

Terms of Reference

1. Purpose

This document details the role, behaviours and arrangements of the Customer Accountability Panel (CAP).

2. Life

These Terms of Reference will apply until June 2028.

3. Role

The CAP is a customer stewardship group. It is charged with keeping Goulburn Valley Water (GVW) accountable throughout Price Plan 2023-28. Members of the CAP represent the customer voice that:

- Helps assess GVW's Price Plan performance
- Contributes to the customer-led programs
- Helps GVW understand the interests, concerns and priorities of the entire customer base
- Holds GVW to account for genuine customer engagement.

4. Membership

CAP membership will be maintained at approximately 70 GVW customers, selected through an expression of interest process that is activated when membership levels drop by ten or more people.

GVW will ensure, where possible, that the CAP is representative of customers from different geographical areas, genders, customer types, age and lived experiences.

5. Commitment

CAP members commit one day per annum and are open to additional contributions if requested. Additional sessions could be delivered online.

6. Agreed behaviours

CAP membership is as diverse as the GVW community. CAP members agree to:

- Listen and think before responding
- Be respectful of all opinions
- Disagree without being disagreeable
- Use their best endeavours to ensure everyone gets a voice
- Ask probing rather than leading questions
- Exhibit independence of mind
- Act with purpose and focus
- Foster an environment where everyone feels safe to contribute.

Overall, the CAP should stay positive and objective and remember to have fun.

7. Responsibilities

The CAP has input to decision-making over the life of Price Plan 2023-28. Decision-making depends on the issue. If the CAP does not agree, then the process should be modified to reach a majority position. Majority voting rules to apply for decision-making in most circumstances.

8. Agenda exclusions

Broader policy discussions about decisions made outside of the control of GVW or not relevant to the CAP will not be included in any CAP agendas.

9. Terms

CAP member terms to be limited to eight years maximum. Members acknowledge the value of having new and more experienced people at the table. Past members may apply to join the customer stewardship group established for the next price period (Price Plan 6).

At the end of the price plan period, the CAP will reach the end of its life.

10. Meetings

The preference is to hold face-to-face meetings (e.g. at least 60-70% in-person meetings). In person meetings are limited to up to eight hours.

In person meetings should be held at weekends and travel times for members living within the GVW service area are not to be longer than the duration of the meeting.

In person meetings should be rotated around the service area but should, where possible, be centrally located. Annual workshops should be held in Shepparton.

The meeting venue should be close to public transport or GVW should make share ride options available.

Online meetings may be held on week days or evenings but will be limited to two hours.

Working groups may be set up by GVW to progress specific work or issues. Working groups are time limited.

Field trips should be offered as optional for CAP members.

11. Reading

Concise pre-reading material will be provided by GVW for workshop/meetings, with enough time made available for members to read.

GVW is responsible for setting up and delivering meetings, workshops and events, including required materials, and for collating and distributing post-meeting materials.

Other media such as video recordings could also be provided pre and/or post meetings.

12. Privacy

From time to time, members' names or images may be included on the GVW website or in the promotion of the group's activities. However, this will not be done without prior consent from individuals. Members' contact details will not be shared publicly at any time.