



Energy Safe Victoria

Strategy 2025–28

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Acknowledgement of country

Energy Safe Victoria acknowledges and respects Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

Authorisation and copyright

This strategy has been endorsed by the Victorian Energy Safety Commission.

Authorised and published by the Victorian Government, Melbourne

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Foreword

Message from the Energy Safe Victoria Commission

The Commission is pleased to present our strategy for 2025–2028. This strategy outlines our strategic direction over the next 3 years, reaffirming our commitment to protecting the community and enabling safe, reliable energy systems as Victoria transitions to a net zero future.

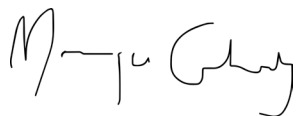
In response to climate change, Victoria has committed to cut greenhouse gas emissions by 50% by 2030, 80% by 2035 and achieve net-zero by 2045. The energy industry needs to evolve to keep pace with these targets. During this transition, new technologies, infrastructure, and processes will introduce new risks to people, property and the environment.

During this time of industry change, energy safety will not remain static. Dynamic environmental conditions will require us to prioritise our regulatory focus where there is the greatest potential for harm. Our priorities will evolve with new technologies, changing consumer behaviours, and increasingly complex energy systems.

We will adjust our regulatory approach to minimise harm and hold industry to account. We will also support the Victorian community to play their part in managing energy safely.

This strategy reflects our accountability to government, industry and the Victorian community we serve. We are committed to transparent decision making and are adaptable in how we deliver on our responsibilities.

Thank you to our dedicated team and our stakeholders whose insights continue to shape our work. Together, we will continue to work towards keeping Victoria energy safe, ensuring energy can be used confidently, while protecting people, property and our natural environment.



Monique Conheady
Commissioner and Chair
30 June 2025



Michelle Groves
Commissioner
and Deputy Chair
30 June 2025



Sarah McDowell
Commissioner
30 June 2025

Who we are and what we do

Our statutory responsibilities

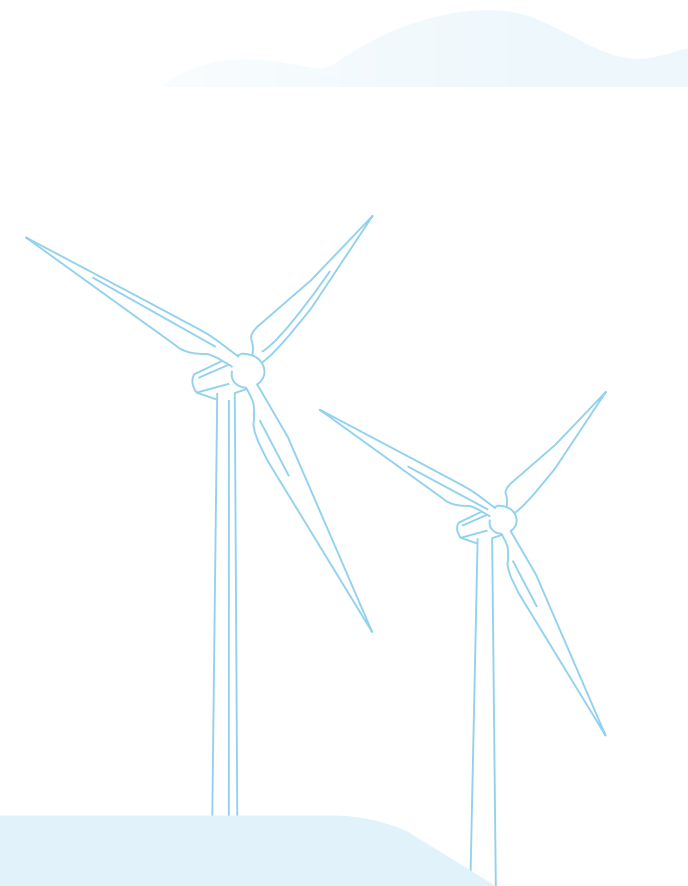
Energy Safe Victoria (Energy Safe) is the independent government agency responsible for regulating the safe generation, supply and use of electricity, gas and pipelines in Victoria.

