



Gippsland
Water

Customer Sounding Board

Terms of Reference

October 2022

Terms of Reference

Purpose

The Gippsland Water Customer Sounding Board is a group of customers and community members who have offered to provide us with their perspective and ideas about different topics. We'll take these views into consideration when making decisions.

Role

The role of the Customer Sounding Board is to provide us with opinions, advice and ideas by:

- Contributing their perspective on projects and initiatives
- Responding to surveys
- Participating in engagement activities.

Responsibilities

Members of the sounding board will:

- Actively participate in discussions through email and other online channels
- Be open to responding to surveys and participating in engagement sessions
- Treat members of the sounding board, our staff and stakeholders with respect and courtesy
- Protect and preserve the confidentiality of any information discussed
- Protect and preserve the privacy of other members of the sounding board.
- Not use inflammatory language or behaviour of any kind.

We will:

- Moderate online discussions and remove any inappropriate comments
- Respond to questions in a timely manner
- Provide sounding board members with real opportunities to provide input into the organisation's direction on projects and initiatives
- Listen to feedback and use the sounding board as a mechanism to understand the interests, priorities and concerns of our community
- Where appropriate, offer a variety of ways for the sounding board to engage on topics.

Membership

Participation in the sounding board is voluntary.

There won't be a cap on the amount of customers involved in the sounding board. The only criteria for participation is being a customer or residing in our service area.

All opportunities to participate in customer sounding board activities are voluntary.

While membership is voluntary, we may identify gaps in the demographics of the group and reach out to customers and community groups to help us fill these gaps.

People can register interest in joining the sounding board at any time by completing the form on our website and we will vet each application to ensure it doesn't conflict with the exclusions we've set, or if we determine an application to be unsuitable for other reasons.

Current or previous Gippsland Water employees or Board directors, current contractors, and people who have held or are affiliated with political office at a local, state or federal level will not be eligible to join.

We may remove a member of the sounding board without warning for inappropriate conduct that is against the Terms of Reference.

Payment

We may pay members a nominal fee, or offer a bill credit, for participation in certain engagement activities. Paid opportunities will be promoted as paid. Paid opportunities may be limited to a set number of participants who meet the required demographic criteria.

There may also be opportunities to participate in unpaid activities.

Authority

The sounding board is not a decision-making body and has no authority over our decision-making or operations.