

MEETING AGENDA



CUSTOMER ADVISORY PANEL (CAP)

Date/Time: Wednesday 11 September 2019 – 10.00am – 12.30pm

Location: CHW Board Room, 7 Learmonth Road, Wendouree.

Members: Jacqueline O'Neill, Chair – CHW
Craig Wilding – Ballarat Health Services
Allan Joy – Children & Family Services (CAFS)
Craig Hurley – Federation University Australia
Bruce Lucas – Hepburn Shire Council
Sally Jones – Moorabool Shire Council
Greg Andrews – Community representative
John Clark – Community representation
Bernadette Cheesman – Community representative
Anita Koelle – WRISC
Neville Ivey – City of Ballarat
Jodie Gillett – Commerce Ballarat
Anthony Schinck – Regional Development Victoria
Heather Fagg – Leigh Catchment Group
Nick McKinley – Leigh Catchment Group
Kathy Bramwell – Pyrenees Shire Council
Paul Davis – Wathaurung Aboriginal Corporation

CHW Guests: Jeff Haydon, Lise Eagan Bales, Phil Anstis, Darryn McDonald
Josef Seter, Glynn Atkinson, Simon Smith.

Notes: Glenys Foy - CHW Secretariat

Item 1 – Welcome:

Acknowledgement of Country:

Central Highlands Water acknowledges the Traditional Owners of the land on which we meet today, the Wadawurrung People and pay our respects to Elders past, present and emerging.

Safety Moment:

Item 2 – Declarations:

Ongoing Declarations:

Allan Joy (CAFS) – declaration that CAFS receive funding from CHW.

Craig Hurley (Federation University Australia) – declaration that Federation University Australia have a current Memorandum of Understanding (MoU) with CHW.

It is noted that Community representative, Greg Andrews, does not agree to his image being used or placed on any social media platform.

Item 3 – Presentation Updates:

Managers to present an update on projects/programs/day to day work, incorporating feedback from the previous café sessions for Panel members' information:

- Water Supply, General Manager Infrastructure Planning and Operations
- Growth & Development, Manager Growth and Development
- Customer Assistance, Manager Customer Services
- MyWater (Digital metering), Service Delivery Lead - Digital Metering

Morning Tea break (10mins)

Item 4 – Open style conversation:

Part 1 – Organisation Panel Member feedback

Panel members to consider responses to the following questions –

- What is it about your organisation that CHW doesn't know about, and could help us deliver a better service to you?
- Has there been any instances where we could have improved our service or service response to you over the past few months?
- What joint promotion and/or research opportunities are there between our two organisations?

Part 2 – Community Panel Member feedback

Panel members to consider responses to the following questions –

- Has there been any instances where we could have improved our service or service response to you or the community over the past few months?
- How visible has CHW been in the community over the past few months? What have you seen or heard about CHW?
- Do you have any suggestions for improvements?

Item 5 – Closing:

- Topics for CAP in 2020 – request for suggestions.
- Terms of Reference review.
- Showing of new Community video.

Item 6 - Next meeting:

To be determined – March 2020.

We would like to invite you to a light lunch from 12noon – 12.30pm – Kindly advise if you would like to remain for lunch and any dietary requirements.

MEETING NOTES



CUSTOMER ADVISORY PANEL (CAP)

- Date: Wednesday 11 September 2019
- Location: CHW Board Room, 7 Learmonth Road, Wendouree.
- Attendees: Jacqueline O'Neill, Chair – CHW
Bernadette Cheesman – Community representative
Allan Joy – Children & Family Services (CAFS)
Craig Hurley – Federation University Australia
Paul Davis – Wathaurung Aboriginal Corporation (at 10.14am)
Neville Ivey – City of Ballarat
John Clark – Community representation
Greg Andrews – Community representative
Nick McKinley – Leigh Catchment Group
Jodie Gillett – Commerce Ballarat (at 10.23am)
Craig Wilding – Ballarat Health Services (at 10.17am)
- CHW Guests: Jeff Haydon, Phil Anstis, Darryn McDonald, Josef Seter, Glynn Atkinson, Simon Smith.
- Apologies: Anthony Schinck – Regional Development Victoria
Heather Fagg – Leigh Catchment Group
Anita Koelle – WRISC
Sally Jones – Moorabool Shire Council
Kathy Bramwell – Pyrenees Shire Council
Bruce Lucas – Hepburn Shire Council
Lise Eagan Bales - CHW
- Notes: Glenys Foy - CHW Secretariat
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Item 1 – Welcome:

The Chair opened the meeting at 10.10am and welcomed everyone on behalf of the Board and Executive of CHW. Apologies were noted.

Acknowledgement:

Central Highlands Water acknowledges the Traditional Owners of the land on which we meet today, the Wadawurrung People and pay our respects to Elders past, present and emerging.

Safety Moment:

The Chair informed the attendees that safety is a number one priority here at CHW, and advised the Panel members of the relevant CHW evacuation plan, in case of an emergency during today's meeting.

A note to all - tomorrow, Thursday 12 September 2019 is a national day of action dedicated to reminding everyone that any day is the day to ask - R U OK? Continue to check in and listen to your mates, your loved ones, your work colleagues. RUOK is a suicide prevention charity in Australia, reminding people that having meaningful conversations could save lives.

Item 2 – Declarations:*Ongoing Declarations:*

Allan Joy (CAFS) – declaration that CAFS receive funding from CHW.

Craig Hurley (Federation University Australia) – declaration that Federation University Australia have a current Memorandum of Understanding (MoU) with CHW.

It is noted that Community representative, Greg Andrews, does not agree to his image being used or placed on any social media platform.

Item 3 – Presentation Updates:

Presentation updates provided on projects/programs/day to day work, incorporating feedback from the previous café sessions for Panel members' information:

- Water Supply, General Manager Infrastructure Planning and Operations
- Growth & Development, Manager Growth and Development
- Customer Assistance, Manager Customer Services
- MyWater (Digital metering), Service Delivery Lead - Digital Metering

A copy of the presentation is attached for the Panel's reference.

Item 4 – Open style conversation:*Part 1 – Organisation Panel Member feedback*

Panel members to consider responses to the following questions –

- What is it about your organisation that CHW doesn't know about, and could help us deliver a better service to you?
- Has there been any instances where we could have improved our service or service response to you over the past few months?
- What joint promotion and/or research opportunities are there between our two organisations?

The Chair started the conversation stating - is there something we can do jointly to provide information out to CHW customers and the community about what is happening at CHW in regards to water supply, water storages, water use, education programs etc.?

Most of the discussions centred on Point 3:

Craig Wilding, BHS advised of a new program at BHS placing a major focus on health and wellbeing, and making healthy choices for life. There is an opportunity within this program to also focus on the environment – replacing single use plastic bottles, through installation of water fountains having reusable water bottles available.

Allan Joy, CAFS advised a new venture for CAFS, the opening of a care farm near Creswick, including a proposed wetlands – this may provide opportunity for education of water use.

Nick McKinley, Leigh Catchment Group advised there is always an opportunity to partner up with CHW for tree planting and water quality testing along the Yarrowee River.

Craig Hurley, Federation University advised that resources in the Marketing and Research departments could provide an opportunity to get the message out on appreciating water, water efficiency and assisting CHW achieve their Sustainable Development Goals (SDGs).

Neville Ivey, City of Ballarat noted the success of the CHW drinking stations installed at some of the major sporting grounds and locations within the city, noting that more can be done, including possible education boards to get the message out about using water wisely and the BSCT campaign to reduce single use plastic bottles within our community.

Part 2 – Community Panel Member feedback

Panel members to consider responses to the following questions –

- Has there been any instances where we could have improved our service or service response to you or the community over the past few months?
- How visible has CHW been in the community over the past few months? What have you seen or heard about CHW?
- Do you have any suggestions for improvements?