We perform our functions and exercise our powers to best achieve the objectives set out in the *Energy Safe Victoria Act 2005*, *Electricity Safety Act 1998*, the *Gas Safety Act 1997* and the *Pipelines Act 2005*.

We do this by ensuring:

- the safe operation of energy installations
- mitigation of bushfire ignition risks due to energy supply and use
- the safety of energy, infrastructure and pipelines during their construction, operation, and decommissioning
- the undertaking of gas and electrical work by competent licensed and registered individuals and businesses following prescribed safety standards
- prevention of loss or damage to structures from electrical currents
- electrical equipment and gas appliances supplied or purchased in Victoria are safe to operate
- the community and industry are aware of their electricity and gas safety obligations.

We exercise powers under this energy safety legislative framework using a risk-based approach to prioritise our efforts and to meet the expectations of the Minister for Energy and Resources as set out in the Ministerial Statement of Expectations.



Our vision

A future where Victorians and the environment are supported by safe and reliable energy.

We are powering towards an energy future that is sustainable for all Victorians and our climate. We need energy safety systems so Victorians can continue to use energy for many generations. We also need energy systems to be modern and reliable, so our families, towns, cities and lands are kept safe.

Our values

 **Integrity**

 **Engagement**

 **Adaptability**

Our purpose

We keep Victorians energy safe and ensure energy is used confidently.

Energy is essential to our quality of life. Energy technologies can be complex and powerful, and the potential for harm is significant to our community and the environment.

We regulate to ensure that energy safety, supply and efficiency are a priority in Victoria and something our community can be confident in.

 **Respect**

 **Excellence**

Our strategy statement

Energy Safe prioritises our regulatory focus where there is the greatest potential for harm. We are committed to preventing death, serious injuries, loss of property, and environmental damage so Victorians have confidence in safe and reliable energy.

Our regulatory approach

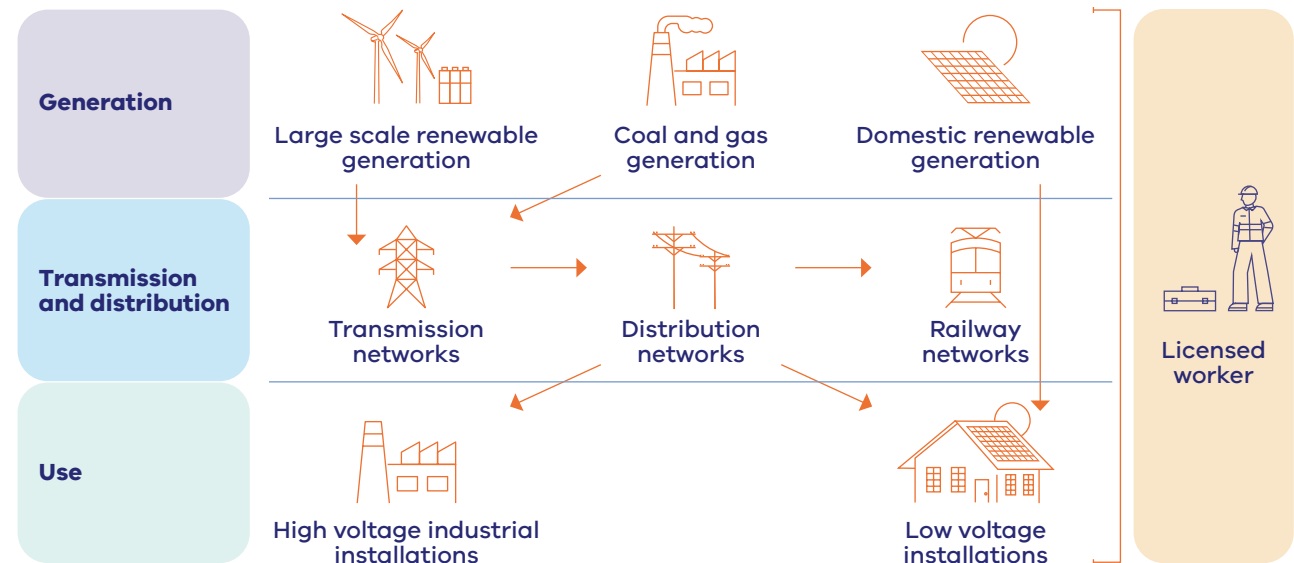
We are an efficient, effective, and outcomes-driven regulator. We proactively set expectations and encourage safe energy practices. We seek to reduce harm and target non-compliance through risk-based and data-informed approaches.

