

# Customer Assessment Panel

## Code of Conduct 2026

Version No	1
Approved By	Executive Team
Approval Date	March 2026
Next Review Date	March 2027

### 1. About:

This code of conduct sets out standards of conduct and professionalism that are to be observed by all members of the Customer Assessment Panel (the Panel). The Panel is established to foster respectful and meaningful engagement between Westernport Water and its customers.

This Code of Conduct outlines the expectations for the behaviour and ethical conduct of all members participating in the Panel to ensure a positive and constructive atmosphere. The Code is the key tool to ensure that all members of the Panel act honestly and ethically, and that all members have a fair chance to be heard.

### 2. Respect and courtesy

All Panel members are expected to treat each other and Westernport Water representatives, with respect and courtesy. Disagreements and differences of opinion should be expressed in a constructive manner, promoting open and honest dialogue.

### 3. Confidentiality

All Panel members must protect and preserve the confidentiality of any information provided or discussed at meetings that is identified explicitly as being confidential.

Panel members must respect the confidentiality of discussions, documents, and information shared during meetings. Information discussed within the panel should not be disclosed to external parties without explicit permission from Westernport Water.

### 4. Conflict of interest

All Panel members must disclose any relevant interests and take reasonable steps to avoid real and perceived conflicts of interest by disclosing any potential conflicts of interest that may compromise their objectivity or the integrity of the panel.

Members with a direct financial or personal interest in a matter being discussed should remove themselves from related discussions and assessment decisions.

### 5. Discrimination

Westernport Water is committed to promoting diversity and inclusion. Discrimination or harassment based on race, gender, age, religion, disability, sexual orientation, or any other protected characteristic will not be tolerated.

## **6. Professionalism**

Members are expected to conduct themselves professionally, refraining from any behaviour that may bring disrepute to the Panel or Westernport Water. This includes refraining from personal attacks, offensive language, or disruptive behaviour during meetings.

## **8. Adherence to Terms of Reference**

Members are required to adhere to any additional guidelines or protocols set forth by Westernport Water to ensure the smooth functioning of the Panel and achievement of its objectives.

## **10. Breach of Code of Conduct:**

Any member found to be in breach of this Code of Conduct may face consequences, including a warning, suspension, or removal from the Panel, depending on the severity and frequency of the breach. If a member is removed because of a breach of the Code of Conduct, they will not be eligible for remuneration.

## **CONTACT**

For more information on Westernport Water's Customer Assessment Panel please email [communications@westernportwater.com.au](mailto:communications@westernportwater.com.au) or visit [www.westernportwater.com.au](http://www.westernportwater.com.au)