



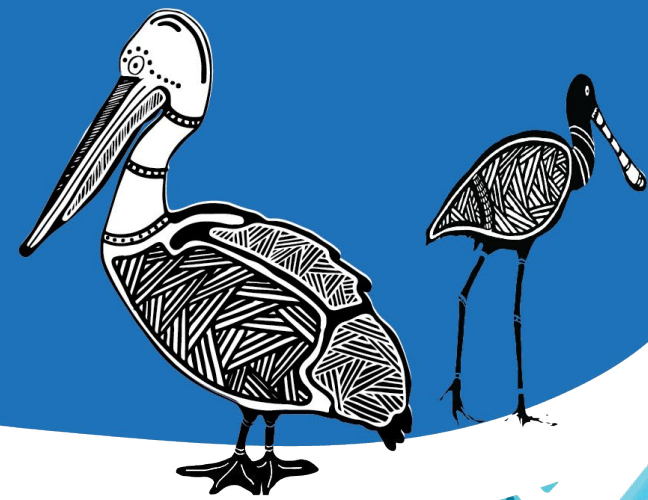
Gippsland
Water

PLANNING *for the* FUTURE

People's Panel Handbook

We acknowledge the Traditional Owners of the Gippsland Water areas, the Gunaikurnai and the Bunurong people, and recognise their strong cultural connection to the land and waterways.

We pay our respect to their Elders, past and present.



The challenge ahead

Through the People's Panel, we'll be gathering your input to help us respond to our core challenge:

How can we balance the services our community needs, now and into the future, while keeping bills fair?

As we face rising costs, ageing infrastructure, a changing climate, and changes to local industries, we need to work through the trade-offs that shape an affordable bill and reliable services.



About this handbook

This handbook provides the practical information you need to be an active member of the panel. It outlines your role and what to expect from the process.

If any information in this handbook is unclear, please let a member of our team know and we will help explain it.

You will also receive a Background Report that provides information about us – what we do, and the challenges we’re facing.



How to read this handbook

You/your refers to People’s Panel members

We/our refers to Gippsland Water

Customers refer to Gippsland Water’s customers

QR codes and links will take you to additional information.

People’s Panel library

The following resources will be available for you in our People’s Panel library, which will be on site during in-person panel days.

You can also download them from our [People’s Panel library](#) on our website.

- Planning for the future: working together to plan our services – our engagement plan
- People’s Panel Handbook (this document)
- Background Report
- Engagement Report – what we have heard so far (available from Day 2 onwards)
- Issues Report – detailed information on the key topics to be explored by the panel (available from Day 2 onwards)
- 2025/26 Community Report – the latest report on our progress to deliver the commitments we made in our 2023 Price Submission.



Scan the QR code or visit www.gippswater.com.au/PP-library

Contents

About the People’s Panel	6	How to get there	16
What is a People’s Panel?	6	Car	17
How was the panel selected?	7	Train or coach	17
Our panel	8	Meals and payments	18
How will the panel’s work be used?	9	Media and social media guidelines	19
Your role on the panel	9	Recording, filming & photography	20
Expectations of panel members	10	About MosaicLab	22
Our promise to you	12	The facilitation team	22
We hope you feel	13	Key contacts	23
Panel days	15		
Panel dates, times and location	15		
Accessibility	15		
What to do when you arrive	15		
Facilitation	15		

About the People's Panel

The People's Panel is the peak of our community and stakeholder engagement for our Planning for the future engagement program, which has been underway since late 2025.

The panel will bring together around 50 people from our community, with a range of backgrounds.

The panel will be facilitated by independent, expert facilitators from MosaicLab.

What is a People's Panel?

A People's Panel enables community members to participate in a democratic process that has a real public impact.

The panel members are a diverse and representative group of customers and community members, recruited through an independent process. The recruitment process ensures fair representation of age, gender, ability, cultural backgrounds and other demographics.

This group of customers is the People's Panel.

You will come together to learn, discuss, deliberate and give advice on some important issues. Working collaboratively, the panel will develop a clear set of recommendations which will be handed over to us on the final day.

How was the Panel selected?

MosaicLab independently managed the process to select panel members. This helped make sure the process was fair, transparent and representative of our community.

Expressions of interest (EOI)

MosaicLab sent 6,800 invitations to random addresses in our service area. These addresses came from Australia Post's Postal Address File.