Greg Andrews, community representative wanted to see more information on the security of water supply, climate change impact and bushfire risk. Would a 'Did you know' section on the water accounts be feasible?

Item 5 – Closing:

In closing, the Chair noted the possibility of scheduling a tour of a CHW facility for the CAP members prior to the end of the year – stay tuned for further details.

- Topics for CAP in 2020
Climate Change plan presentation
- Terms of Reference review
Held over to first meeting in 2020.

The Chair thanked everyone for their time and energy this year in engaging with CHW to provide a holistic view and work actively to strengthen our relationships to positively assist in our goal to achieve long-term water security for our community.

The Chair also wanted to thank those CAP members who attended the recent launch of CHWs 2019-20 Corporate Plan held on Tuesday 27 August, followed by a preview of the BIFB CHW Exhibition.

Item 6 - Next meeting:

To be advised – March 2020.

Meeting closed at 12.05pm, followed by a light lunch.



CUSTOMER ADVISORY PANEL

DELIVERING OUTCOMES



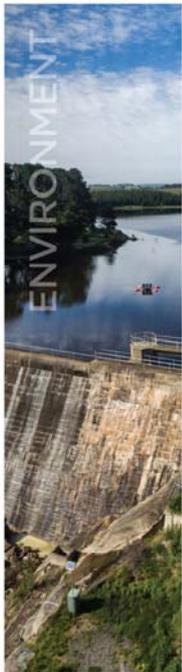
AGENDA



- WELCOME
 - Acknowledgement of Country
 - Safety Moment
- DECLARATIONS
- PRESENTATION UPDATES
 - Water Supply: General Manager Infrastructure Planning and Operations
 - Growth & Development: Manager Growth and Development
 - Customer Assistance: Manager Customer Services
 - MyWater (Digital metering): Service Delivery Lead
- OPEN STYLE CONVERSATION
 - Part 1 – Organisation Panel Member Feedback
 - Part 2 – Community Panel Member Feedback

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Water Supply



QUESTIONS

Do you think CHW has got our water supply balance right?

What additional information would you like to be informed about on our water security?

INSIGHTS

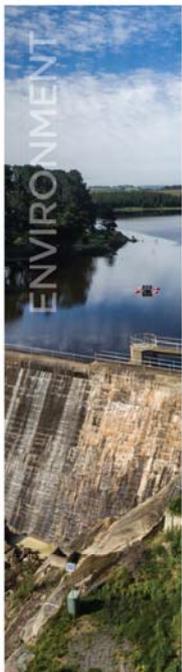
Water supply - more information about rainfall changes, reporting of groundwater status and understanding how it is managed. Also, the effect of farm dams in our catchments, management of grazing and reporting of water quality - particularly if reservoir levels are low.

Maintaining levels of service – how is this measured?

Water demand - interest in water restrictions and permanent water saving rules - what are the triggers for their implementation.

Messaging - would like to see more guidance as to the best way to save water, using examples. Concerns expressed that the learnings of the millennium drought have not passed onto the new generation who have not experienced these conditions.

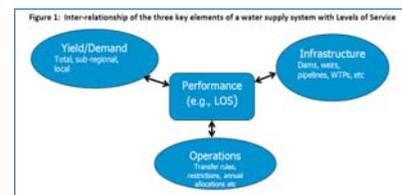
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Update on feedback

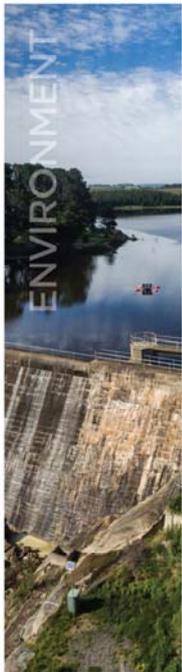


1. Revamp of water resource reporting information to be included in the scope of the new corporate web site – soon to be released
2. Level of Service – measured by the frequency of restrictions, i.e. from example Ballarat is designed for not requiring stage 2 restrictions more than a frequency of 1 in 20 years, Reviewed in detail as part of the 5 year formal Urban Water Strategy updates made publically available.