Our approach and responses are tailored to the risks, maturity, and changing needs of the domains we regulate. We are consistent in our decision making and engagement with stakeholders and the community.

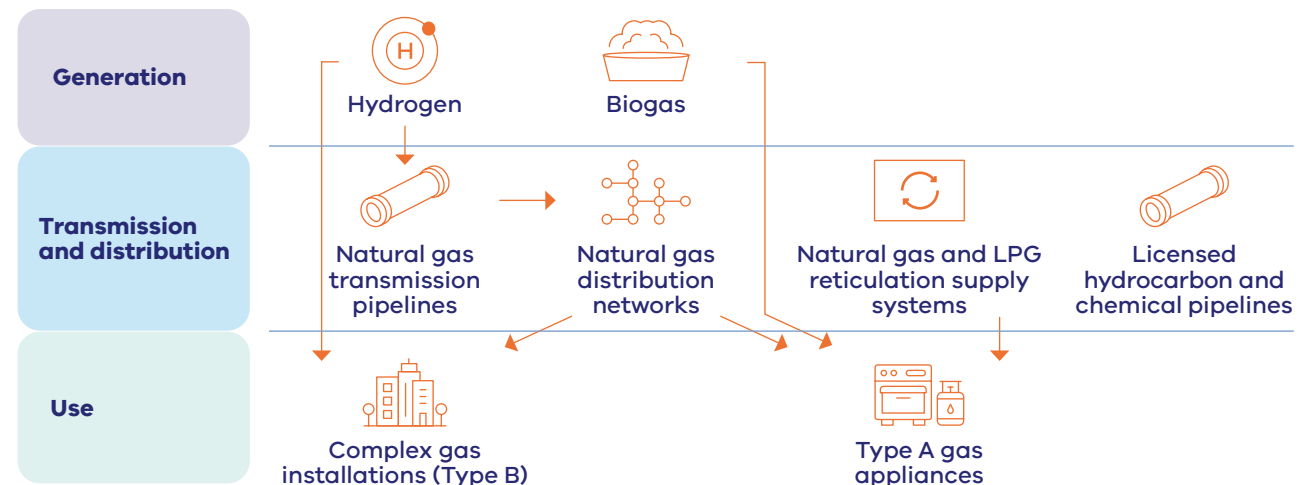
The energy value chains

Energy Safe has regulatory responsibility across the electricity, gas and pipelines value chains, from generation, distribution through to use.

Electricity value chain













Gas and pipelines value chain



Our domains

Our responsibility across the energy value chains extends over 5 regulatory domains. These domains are the key areas in which we work to ensure energy is generated, transmitted and used safely.

Another domain cuts across our regulatory domains, and relates to our internal capability, our regulatory framework and working with other agencies and regulators.

Domains	Description
 Energy generators	Energy generators include the operators and owners that produce energy. This includes renewable generation, coal and gas generation, hydrogen and biogas production.
 Energy networks	Energy networks include companies involved in the transmission and distribution of electricity and gas.
 Licensed workers	This domain encompasses the workers we licence to undertake electrical work. We are responsible for approving and issuing licences and registration of electrical workers.
 Equipment and appliances	Equipment and appliance manufacturers and distributors include individuals or companies manufacturing, supplying and retailing goods that require electricity or gas. Appliances can receive energy directly from electrical or gas mains, gas bottles, be battery operated or require charging.
 Community	The community domain encompasses the wider Victorian community, including householders who purchase products and consume or generate energy.
Cross cutting (across all domains)     	The cross cutting domain works across our 5 regulatory domains. It relates to our internal capability, our regulatory framework, and working with other agencies and regulators.