We also invited customers to express their interest through:

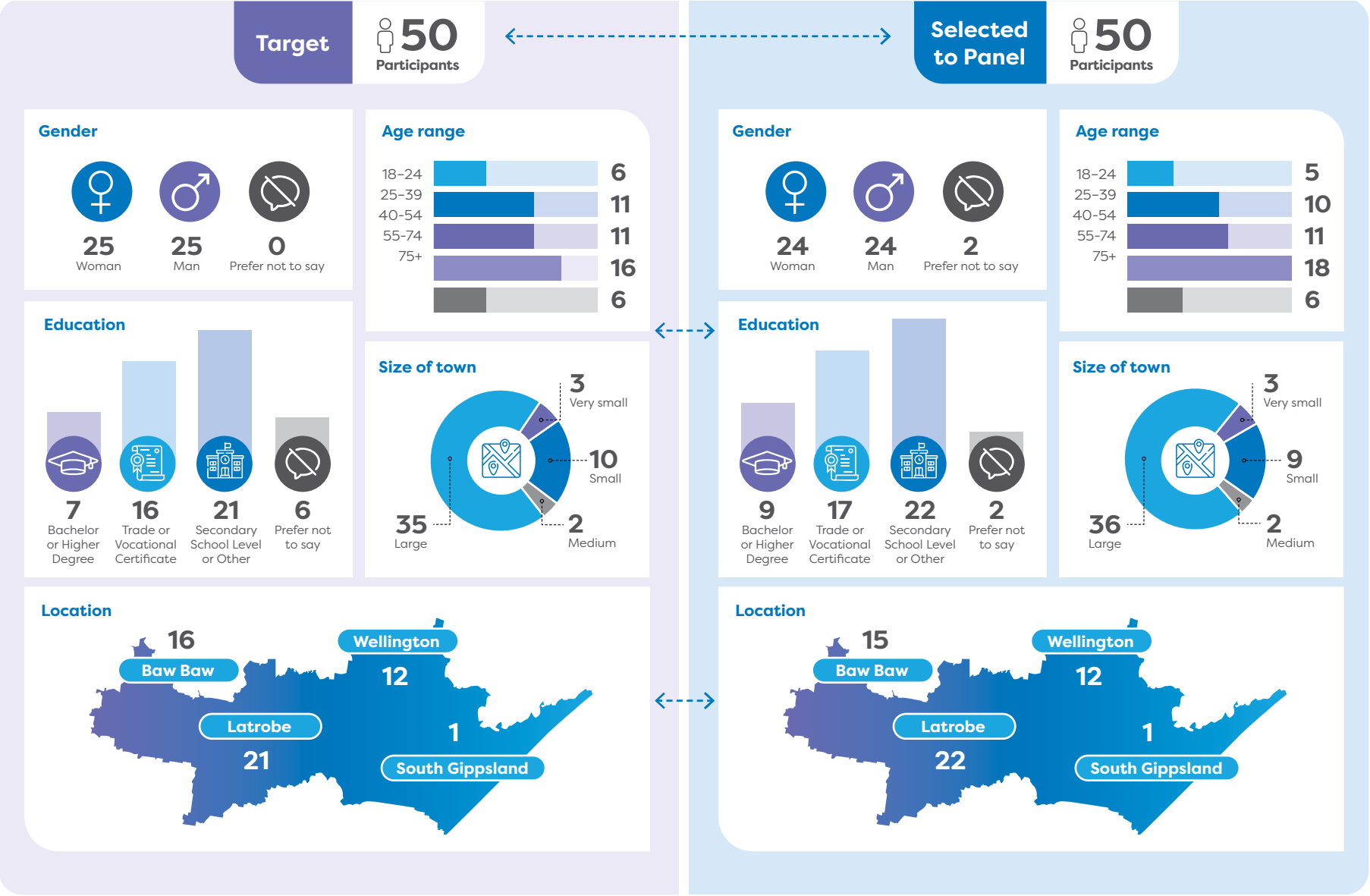
- an email to around 800 Sounding Board members and 400 customer newsletter subscribers
- our website, social media and a media release
- an email to a further 3,490 customers in Wellington Shire, Baw Baw Shire and Mirboo North to ensure customers from these areas were not under-represented.

Once the EOI's were received, MosaicLab managed the selection process using a random sampling tool to ensure there was a demographically representative sample of customers from our service area.

Fifty panel members were confirmed and onboarded by MosaicLab.

It is important that community panels are independent of the host organisation to maintain the integrity of the process. We were not involved in the selection of the panel.

