



Customer Advisory Group Charter

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1. VERSION CONTROL

Version	Date	Responsible	Comments on changes
	2007	Manager Business Services	Initial Charter Development
1.0	17 Oct 14	Communications & Public Relations Manager	Amendments to the Charter include clarification of members acting in the public interest and conflict of interests. Code of Conduct was also amended to align with the updated charter and changes in legislation including reference to the Protected Disclosures Act.
2.0	December 15	Communications & Public Relations Manager	Amendments include a name change for the Group, review of Charter to be moved to 3 year cycle, increase of numbers of members, and inclusion of point to ensure diversity of members and clarification for reimbursement.

2. INTRODUCTION

Westernport Water (WPW) is committed to engage with its customers and the community to better understand what the community needs, expects and values in relation to water and wastewater services.

To improve engagement with Westernport Water's diverse communities and customer groups it has a Customer Advisory Group (CAG) to ensure it considers and incorporates wherever possible community expertise, advice and recommendations into its service, planning and decision making process to achieve the best possible outcomes for customer's and the community.

3. AIM

This charter forms the governance plan for the CAG, clearly detailing the purpose, roles, responsibilities, membership, meeting specifics, and reporting.

4. PURPOSE

4.1 Terms of reference

- Represent the interests of WPW customers on a range of issues, including pricing, new business opportunities, property development and planning issues, the environment and other business initiatives.
- To provide feedback in relation to major projects that impact customers and the community, to assist WPW understand the problems, alternatives and/or solutions.
- Offer feedback to contribute to improvements in the level of customer service.
- Review and provide feedback on customer engagement particularly in relation to (pricing, quality and reliability).

- React constructively and provide feedback and guidance on issues identified by WPW and referred to the Group for comment
- Assist WPW to review policies and procedures which may affect customers and/or the community; and
- Challenge the Corporation to deliver the lowest sustainable price while meeting all quality and reliability standards.

4.2 MEMBERSHIP

- The CAG shall comprise up to eleven Group members that reflect the profile of the customer base as far as practicable.
- CAG members shall be selected and appointed by the Board of Westernport Water.
- CAG members shall be selected on the basis of their interest and expertise in areas such as: community services, tourism, farming, manufacturing, commerce, sport, the environment or reflect the needs of specific customer groups.
- CAG members need to be willing to work as part of a team and to be willing to share their knowledge and experience.
- A CAG member may serve for up to two terms of three (3) years or longer at the discretion of the Board of Westernport Water. Terms shall be staggered to facilitate continuity of the CAG.
- Vacancies shall be filled by seeking expressions of interest and will be advertised as widely as practicable
- This may occur by, but not be limited to:
 - advertisement via print media and Westernport Water's online channels
 - notification to community groups
- Casual vacancies may be filled as they arise.
- CAG membership shall be honorary. Westernport Water shall pay out of pocket expenses such as travel, and child care subject to approval.
- CAG members are to act in the public interest, this means avoiding conflict between their public duties and their private interests.
- All members of the CAG are expected to sign and adhere to the CAG Code of Conduct.

4.3 MEETINGS

- The CAG shall meet once every two months or (6) times per year.
- Group membership may lapse if a member is absent from three (3) consecutive meetings.
- The meetings shall be lead by a Chairperson elected from the CAG members, and supported by a deputy Chairperson who shall also be elected from the members. Chair membership term will be for a two (2) year period, with a maximum of two (2) terms.
- The Chairperson shall structure meetings to ensure that agenda items are handled positively and directly and that the duration of meetings is carefully monitored.
- Agenda items and appropriate documentation shall be circulated to Group members one week prior to the meeting.
- Declarations of conflicts of interest shall be recorded in the minutes of the meeting.
- Other CAG activities may include attendance at Westernport Water planning sessions, functions, information sessions and special events.

5. REPORTING

Minutes of all CAG meetings shall be recorded and distributed widely within the Corporation and be presented to the Board following their confirmation by the CAG chair or delegate via email.

The CAG shall prepare comment for consideration for inclusion in the Corporation's Annual Report

The CAG shall meet with the Managing Director and/or Executive of Westernport Water annually to review the activities of the previous year and to plan for future involvement.

6. WESTERNPORT WATER'S COMMITMENT

Westernport Water will provide the CAG with balanced and objective information, in confidence to assist them in understanding the problems, alternatives and/or solutions in relation to water and wastewater services. WPW will work with members to formulate solutions and incorporate suggestions and recommendations into decision making wherever possible.

6. REVIEW

This Charter is to be reviewed every three years, or more frequently when required, to ensure the group remains focused on what matters. Reviews should be completed in consultation with advisory group members and Westernport Water management team. The review date is not a sunset provision and will continue in operation until replaced by a subsequent version or rescinded.

7. ROLE OF STAFF MEMBERS

- The Corporation's Communications and Public Relations Manager will manage the relationship and provide the interface between the CAG and the Corporation.
- The Corporation's Customer Support Team shall provide administrative advice and support to the CAG.

8. ROLE OF THE BOARD MEMBER

- At least one Board member will be present at each meeting, with attendance on a rotation schedule. The Board member is to be a conduit for two way communication between parties.

9. CONTACT

CAG members may be contacted through Westernport Water. All correspondence should be sent to Westernport Water, 2 Boys Home Road, Newhaven VIC 3925. Alternatively correspondence can be sent via the Communications and Public relations Manager who is responsible for all communication between the parties.