Trends and operating context

The energy industry is changing

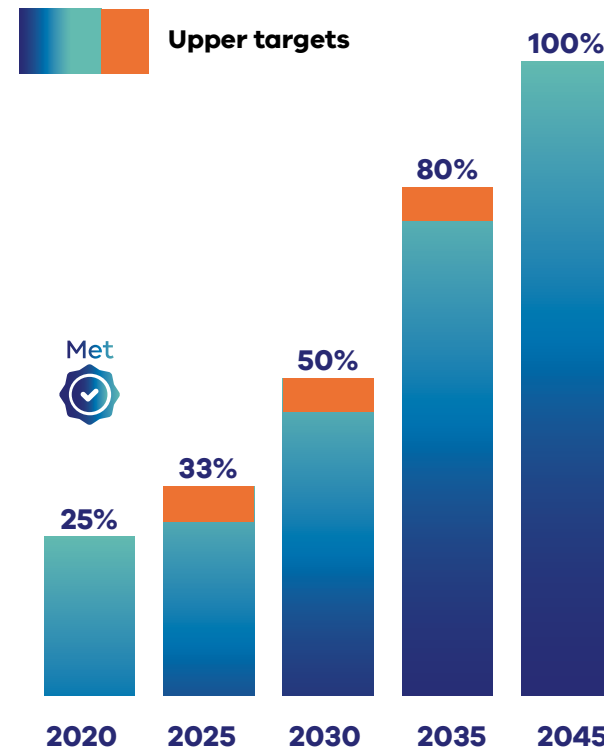
Energy Safe operates in an evolving energy landscape, influenced by external trends and emerging risks that shape our regulatory approach and priorities. In response to these dynamic conditions, we will position the organisation to respond to key trends in our operating environment, prioritise energy safety challenges and be adaptable to the energy transition.

Victoria has legislated to cut the state's greenhouse gas emissions and achieve net-zero by 2045 – an acceleration of the 2050 commitment. During this transition, new technologies, infrastructure, and processes have the potential to introduce new risks to people, property, and the environment.

As the pace and complexity of change increases, we will need to ensure industry is mitigating emerging risks and maintaining safety. We will work to protect the community and support the reliable and sustainable delivery of energy. Throughout the transition, the energy workforce and our systems will need to adapt responsibly to emerging hazards.

Victoria has pledged to cut greenhouse gas emissions and achieve a target of net zero by 2045.

Legislated Victorian Climate Action Targets



Source: energy.vic.gov.au

Climate change

- Climate change is a key trend influencing the energy transition. Extreme weather events are increasing in frequency and severity, resulting in bushfire and floods.

Changing energy systems

- Energy systems in Victoria are responding to climate change by transitioning to renewable energies, such as wind, solar, hydropower and renewable gases such as hydrogen and biomethane.
- Consumer energy generation and new forms of energy storage are also emerging. Energy systems are becoming more complex with energy increasingly generated from renewable and decentralised sources, such as home solar systems.

Significant policy changes

- Changes to the energy industry are taking place alongside significant policy change, which will see the scope of energy safety regulation continue to evolve and expand.

Regulatory approaches

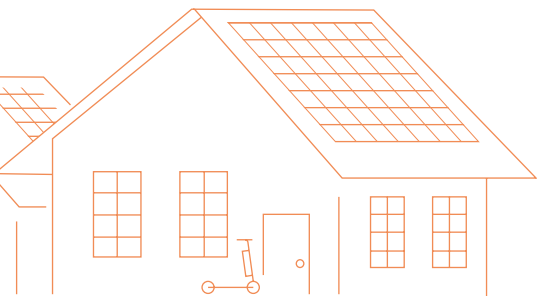
- In the broader landscape, regulatory practice is maturing as the energy safety regulatory scope is expanding. There is a need to regulate smarter and focus regulatory efforts and resources on those areas of greatest harm and on risk reduction.
- Regulators are increasingly adopting a whole-of-system approach at the organisation, systems and asset levels. This approach emphasises the identification, analysis and mitigation of risks and hazards at all levels and across all phases of the asset and systems lifecycle.

