

Gippsland Water People's Panel

- Day 2 - Your feedback

Thank you for sharing your reflections at the end of Day 2. Here is everything the panel said, with spelling and grammar lightly tidied.

Overall as a panel, how did we go today?

40 participants rated the day. The average rating was 4.18 out of 5.

Rating	Participants	Share
5 - great!	16	40%
4	17	43%
3	5	13%
2	2	5%
1 - not quite sure	0	0%

What did you like most about today?

38 of 45 participants answered this question.

#	Response
1	Everything was on time and organised beautifully.
2	Liked everything.
3	Listening to the information while writing down our questions quietly, and then being able to seek out those experts to answer them for us.
4	The presentation of the breakdown of bills comparing standard billing and bill smoothing. The hands-on presentation in the training room.
5	Q&A.
6	The busyness of it all. And the lunch and snacks.
7	The extra information from GW to enable decision making.
8	Interactions.
9	Various opinions, ideas and suggestions.
10	Gippsland Water staff answering questions.
11	Connecting with other panel members and listening to the Gipps Water staff.
12	Being able to hear the thoughts of my fellow group members.
13	We were more aware of what was happening.
14	The presenters.
15	Group tasks.
16	Just how much is involved in us having drinking water.
17	The blue-tongue lizard that was outside.
18	Strong input from the people in my groups. Lots of different ideas and questions.
19	Information overload... nothing.
20	I appreciated the exhibition format after the presentation. I thought it was a

	great way to digest the data and ask questions that were pressing for us on each topic.
21	The conversations were great. A learning curve, leading to more questions.
22	I enjoyed getting more information that wasn't on paper, hearing stories from the tour and seeing the truck. Having things visual.
23	Engaging and informative.
24	The people who made up the panel, and the presenters and the information they gave.
25	The access and engagement from senior staff and their honest answers to questions.
26	Hearing from GW experts.
27	The willingness of Gippsland staff, and an environment that tries to keep the information neutral.
28	Gippsland Water staff answering questions.
29	All the information that we received. The food was great too.
30	The opportunity to learn as much as I possibly could, and the group brainstorming activities.
31	The extra information about Gippsland Water that will make decisions easier.
32	Lots of helpful information.
33	Talking with the workers.
34	The group (everyone is very welcoming and positive about the experience).
35	The SME presentation.
36	The food was yummy.
37	The GW presenters.
38	Talking with members and workers of Gippsland Water.

What is ONE thing that could change to make you add another star?

39 of 45 participants answered this question.

#	Response
1	.
2	A better sound system.
3	Better speakers.
4	Happy with the program now, even though I never had a can of Coke.
5	More time for discussion. Too many topics needed longer discussion.
6	Maybe a quieter area to talk to the experts, and a line for one-on-one rather than just a crowd. It was quite noisy and crowded.
7	No idea, pretty sweet.
8	Improve the acoustics.
9	Cold beverages.
10	Less repeating of the same points throughout the day.
11	Not sure.
12	Nothing is perfect, so four stars is the highest I can give.
13	Not much.
14	A little more time to read through information.
15	Fewer group activities. Give us a chance to give our personal opinion. There are some big personalities in the room that dominate the group chats.

16	Nothing really. I've been enjoying interacting with everyone and learning more about how Gippsland Water works.
17	Allow Q&A with presenters in the whole group, so everyone gets to hear the question and answer.
18	Not sure it was presented well. Maybe not so much in one day, but other than that it was pretty good.
19	Perfect job.
20	More lizards, idk.
21	Better coffee. The international roast is rubbish!
22	I am not sure. I feel the day was paced well.
23	A slower pace to the proceedings.
24	Nothing.
25	Next time, have a larger group of execs who can speak to the issues, and make it clearer who they are. I was a little lost with faces that weren't the speakers, when they could likely have helped with the topic and my questions, rather than relying on the three.
26	Have six stars to choose from.
27	Stop breaking into groups. Questions need to be addressed to the whole group so there is a better learning outcome.
28	More time with the afternoon library activities.
29	Nothing.
30	Testing the volume, but staff were quick to turn it up on request.
31	Five stars is perfect, and nothing is perfect, so no one thing could change the score.
32	Better food, and finger food alternatives for people with dietary needs. Finger food would be nice. Macarons suit a few dietary needs. Things like that.
33	More time to read through the information provided.
34	More information on closing contracts.
35	N/A.
36	More group sessions with GW staff.
37	Some cold diet soft drink. Just joking, I think it was five stars.
38	Gluten-free finger food.
39	Probably nothing. I'm enjoying it.