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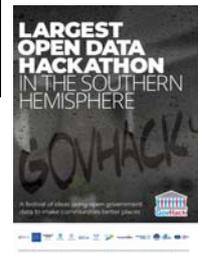
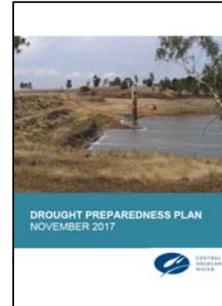




Update on feedback cont.



- 3. Water restriction triggers – different for each system (outlined in the CHW Drought Preparedness and Response Plans) and information is made available via the website on the do's and dont's for each level of restriction severity.
- 4. More guidance on saving water



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- Focus in new Website
- New ideas (Hackathon)
- Digital metering and many others new approaches to water efficiency



Growth



QUESTIONS

With regards to growth, what is important to you?
 How can we best work together to share this information?

INSIGHTS

To ensure that appropriate infrastructure is in place to maintain adequate water supply and wastewater services.

New developments are appropriately serviced to ensure existing customers are not affected.

Continue to work closely with the contractors, stakeholders and the community.

Continue to review the Developer Servicing Plans to ensure best growth and development processes are followed.

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SERVICING DEVELOPMENTS

- Land Development Manual provides Servicing conditions for all land development types.
- CHW follow the WSAW MRWA Sewer and Water Codes which provides technical information.
- The Technical Specifications and the Manual assist the G&D Team to ensure Developments are serviced to Central Highlands Waters standards.
- Since we last met - the Land Development Manual was updated, to include changes to the way water mains are turned on by CHW.
- Incorporation of CCTV to new sewers

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Land Development Manual
Revised on 11 June 2019
Author: Growth and Development - Central Highlands Water www.chw.net.au



COLLABORATION WITH INDUSTRY

- CHW have been meeting with the Industry over the past 12 months to discuss:
 - Safety Issues
 - Land Development Manual Changes/new manual release
 - Changes to the Geocentric Datum – GDA 2020
 - CHW's New Product Register
- Industry members include, Land Development Contractors, Developers, Consultants, Councils, EPA, CCF and Worksafe
- In the coming months CHW will be holding 2 forums:
 - Developer Forum
 - Plumbing/Building Forum

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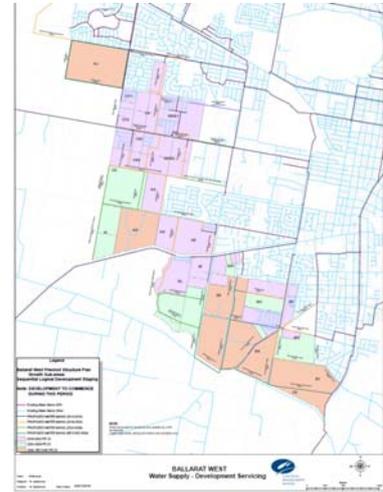




DEVELOPMENT SERVICING PLANS



- The Strategic Asset Management Planning Team manage the long term Planning for Central Highlands Water.
- The Growth and Development Team implement the plans provided.
- Weekly meetings with the Strategic Asset Management Team are undertaken to ensure that the Developer Servicing Plan's are understood and adhered to by Developers.



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Customer Assistance



QUESTIONS

Customer Assistance: (CHW Facilitator – Darryn McDonald)

Are there any additional, commercially viable services CHW should be offering its vulnerable customers?

How should CHW encourage customers facing some form of hardship to proactively reach out for assistance?

INSIGHTS

Referrals

Understand referral pathways from agencies outside of CHW's area – these include (but are not limited too): Women's Health Grampians, Mercy Centre and Pinarc.