Stakeholder expectations

- Stakeholders and the Victorian community expect proactive, consistent, transparent and accountable regulation and decision making.
- Best practice regulation is evolving to include more community consultation, encouraging greater community awareness.




Implications for Energy Safe




- Decommissioning of coal power plants.
- Increased scale of renewable energy infrastructure, generation and storage.
- New entrants to the market.
- Managing energy generation and storage within the home.
- Increased demand to upskill workers.
- Preparations for transitions in the gas industry.



Our goals and challenges

We will prioritise our regulatory focus on the greatest challenges and areas of potential harm in the domains we regulate. We will strengthen our capabilities and ensure Victorians have confidence in safe and reliable energy.

Domains	Challenges to address in a changing energy landscape	Our 2025–28 goals
Energy generators 	<ul style="list-style-type: none"> There are many new entrants into the energy generator sector, introducing new, varied and complex technologies. The safety skills of owners and operators of energy generators vary, and might not be able to accommodate the level of risk these systems can create for communities. 	By 2028, all generators know who we are, what we expect of them, and proactively manage risk.
Energy networks 	<ul style="list-style-type: none"> Communities expect energy network operators to improve how they manage safety and maintain equipment to reduce risks, such as bushfires. There is a need for network resilience capability to withstand stresses and adapt to changing environmental conditions. 	By 2028, network regulated entities are planning and responding to external factors, including climate change, so they have safer and more resilient networks.
Licensed workers 	<ul style="list-style-type: none"> Licensed workers need to have the right skills to match the increasing complexity of modern energy systems. Victoria needs more skilled licensed workers to support the transformation of our energy system. 	By 2028, we are supporting a growing and skilled workforce through fit-for-purpose professional development and easy to use systems.

Domains	Challenges to address in a changing energy landscape	Our 2025–28 goals
Equipment and appliances 	<ul style="list-style-type: none"> As online markets continue to grow, equipment, appliances, and their supply chains are becoming more complex and harder to regulate. New equipment and appliance technologies are being developed faster than the development of safety standards, making it harder to ensure new technology is safe to install and use. 	By 2028, only equipment and appliances that are safe by design and for use are supplied to consumers.
Community 	<ul style="list-style-type: none"> The increased range and complexity of equipment and appliances in the community is changing the way risks need to be managed in the home. People prioritise cheaper prices over safety. 	By 2028, people have improved awareness and behaviours in relation to energy safety risks in the home and community.
Cross cutting (across all domains) 	<ul style="list-style-type: none"> Energy Safe has to mobilise a future ready workforce. Increased coordination with other regulators is required to meet the fast pace of change and increased complexity in the energy sector. 	By 2028, we are a trusted and influential voice on energy safety issues and policy to support economic growth and the energy transition.

Meeting the challenges

We have identified 8 strategic programs to be delivered over the next 3 years that will achieve our goals, improve safety outcomes for the community, and enhance our regulatory capability.

● Energy generators

Measures of success

- Increase in the substantive awareness of the role and functions of Energy Safe among generators.
- Decrease in the number of incidents.

Energy generators program

What we will do

- We will ensure the safety performance of operators of complex renewable energy installations and ageing power stations is commensurate with the risks these facilities and systems pose to communities.
- Our proactive prevention and harm reduction approach will lead to a reduction in the risk of safety incidents, bushfires, fatalities, and serious injuries, ultimately contributing to a safer and more reliable energy system for the Victorian community.

● Energy networks

Measures of success

- Increase in safety cases demonstrating planning and response to extreme weather events.
- Increase in network regulated entities who can demonstrate climate change modelling or scenarios.