Our panel



Expectations of panel members



1. **Read the information provided** in this handbook along with the information and background materials provided.



3. **Participate in an open, respectful and thoughtful manner.**



2. **Attend all sessions** – while we understand life can be unpredictable, it's important you attend all sessions of the panel.



4. **Share and ask** – you're welcome to ask people close to you for their thoughts on the to gain additional perspectives for your panel participation.

Please advise MosaicLab
register@mosaiclab.com.au
of any changes of availability
as soon as possible.



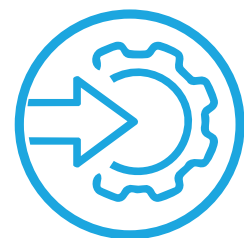
Our promise to you



1. We will listen and make sure your voice is heard



2. We will be open about what we're doing and why



3. We will show how your input shapes our decisions



4. We will explain the limits and the trade-offs



5. We will report back regularly so you can see progress

We hope you feel



1. Genuinely heard and respected
Together with MosaicLab, we'll create a safe and inclusive space for you and other panel members to openly share experiences, knowing your voices are valued, respected and listened to.



2. We are transparent and follow-through
We'll close the loop and explain how what we learn through our engagement and the panel is applied, so you see evidence that we have acted on what we heard.



3. Included, confident and empowered
We'll design an experience where you feel valued, confident and equal in the process – and able to make a difference.



Panel days

Panel dates and times

There will be five in-person sessions held in Traralgon.

Day 1	Saturday, 12 September 2026	9:30am to 4:00pm
Day 2	Saturday, 10 October 2026	9:30am to 4:00pm
Day 3	Saturday, 24 October 2026	9:30am to 4:00pm
Day 4	Saturday, 7 November 2026	9:30am to 4:00pm
Day 5	Saturday, 14 November 2026	9:30am to 4:00pm

Location

Gippsland Water Traralgon office
55 Hazelwood Rd, Traralgon, 3844

(See pages 16 & 17 for information on how to get there)

Accessibility

Our office is on ground level with mobility-friendly access.

What to do when you arrive

Please register at reception on arrival.

Facilitation

All sessions will be facilitated by independent expert facilitators from MosaicLab.

Opt-in opportunities

There will also be opportunities for panel members to connect and learn outside of the scheduled sessions on a voluntary, opt-in basis.

Further information will be provided once the panel has commenced.

