

EDPR Customer Forum - Member biographies

Tony Robinson – Chair

Tony is a former Victorian MP who served in various roles including Minister for Consumer Affairs, Cabinet Secretary and Chair of the Parliamentary Economic Development Committee. As Minister he played a key role in the establishment of Australian Consumer Law, product safety regime reform and the transfer of credit responsibility to the Commonwealth. After leaving Parliament he worked as the Brotherhood of St Laurence's Senior Manager for Financial Inclusion and has been a member of the ACCC's Consumer Consultative Committee, Yarra Valley Water's Community Advisory Group, Insurance Australia Group's Consumer Advisory Board and the CBA Customer Advocate Community Council. Tony is also a current board member of Financial Counselling Australia.

Helen Bartley

Helen has more than 25 years quantitative and qualitative research experience designing and conducting market and social research and evaluations across a wide variety of industry sectors, with specific experience in customer engagement processes, including establishing and supporting Grampians Wimmera Mallee Water's (GWMWater) customer deliberative panel associated with its pricing submission to the Victoria's Essential Services Commission throughout 2017. This involved reviewing and synthesising GWMWater's technical documentation into a format that is meaningful and relevant for senior management and customers, and preparing a detailed report on the processes and outcomes associated with the panel's deliberations.

John Mumford

John has over 25 years' experience representing consumers while working as a Financial Counsellor and Consumer Advocate in South Gippsland. He is currently an Affiliate Member of the Financial and Consumer Rights Council (FCRC) and has held Consumer Directorships with the Energy and Water Ombudsman (Victoria) (EWOV), the Consumer Utilities Advocacy Centre (CUAC) and the Consumer Law Centre Victoria (CLCV). John and his family run a small beef cattle and hazelnut farm in South Gippsland.

Greg Camm

Greg is a former financial services senior executive, with three CEO roles in banking, wealth management/life insurance and superannuation. He currently serves on a number of Boards and is a former Director of Yarra Valley Water, where he had significant involvement in the Citizens Jury process it undertook as part of the development of its most recent pricing submission development.

Dianne Rule

Dianne has worked in education, publishing, politics and community projects for 35 years. Her work experience has given her a sound working knowledge of government, governance, media, policy formation, strategic planning, financial management and marketing. Dianne is a former Chief of Staff and senior advisor to both State and Federal MPs, has served on a number of boards and is a member of the Cancer Australia Advisory Council and Chair of The JMB Foundation.