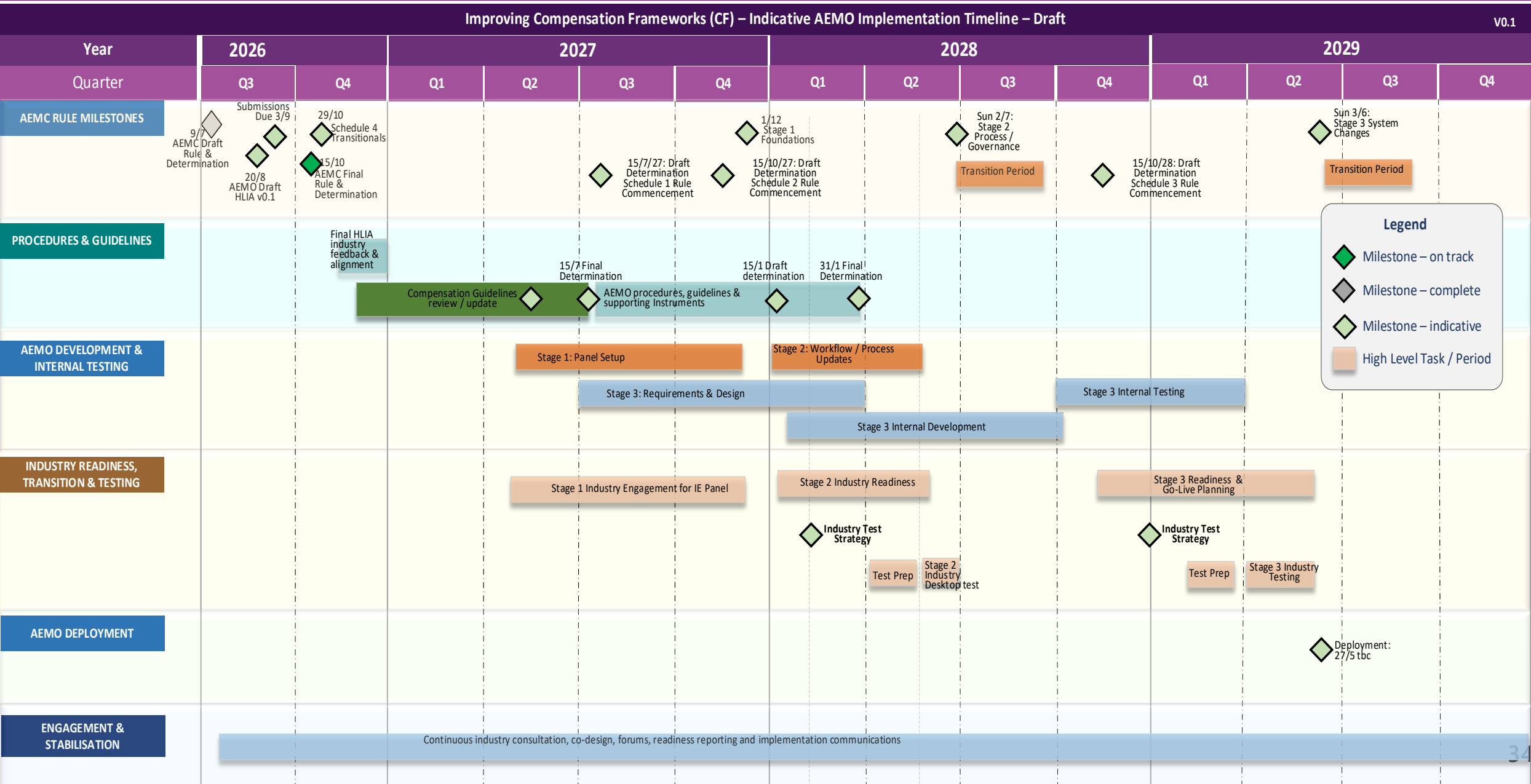
AEMO proposes revised CF commencement dates based on:

- Delivery approach (see slide above)
- Alignment to AEMO's twice-yearly release schedule
- Appropriate sequencing of delivery activities (see next slide)
- Where relevant, aligning commencement dates with start of NEM settlement billing week*

AEMO stage	Draft rule schedule	High level description	Draft rule commencement	AEMO proposed variation
n/a	Schedule 4	• Transitional obligations support the development of required guidelines and implementation arrangements.	Thu 15 Oct 2026	No change
Stage 1	Schedule 1	• AEMC updates the compensation guidelines.	Thu 15 Jul 2027	No change
Stage 1	Schedule 1	• AEMO establishes refreshed IE panel and updates processes for direct costs.	Thu 15 Jul 2027	Wed 01 Dec 2027
Stage 2	Schedule 2	• AEMO updates processes and governance arrangements.	Fri 15 Oct 2027	Sun 02 Jul 2028*
Stage 3	Schedule 3	• AEMO updates systems • Compensation arrangements consolidated and simplified.	Sun 15 Oct 2028	Sun 03 Jun 2029*

Indicative AEMO implementation timeline is intended to show how AEMO may sequence delivery activities against the draft CF rule commencement dates, rather than prescribe a final delivery plan.

