

MEETING AGENDA



CUSTOMER ADVISORY PANEL (CAP)

- Date: Wednesday 19 June 2019
- Location: CHW Board Room, 7 Learmonth Road, Wendouree.
- Invitees: 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
Danny Colgan – 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
Kathy Bramwell – Pyrenees Shire
Paul Davis – Wathaurung Aboriginal Corporation
Phil Anstis – CHW
Darryn McDonald – CHW
Lise Eagan Bales – CHW
Josef Seter – CHW
Pat Russell - CHW
- Observer: Stephen Luke – Revium
- Notes: Glenys Foy - CHW Secretariat
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Item 1 – Welcome:

Welcome to 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 – Presentations:

- CareFlow Forum overview: (Darryn McDonald, Manager Customer Services CHW)
- Growth & Development: (Josef Seter, Manager Growth & Development CHW)
- Water Supply: (Pat Russell, Strategic Water Resources Engineer CHW)

Morning Tea break (15mins)

Item 4 – Discussion/Working Groups:

The Panel members will form into discussion groups to explore the guiding questions of what's important for our customers -

- 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?
- Growth: (CHW Facilitator – Josef Seter)
With regards to growth, what is important to you?
How can we best work together to share this information?
- Water Supply: (CHW Facilitator – Pat Russell)
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?

Item 5 – Closing:

CHW Appreciation video (Chair)
'No Wipes' radio advert (Chair)
CHW Water Outlook Summary - attached

Item 6 - Next meeting:

Wednesday 11 September 2019 10.00am – 12noon (TBC)