How to get there

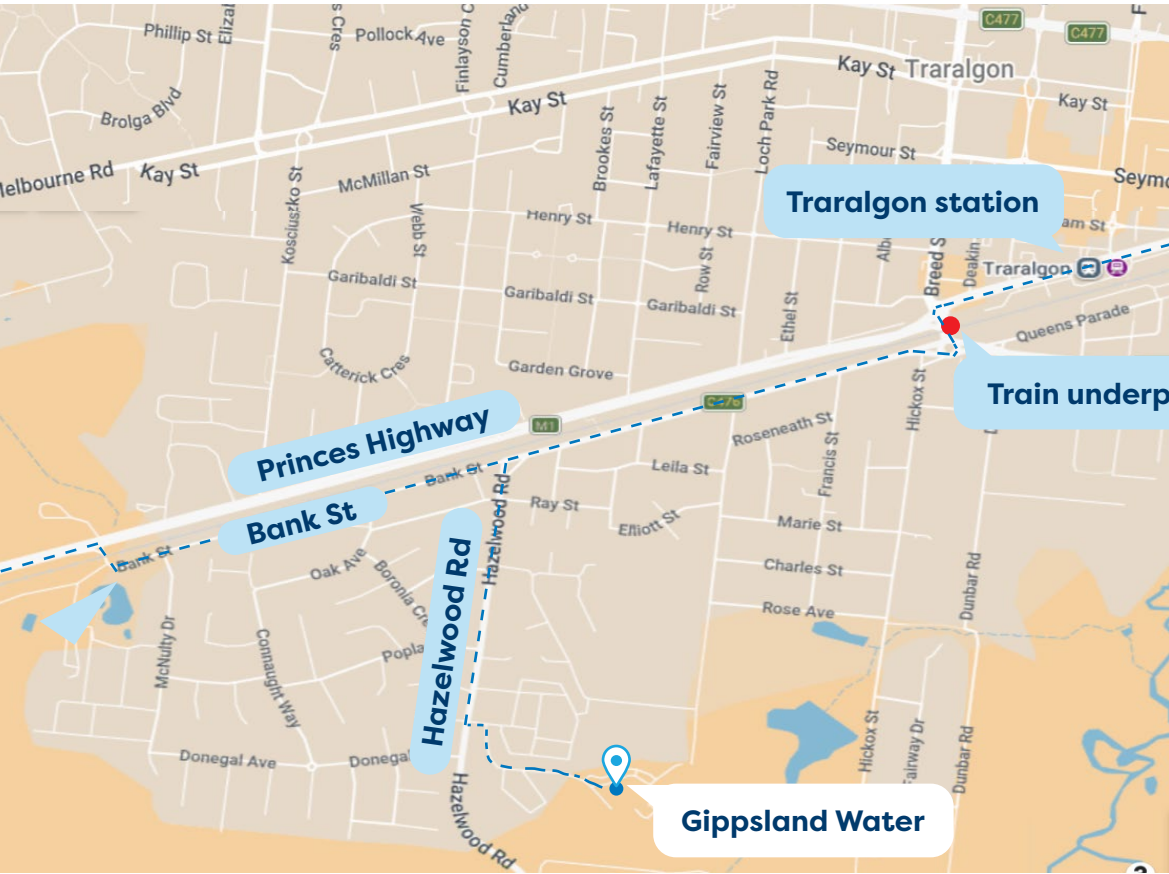
Address

Gippsland Water
Traralgon office
55 Hazelwood Road
Traralgon Vic 3850

Note:

Access is only possible from Hazelwood Road.

If travelling along the Princes Highway, turn at the lights near Breed St and the Shell Service station. This will take you underneath the railway line to the train underpass (●). Then turn right at the roundabout into Bank St.



Car

Free car parking is available on site.



Train or coach

Traralgon is the closest railway and coach station. Check with V/Line for up-to-date timetables.



Shuttle service from Traralgon station

Let us know if you need a shuttle from Traralgon station to our office in Hazelwood Road.

Please contact MosaicLab on 0485 825 926 if you need this at least seven days before each panel day.

Meals and payments

Meals

Meals will be provided on the days that the panel meets - including tea and coffee, morning tea, lunch and afternoon tea. We will cater for any dietary requirements please contact MosaicLab on at 0485 825 926 if you have not already advised of your dietary requirements.

Payments

If you attend all five sessions, you will receive \$1,000 in recognition of your significant commitment and contribution in representing your community.

This payment will be made after the end of Day 5. MosaicLab will coordinate payment and ask for your banking details as you will be paid by direct transfer.



Media and social media guidelines

Sharing the panel's story

The People's Panel is an open and transparent process. As a panel member, you're welcome to share your experience publicly.

However, we ask that you do this in a respectful and professional manner when making comments or participating in conversations.

Please be aware anything said to a journalist, submitted to a media organisation or posted online on social media is a public comment.

If you choose to post on social media about your participation, or comment to media, please respect the privacy of fellow panel members, speakers, Gippsland Water and MosaicLab. Please only speak from your perspective – not on behalf of the group and don't refer to specific people.

The People's Panel will occur over three months. We request that you do not pre-empt any outcomes or deliberations of the panel on any media platform, as these won't be determined until the final day.

If you use social media to post about your experiences during the process, we encourage you to tag us (@gippslandwater) or use the hashtag: #GWPlanningforthefuture

We'll post highlights of the panel sessions on our website and social media channels on [Facebook](#), [LinkedIn](#) and [Instagram](#) (@gippslandwater).

If you'd like help with handling an enquiry from the media, or to refer an enquiry, please contact our Media team at media@gippswater.com.au or (03) 5177 5979.

Recording, filming & photography

To promote transparency, we'll photograph and video some panel sessions.

Some panel members will be invited to participate in brief interviews about their participation.

Photographs and videos will also be used to promote our Planning for the future engagement journey.

A photo and video permission process will be provided to you.

You can let us know if you would like us to avoid photographing and videoing you when you complete this form.