Indicative implementation timeline



5. Next steps

Ulrika Lindholm

Next steps

STAGE	DATES	RESPONSIBLE
AEMC draft rule & determination published	Thu 09 Jul 2026	AEMC
AEMO draft HLIA v0.1 published	Thu 20 Aug 2026	AEMO
AEMO industry briefing on draft HLIA	Tue 25 Aug 2026	AEMO
AEMC consultation period on draft rule closes	Thu 03 Sep 2026	Industry to provide feedback
Final determination and rule	Thu 15 Oct 2026	AEMC
Publish final HLIA	~ Nov 2026 TBC	AEMO Dependent on final rule outcomes

After the final rule is published, AEMO will revise the HLIA to reflect the final rule outcomes and may seek industry feedback before releasing the final HLIA.

6. Q&A

7. How to get involved & close

Ulrika Lindholm

Get involved with NEM Reform!

Navigate NEM Reform with confidence!

Market participants and their representatives are encouraged to collaborate with us through our forums and working groups, for up-to-date information and readiness support throughout the reform lifecycle.

Just looking to stay informed? A range of self-service information is available to help you assess impacts, plan next steps and track progress. Download the Implementation Roadmap, access meeting materials published at forum webpages, read the latest monthly industry status report, [subscribe](#) to program newsletter, or join the next public briefing.

Key links:

- ❖ [NEM Reform Program Forums](#)
- ❖ [NEM Reform Program Initiatives](#)
- ❖ [NEM Reform Program Industry Status Report](#)
- ❖ [NEM Reform Implementation Roadmap](#)
- ❖ [Participant Impact Assessment \(PIA\) Dashboard](#)
- ❖ [Industry Meetings Calendar](#)

Join our Program Forums

Forums	Forum Focus	Cadence	Approach
Executive Forum	Program overview and status update	3x per year	Nomination
Reform Delivery Committee (RDC)	Long term implementation planning	Quarterly	Nomination
Program Consultative Forum (PCF)	Inflight initiatives status & co-ordination	Monthly	Open
Implementation Forum	Digital implementation & Readiness	Monthly	Open
Electricity Wholesale (EWCF) Electricity Retail (ERCF) Consultative Forums	Procedure change & continuous improvement in the sector	Monthly	Open
Industry Testing Working Group	Industry Testing planning and coordination	Monthly	Open
Working Groups	Inflight	As appropriate	As appropriate

In-depth collaboration on inflight initiatives include:

Limits Advice Working Group

Market Interface Technology Enhancements Working Group (IDX/IDAM/PC)

Real Time Data Working Group (pre-consultation)

Want to participate in any of these forums? Find out when the next one is through the [Industry meetings calendar](#), email us to join at NEMReform@aemo.com.au.



For more information visit



- NEMReform@aemo.com.au



[AEMO | NEM Reform initiatives | IPRR](#)

Appendix A

- AEMO Competition Law Meeting Protocol
- Meeting Conduct expectations

AEMO Competition Law - Meeting Protocol

AEMO is committed to complying with all applicable laws, including the Competition and Consumer Act 2010 (CCA). In any dealings with AEMO, all participants agree to adhere to the CCA at all times and to comply with appropriate protocols where required to do so.

AEMO has developed meeting protocols to support compliance with the CCA in working groups and other forums with energy stakeholders. Before attending, participants should confirm the application of the appropriate meeting protocol.

Please visit: <https://aemo.com.au/en/consultations/industry-forums-and-working-groups>

Meeting conduct

AEMO is committed to supporting a safe and respectful environment for our people and all attendees of our sessions. We seek to provide an environment in which stakeholders feel informed and comfortable to share their perspectives and concerns with us.

All attendees are expected to:

- prepare for the meetings, including reviewing any pre-reading and presentation material
- ensure they have appropriate software available to join the meeting (which will be indicated in the meeting invitation, usually Microsoft Teams)
- respect the diversity of the group
- speak one at a time and refrain from interrupting others to ensure all attendees who wish to have an opportunity to speak are afforded the opportunity to do so
- share opinions and information respectfully, whether verbally or in writing (e.g. in Teams 'chats'), and respect the contributions of others (even where there may be a difference of opinion)
- share opinions that are relevant to the topic under discussion
- maintain confidentiality when information is shared in confidence.
- AEMO will remind attendees of these meeting expectations at the start of each session.
- Behaviour that is in AEMO's opinion, disruptive, disrespectful or not in accordance with the above expectations, may result in the immediate removal of an attendee from a meeting by AEMO and a review of the individual's ongoing involvement in future forums.

In addition, AEMO personnel are required to behave in a way that is consistent with our [Code of Conduct](#).

If you think an AEMO representative is not behaving consistent with the Code of Conduct, please email stakeholderrelations@aemo.com.au or speak to a senior AEMO representative.

Appendix B –Glossary

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