Education

Develop education packages encompassing the suite of assistance CHW offers and utilise non-traditional distribution channels, including: Public libraries, Medical professionals (GPs).

Awareness

Raise awareness of programs available through: Editorials / advertorials, Targeted cross agency collaboration, Medical professionals (GPs tend to be a central point of contact for vulnerable customers).

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REFERRALS



Understand referral pathways from agencies outside of CHW's area – these include (but are not limited too): Women's Health Grampians, Mercy Centre and Pinarc.

Engagement is underway:

- Women's Health Grampians
 - Pilot program opportunity
- Sisters of Mercy
 - McAuley House engagement
- PINARC
 - Living Skills Program

Target completion - March 2020

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EDUCATION



Develop education packages encompassing the suite of assistance CHW offers and utilise non-traditional distribution channels, including: Public libraries, Medical professionals (GPs).

- Creating education packages, may include face to face presentations to groups such as Ballarat Community Health.
- Work toward building contacts at doctors clinics and understanding referral processes.
- Engage Phoenix high school and present to school leavers
- Centrelink – options to distribute information in Ballarat and Maryborough.

Target completion - March 2020

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AWARENESS



Raise awareness of programs available through: Editorials / advertorials, Targeted cross agency collaboration, Medical professionals (GPs tend to be a central point of contact for vulnerable customers).

- Set up a CHW Assistance table at the Ballarat Library, provide information and education to walk in customers.
- Provide the Pocket Full of Help brochures to the library
- Make contact with Ballarat Community Health regarding further engagement possibilities and the possibility of making the medical professionals aware of the assistance program.
- Editorials/Advertorials opportunities being explored

