



ENGAGEMENT

# CUSTOMER ADVISORY PANEL CHARTER

March 2019

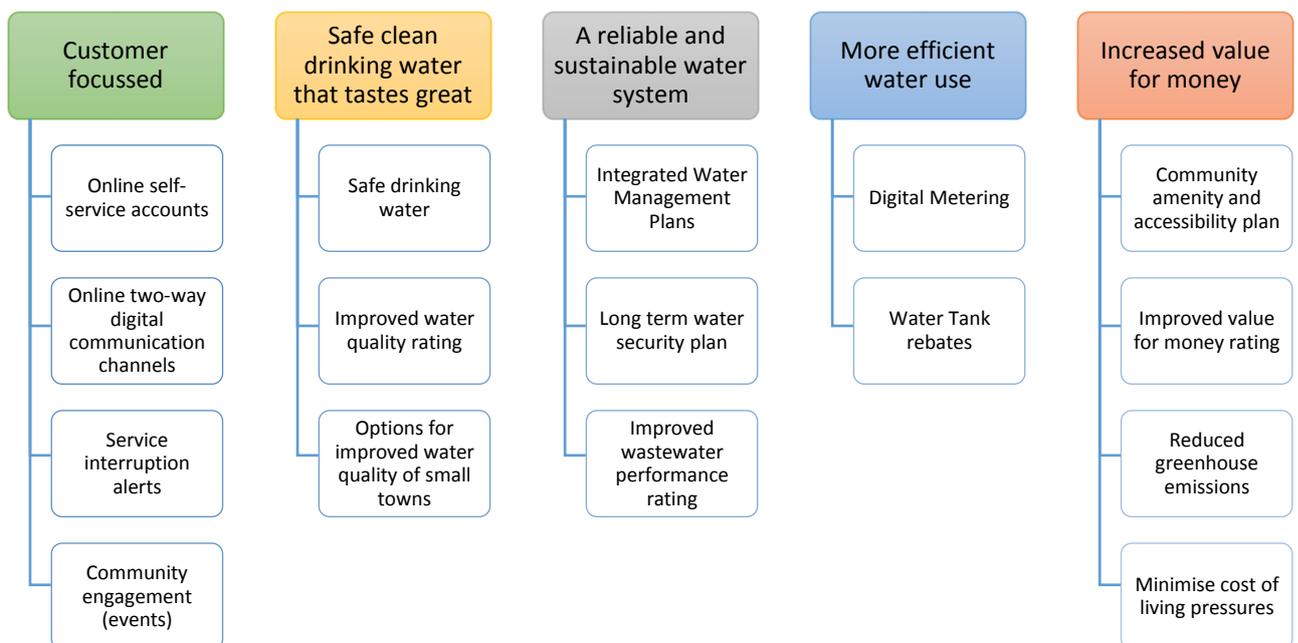


## 1. INTRODUCTION

Central Highlands Water (CHW) is committed to meaningful engagement with its customers, community and stakeholders.

**To enhance CHWs engagement with its diverse communities and customer groups it is establishing a Customer Advisory Panel (the Panel). The Panel will play an important role in ensuring CHW considers and incorporates, wherever possible, community expertise, advice and recommendations into its services, planning and decision making to achieve the best possible outcomes for customers and the community.**

Through the 2018 Let's Talk Water campaign, a wealth of customer feedback and priorities emerged. In collaboration with our customers and communities, CHW has reviewed and prioritised this feedback into the following outcomes:



## 2. ROLE OF THE CUSTOMER ADVISORY PANEL

- Represent the interests of CHW customers and community on a range of issues, including the delivery of outcomes noted above, the environment and other business initiatives.
- To provide feedback in relation to CHW major projects and to assist CHW to understand the problems, alternatives and/or solutions.
- To provide feedback on customer engagement initiatives and provide advice on future opportunities or challenges that will support community engagement value.
- Provide balanced and constructive feedback and guidance on opportunities or challenges identified by CHW and referred to the group for comment.
- Advise CHW about current and emerging opportunities or challenges relating to the community or the organisation from the community's perspective.
- Advise CHW to ensure that our services reflect the needs and expectations of our customers and community.

## 3. MEMBER COMMITMENT

A Panel member in performing their duties should demonstrate:

<b>Responsiveness</b>	providing frank, impartial and timely advice to CHW
<b>Integrity</b>	ensuring information is treated confidentially and only used for the Panel purposes
<b>Impartiality</b>	providing advice on merit and without bias, caprice, favouritism or self interest
<b>Accountability:</b>	exercising care and diligence in preparing for and participating in the Panel meetings
<b>Respect</b>	demonstrating respect for all

#### 4. CHW COMMITMENT

Central Highlands Water will:

- provide the Panel with balanced and objective information and assist them in understanding the opportunities, challenges, alternatives and /or solutions in relation to water and wastewater services
- facilitate the smooth operation of meetings
- liaise with members to assemble the agenda and distribute in advance of meetings
- incorporate recommendations where possible to enhance the delivery of its services
- work together with members to create a Panel based on openness, trust, co-operation, flexibility and honesty.