Energy networks uplift and resilience program

What we will do

- We will continue our focus on whole of life asset management and mitigating bushfire risk and the impact of climate change.
- We will provide clear and well-communicated expectations of network operators and provide guidance to deliver on these expectations. We will promote consistency of approach and good practice across energy networks.

● Licensed workers

Measures of success

- Increase in completion rates for Continuing Professional Development (CPD).
- Increase in compliance rates for Certificates of Electrical Safety (COES).
- Decrease in incidents involving licensed workers.

Licensed workers competency uplift program

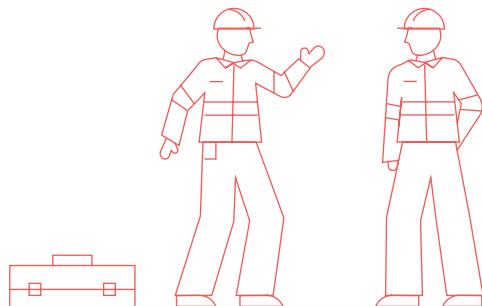
What we will do

- We will help elevate the competency and safety practices of licensed workers through continuous professional development, education, and communication.
- We will review the apprenticeship learning pathway to identify areas where apprentice safety can be enhanced, reduce barriers to completion, and ensure apprentices are well supported.

Certificates of Electrical Safety (COES) enhancement program

What we will do

- We will explore how we can digitise and streamline our resources, systems and regulatory processes to support licensed workers.
- We will make our Certificates of Electrical Safety (COES) digital platform fit-for-purpose by enhancing user experience, improving access and strengthening the supporting systems and processes.



● Equipment and appliances

● Community

Measures of success

- Decrease in serious incidents involving equipment and appliances.
- Increase in Electrical Equipment Safety System (EESS) registrations.
- Increase the percentage of the community who understand the key energy safety risks in the home.
- Increased engagement with safety information on our digital platforms.

Safety at home program

What we will do

- We will develop regulatory responses for the equipment and appliance supply chain and develop tools to be used at the most effective points of control, for products with the greatest risks and causing the most harm.

Safety at home program

What we will do

- We will increase community knowledge regarding the use of new energy technologies and energy safety risks in the home.





Cross cutting

Measures of success

- Increase in policy and legislative changes that improve our capabilities as a modern regulator.
- Increased cooperation and collaboration with other regulators.

Legislation reform program

What we will do

- We will contribute to policy processes to develop a fit-for-purpose and future-proofed regulatory framework that supports us to ensure safe outcomes in an evolving energy sector.