Target completion - March 2020

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MyWater Project



QUESTIONS

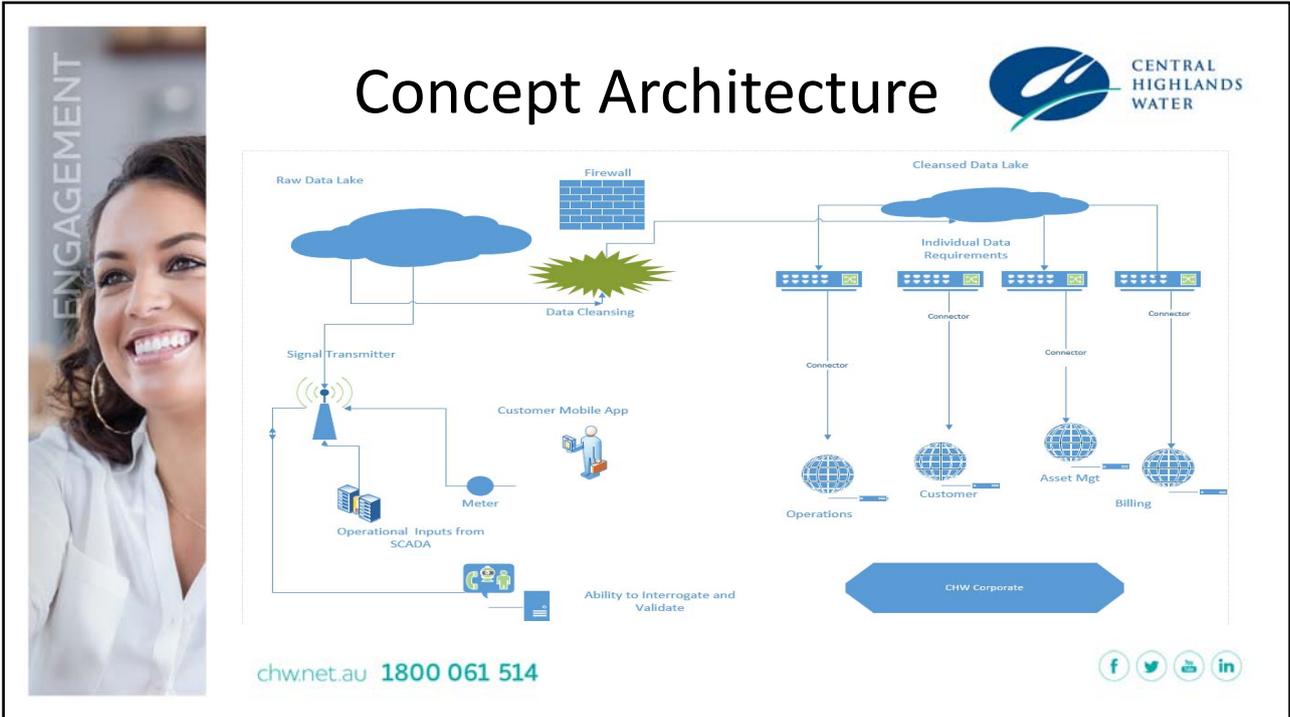
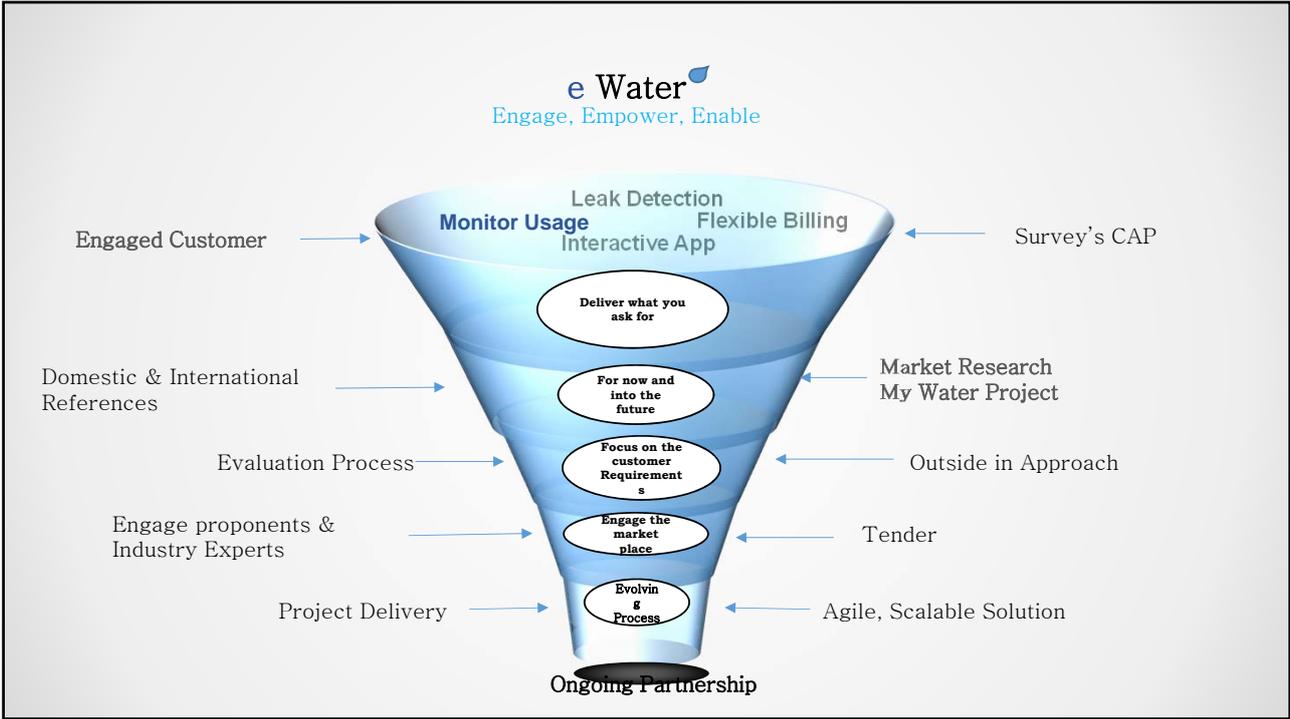
1. What was your experience
2. What lessons can we learn from the energy digitisation metering program?
3. What are some of the local risks and potential solutions