#### 5. MEMBERSHIP

The Customer Advisory Panel will consist of up to 15 members that reflect the profile of CHWs customer /community base as far as practicable:

5.1 CORE MEMBERS	<ul style="list-style-type: none"><li>• Stakeholder organisations that represent CHW's water supply systems.</li><li>• Peak bodies or individual organisations in relevant community sectors such as:<ul style="list-style-type: none"><li>- Health, Business, Cultural, Indigenous, Education, Environment, Industry, local government, and other market stakeholders.</li></ul></li><li>• CHW General Manager, Customer and Community</li></ul>
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5.2 BY INVITATION	<ul style="list-style-type: none"><li>• CHW Executive Management Team (EMT) and the Customer and Community Partnerships Committee (CCPC) representatives.</li><li>• CHW staff.</li><li>• External facilitators (where required).</li><li>• Representatives from industry, community or subject matter experts, based on the agenda topic for discussion.</li></ul>
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5.3 SELECTION & APPOINTMENT	<ul style="list-style-type: none"><li>• Members will be selected and appointed by CHW General Manager, Customer and Community</li><li>• Members will be selected on the basis of their interest and expertise in areas such as: water and/or water-related matters, community services, commerce, the environment, social justice, recreation, manufacturing, cultural understanding, education and / or reflect the needs of specific customer groups.</li><li>• Members must reside in the CHW service area and have awareness of local issues.</li></ul>
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- Members must demonstrate experience and ability to provide feedback to members of the community and other stakeholders
- Members will be recruited via two methods (1) by invitation and (2) by responding to advertised Expression of Interest
- To be eligible for appointment to the Panel a person must have completed and signed a:
  - Statement of compliance (refer Appendix 1)

#### 5.4 TERMS OF MEMBERSHIP

- Each member will be appointed for a period of 2 years.
- A CHW officer will be the Chair to the Panel.
- A CHW officer will be the Vice Chair to the Panel.
- The Panel Chair may call upon expert advice and invite people to attend in order to supplement the Panel's expertise.
- A member may resign by notice in writing to CHW.
- To allow the effective operation of the Panel, confidential information will from time to time be shared with members. Panel members agree to not make improper use of any confidential information acquired as a panel member.
- The Panel Chair has the discretion to cancel membership, based on inappropriate behaviour.
- If a member fails to attend two meetings per year (or send an appropriate proxy) their membership may be cancelled following consultation with the member and the Panel.

## 6. MEETING PROCEDURES

Chair (or nominee) must preside at all forum meetings of the Panel. In the absence of the Chair, the Vice Chair will preside. If there is no Chair or Vice Chair, members must appoint a chair for that forum meeting.

- The Panel must meet not less than two times a year and at least once every six months.
- In all other respects the Chair may set its own forum meeting procedures.
- Agenda items and appropriate documentation shall be circulated to Panel members one week prior to the meeting.

## 6.1 QUORUM

- Any scheduled Panel meeting must have a quorum for it to be a confirmed meeting.
- The quorum will be represented by, at minimum, five of the total number of Panel members.
- A Panel member is able to send a proxy or representative in their place and this person will count towards the quorum.

## 7. REPORTING

The Panel Secretariat will prepare and provide to the Panel members a record of the observations and recommendations following each meeting.

The Chair of the Panel will make presentation of the record from the meeting to the CHW Board Customer and Community Partnerships Committee (CCPC).

Panel members will be surveyed annually to explore their perceptions of performance and membership satisfaction.

## 8. EXPENSES

CHW will reimburse Panel members for reasonable personal expenses (e.g. travel or childcare) that have not been already paid for by any organisation they represent.

## 9. AUTHORITY

The Panel authority extends only to making recommendations to the CHW CCPC.

The Panel does not have:

- Executive powers,
- Powers to implement action in areas over which management has responsibility, delegated financial responsibility, nor
- Any management functions.

## 10. PUBLICATION OF PERSONAL INFORMATION

Panel members agree to allow CHW to use names and photos in relevant publications and online promotion (Facebook and website).

## 11. REVIEW

- A review of the Terms of Reference will occur on an annual basis.

## APPENDIX 1

I have read and understand the Central Highlands Water Charter for the Customer Advisory Panel.

I hereby undertake to comply with the Charter.

Signed: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_