About MosaicLab



MosaicLab is a team of

INDEPENDENT FACILITATORS

who partner with **COUNCILS,
GOVERNMENT, BUSINESS AND
COMMUNITY**

to bring **CONVERSATION AND
DEMOCRACY ALIVE.**



Community &
stakeholder
engagement



Deliberative
democracy



Workshop
design &
facilitation



Outage
& conflict
management



Training

The facilitation team



Keith Greaves
Facilitator



Naomi Oosting
Facilitator

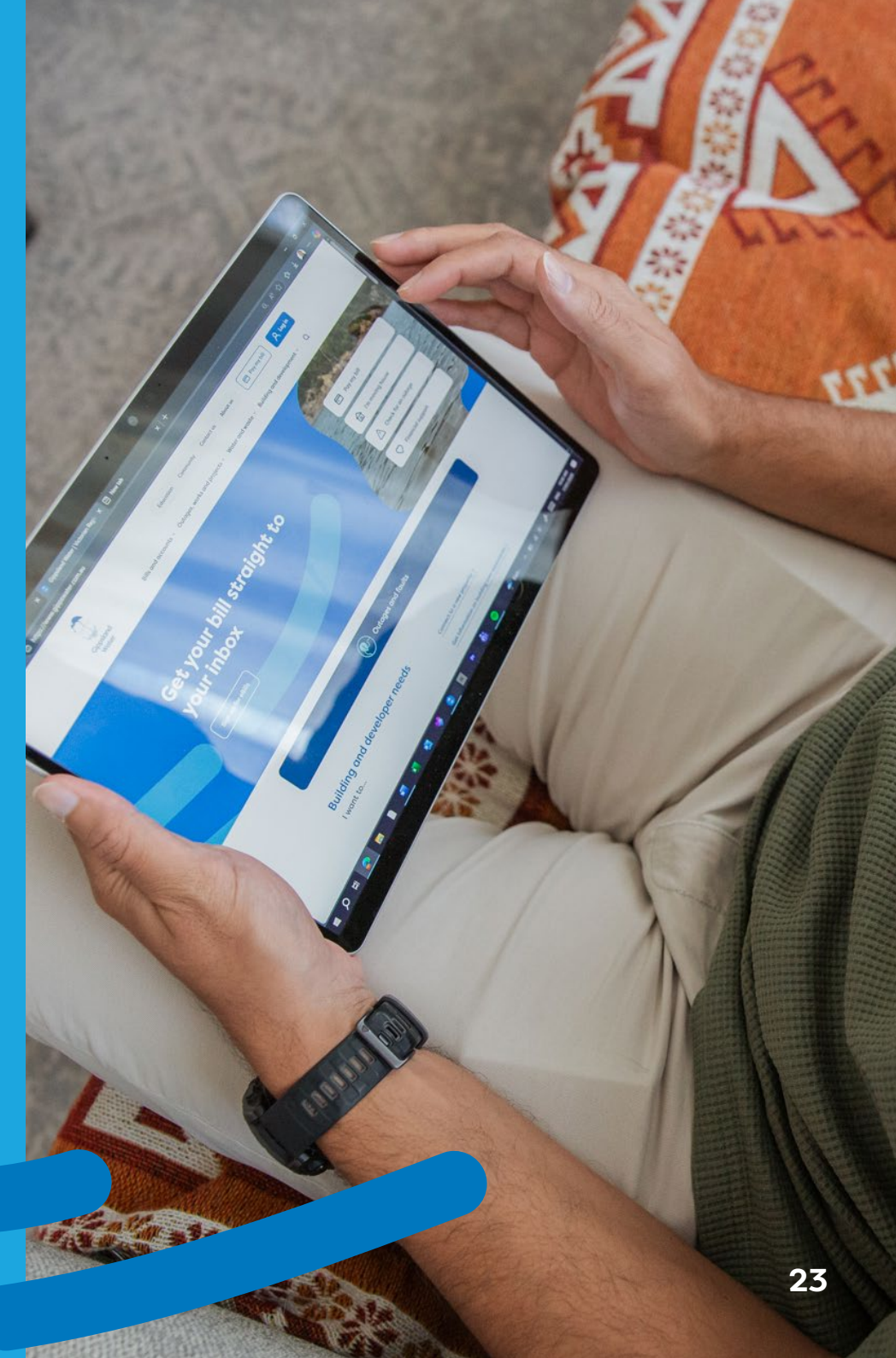
Key contacts

MosaicLab

General questions, dietary and accessibility requirements: register@mosaiclab.com or 0485 825 926.

Gippsland Water

Media enquires only:
media@gippswater.com.au or
(03) 5177 5979.



PLANNING
for the **FUTURE**



**Gippsland
Water**

PO Box 348
55 Hazelwood Road
Traralgon VIC 3844

General enquiries 1800 050 500
Faults and emergencies 1800 057 057

contactus@gippswater.com.au
www.gippswater.com.au

ABN 75 830 750 413

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