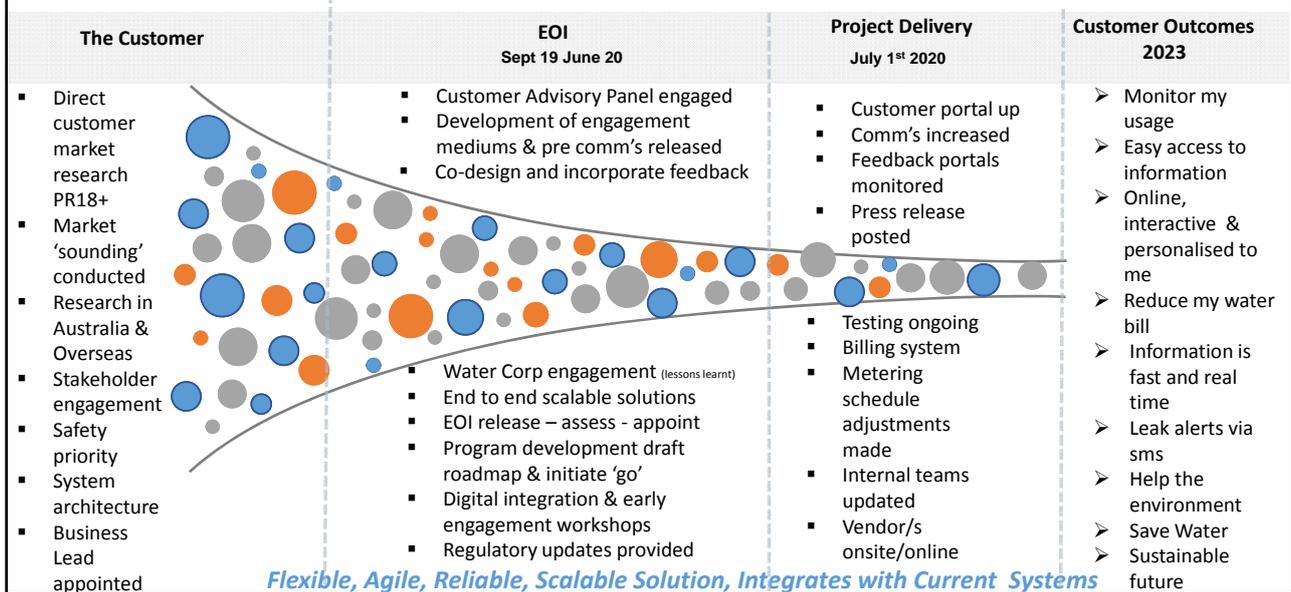
INSIGHTS

SIMPLICITY	Any online tool or app that monitors water usage must be simple, easy to use and available across both an app and desktop computer.
COMPARATIVE DATA	Customers would value access to real-time data and information that compares water usage from season to season, month to month and customer averages.
PRIVACY	Protection of customer information is paramount.
LONG-TERM WATER SECURITY	It will be important for CHW to highlight that the introduction of any digital initiative is aimed at providing customers with greater access to information, so they better understand and manage their water usage.
LEAK DETECTION	Customers would expect CHW to identify leaks (or unusual water usage) and alert customers in real-time.
DIGITAL COMMUNICATIONS SUPPORTED BY TRADITIONAL CUSTOMER INTERACTION	Recognising that our customers are diverse and have preferences for how they receive information from CHW. All customer and community communications must be multi-channelled.
TRANSPARENCY	Our Panel members (and customers) value CHW being transparent about the cost implications and cost benefits.

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Discussion



Part 1 – Organisation Panel Member feedback

Panel members to consider responses to the following questions –

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