Capability uplift program

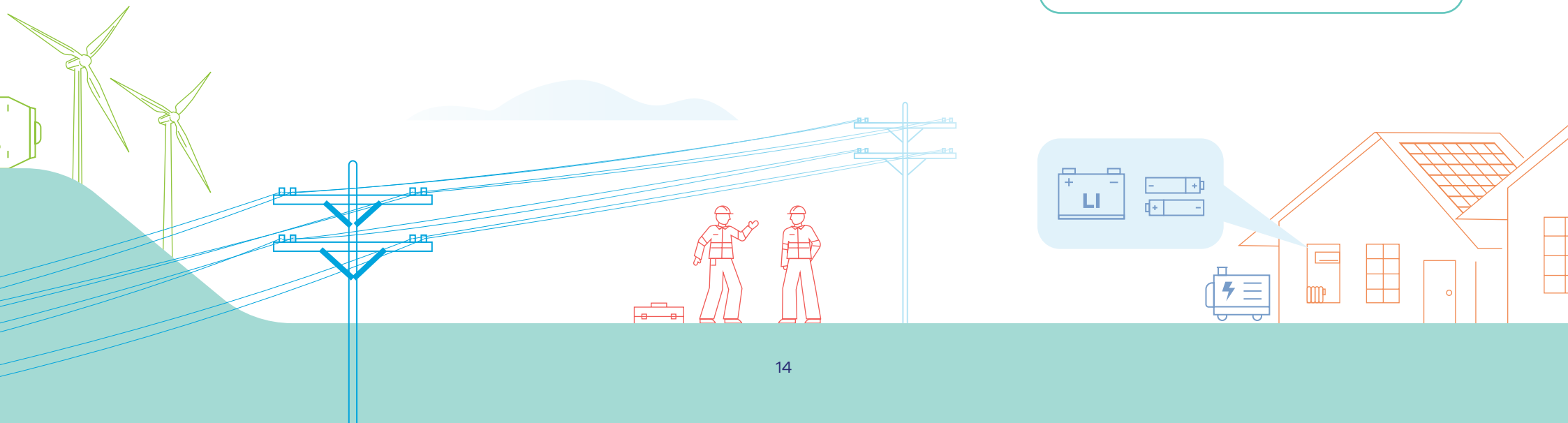
What we will do

- We will invest in initiatives for our people including targeted learning and development.
- We will support our people to be well informed on emerging renewable energy technologies, in order to identify risks and understand safety challenges.

Service first program

What we will do

- We will improve our service to external and internal customers, such as consumers, practitioners and industry participants. We will do this by providing clear, efficient and secure channels to interact with us, in the pursuit of a timely, consistent and engaging customer experience.



Strategy on a page

Our strategy statement

We prioritise our regulatory focus where there is the greatest potential for harm. We are committed to preventing death, serious injuries, loss of property, and environmental damage so Victorians have confidence in safe and reliable energy.

Sector trends

Climate change | Changing energy system | Significant policy changes |
Regulatory approaches | Stakeholder expectations

Vision

A future where Victorians and the environment are supported by safe and reliable energy.

Purpose

We keep Victorians energy safe and ensure energy is used confidently.

Challenges

Technology transition | Improving network resilience |
Increase and upskill licensed workers | Complex supply chains | Home power generation

By 2028:

Energy generators

All generators know who we are, what we expect of them, and proactively manage risk.

ENERGY GENERATORS PROGRAM

- Regulated entities understand their safety obligations and our expectations.
- Regulated entities understand their risks and demonstrate they are being managed.

Energy networks

Network duty holders are planning and responding to externalities, including climate change, so they have safer and more resilient networks.

ENERGY NETWORKS UPLIFT AND RESILIENCE PROGRAM

- Our expectations of network operators are clear and well-communicated through guidance.
- Focus on whole of life asset management and mitigating bushfire risk.

Licensed workers

We are supporting a growing and skilled workforce through fit for purpose professional development and easy to use systems.

LICENSED WORKERS COMPETENCY UPLIFT PROGRAM

- Licensed worker competency is improved through education and guidance.
- Enhance apprentice learning pathways to increase apprentice safety.

CERTIFICATES OF ELECTRICAL SAFETY (COES) ENHANCEMENT PROGRAM

- Primary process for COES is digital.
- Fit-for-purpose digital system for submission of COES.

Equipment & appliances

Only equipment and appliances that are safe by design and for use are supplied to consumers.

SAFETY AT HOME

- Develop regulatory responses for the equipment and appliance supply chain.

Community

People have improved awareness and behaviours in relation to energy safety risks in the home and community.

- Increase community knowledge regarding the use of new energy technologies and energy safety risks in the home.

Cross cutting

We are a trusted and influential voice to government, and other regulators, on energy safety issues and policy, to support economic growth and the energy transition.

LEGISLATION REFORM PROGRAM

- Contribute to a modern, fit-for-purpose regulatory framework.

CAPABILITY UPLIFT PROGRAM

- Invest in our people.

SERVICE FIRST PROGRAM

- Improve customer experience.

Energy Safe Victoria

ABN 27 462 247 657

Head Office

Level 22, 2 Southbank Boulevard
Southbank Vic 3006

Postal address

PO Box 262 Collins Street West
VIC 8007

Telephone: 03 9203 9700

Email: info@energysafe.vic.gov.au

www.energysafe.vic.gov.au

