Gippsland Water

Sounding Board

Terms of Reference

February 2026

Terms of Reference

You acknowledge that by signing up to Central Gippsland Region Water Corporation's (**Gippsland Water**) Sounding Board, you have read, understood and agree to be bound by these Terms of Reference.

Gippsland Water reserves the right to modify these Terms of Reference at any time.

1. Purpose

The Gippsland Water Sounding Board is a group of community members who have registered their interest in taking part in our engagement activities. The role of the Sounding Board is to help us understand the ideas, perspectives and priorities of our diverse communities.

Input from Sounding Board members helps to inform our thinking and supports our decision-making.

While we commit to carefully consider all perspectives, ideas and feedback provided, participation does not guarantee that suggestions will be adopted.

2. Membership

Participation in the Sounding Board is voluntary.

There is no fixed cap on participant numbers.

Gippsland Water may seek to broaden representation by inviting additional customers and community groups to address demographic gaps.

Individuals may register interest in joining the Sounding Board at any time by completing the form on our website: https://www.gippswater.com.au/sounding-board Gippsland Water may review applications to ensure eligibility - in alignment with these Terms of Reference, or to recruit specific cohorts for an engagement activity.

Gippsland Water reserves the right to remove a member of the Sounding Board, without prior notice, where participation conflicts with these Terms of Reference.

The following individuals are not eligible to participate:

- Individuals under the age of 16;
- Individuals that do not reside in Gippsland Water's service area, unless they are a Gippsland Water customer who lives outside the service area;
- Current Gippsland Water employees, contractors and directors;
- Individuals who have held, or are affiliated with, a political office at a local, state or federal level.

3. Role

Registered participants in the Sounding Board may be invited to participate in a wide range of engagement activities, including but not limited to, surveys, polls, workshops, forums, focus groups, and panels.

- Participants may be selected for certain opportunities based on their demographic characteristics – including but not limited to their town, age, gender, and Gippsland Water customer type. Participation in any engagement activity is voluntary.

4. Participant Responsibilities

Registered participants agree to:

- Provide accurate information during the registration process.
- Actively participate in any engagement activities they opt-in to, whether in person, online, or via phone or email.
- Treat other participants of the Sounding Board, Gippsland Water staff and stakeholders with respect and courtesy.
- Maintain the confidentiality of any information shared as part of the Sounding Board.
- Protect and preserve the privacy of other participants of the Sounding Board.
- Refrain from using offensive, inflammatory or inappropriate language or behaviour of any kind.

Failure to comply with these responsibilities may result in removal from the Sounding Board.

5. Gippsland Water Responsibilities

We will:

- Provide genuine opportunities for Sounding Board participants to provide input on relevant projects and initiatives.
- Listen to and consider feedback to understand the interests, priorities and concerns of the community.
- Moderate discussions to facilitate a safe space for sharing and remove any inappropriate content or address inappropriate behaviour where necessary.
- Respond to questions in a timely manner.

6. Consent and Communication

By registering to participate in the Sounding Board, participants agree to:

- Receive communications related to Sounding Board activities
- Receive promotional communications from Gippsland Water (participants may opt out at any time)
- Participate in reasonable promotional activities (participants may opt out at any time)
- The potential use of their name, feedback, photographs or other content

provided to Gippsland Water for communication purposes, including in any media or platform.

7. Payment and Incentives

From time to time, Gippsland Water may offer a nominal fee, bill credit or prize incentive for registration or participation in certain engagement activities, including promotional activities and lotteries.

Immediate family members of Gippsland Water employees and directors are not eligible to receive nominal fees, bill credits or prizes for engagement activities.

8. Authority

The Sounding Board is advisory only and is not a decision-making body. It has no authority over Gippsland Water's decision-making or operations.