



Foreshore Licensing Customer Forum Group

Terms of Reference and Operating Rules

August 2019

Terms of forum

1. Purpose

GMW is establishing a Foreshore Licensing Customer Forum Group to help develop a fair and equitable management approach for our foreshores – otherwise known as Foreshore Occupation Licensing.

Unlike boat ramp and jetty licencing, Foreshore Occupation licensing includes the management of additional private structures including, but not limited to; mooring posts, paths and steps, landscaping, entertainment areas, shade sails and underground sprinklers and irrigation systems on GMW or public land.

The forum group will provide customer and stakeholder input during the planning, development and implementation of this project.

2. Context

In many areas around GMW storages, particularly adjacent to residential areas, a number of private structures have been constructed on foreshore land by adjacent landowners. In some cases GMW approval has been obtained for the works, however many of the works have not been through any formal approval process and no licence is in place for the occupation of GMW or public land.

GMW licences about 370 private jetty and boat ramps at Eildon, Nagambie Waterways and Lake Mulwala.

Unlicensed works include but are not limited to; fences, sheds, gazebos, pumps, moorings, sprinkler systems, retaining walls, underground power, vehicles, caravans, trailers and boat storage, shade sails and formed vehicle access.

Historically GMW has managed occupation of the foreshore land connecting residential land with storages by limiting licenses to jetty and boat ramps structure licenses. This has left a significant amount of private infrastructures remaining in many areas that are not covered by licensing.

We are currently in a challenging and changing risk management environment with rapid and far-reaching shifts in climate, government policy, global trade and economics, land use and social values. These are all driving major changes in how our region functions. As a result, we need to balance the cost of service delivery against maximizing the benefit of water in our region and embracing recreational benefits, cultural heritage and environmental values.

We must plan to deliver a confident future to ensure our customers and GMW remain sustainable now and into the foreseeable future.

A fair and equitable approach to the management of these licences needs to be developed and will be supported by adequate and customer friendly communications.

This group will ensure customer input into our decision making process. We know working with our customers will ensure better outcomes.

3. Role of the Forum Group

The objective of the forum group will be to work with GMW to:

- develop a fair and equitable management approach for our foreshores – otherwise known as Foreshore Occupation Licensing,
- develop a customer and stakeholder communication and engagement approach in relation to the project, and
- provide customer input into the development of GMW Storage Infrastructure Plans.

The role of the forum group will be to objectively provide input and advice to GMW about:

- The future service needs of foreshore customers,
- Management of the foreshore, and
- Communication/engagement approach with the broader customer base.

Information collected from the forum group will also provide input in to GMW's future Customer Service Strategy.

4. Membership of the Forum Group

The forum group will consist of up to 20 members, at a minimum:

- 9 x Current Jetty or Boat Ramp Licence customers in over-holding
 - 3 Nagambie Waterways based
 - 3 Lake Mulwala based
 - 3 Eildon based
- 3 x Current Foreshore Occupation Licence customers
- 2 x L&OWMP Implementation Group community members (1 x Eildon and 1 x Mulwala)
- 1 x Nagambie Waterways Advisory Committee member

The forum group will be chaired by a GMW representative. Additional GMW staff will attend the forum as required to provide technical information and administrative support to the group.

5. Forum Group Selection Criteria

Customers will be appointed to the forum group based on an expression of interest to an open selection process, including their licence type and location.

The following general criteria will be used to select members for the group:

- Be an existing GMW licence holder
- A knowledge, understanding and ability to objectively discuss the relationship between customer needs and wants, environmental impacts, and service levels required, including safety requirements
- Interest in exploring innovative and equitable management techniques in a constructive manner.

Applicants will also be required to satisfy the following eligibility criteria. Candidates must not:

- have been found guilty of an offence under the Water Act 1989; or
- have been convicted of any indictable offence within the last 5 years; or
- be more than 12 months in arrears in the payment of water and licence charges to GMW unless the person:
 - has made an arrangement to pay the arrears which is acceptable to GMW; and
 - continuously complies with that arrangement.
- be a current employee of GMW or have been an employee of GMW within the 12 months prior to nomination.
- have an active dispute, complaint or claim with/or against GMW.

GMW may seek nominations from relevant government departments, agencies and/or relevant Industry groups for direct appointment to the forum group if deemed required.

6. Term

Participating in the forum group is voluntary and no remuneration offered.

One forum will be held in the first instance at a central location for all three storages and any customers travelling from Melbourne. Any subsequent forums will be on a needs basis.

The forum group will be operational until the project is completed and any necessary changes are implemented with customers and the community.

Operating Rules

7. Nature of representation

As the forum group will provide advice to GMW, it is not necessary that members reach a consensus on issues of discussion. Forum group members are expected to reflect their own views at meetings, however they may choose to informally canvas views from others on relevant non-confidential matters.

After consideration and assessment of the forum group's input, a draft approach will be workshopped with the broader customer base before final decisions regarding implementation are made by GMW

8. Values, behaviours, confidentiality and conflict of interest

The forum group commits to the Terms of Reference and agrees to behave in a manner consistent with the principles of the engagement process.

Forum group members can discuss non-confidential elements of the project with members of the public. During these communications, forum group members agree to:

- indicate, in an open and transparent manner, which views are representative of GMW and which are representative of other members of the Forum Group when conflicting views are presented;
- in the event that the forum group has a view which is contrary to a decision by GMW, in any communications the member shall fairly present GMW's decision and the basis of that decision; and
- not disclose confidential information.

Forum Group members shall not communicate with journalists, the media or Members of Parliament on matters related to the Forum group unless approved by GMW.

If a member believes they may have a conflict of interest about an agenda item or general business item, that member must notify the forum group Chair prior to the start of the meeting. This may preclude the member from joining in discussion on the subject.

9. Minutes and agenda

The agenda for the forum will be compiled by GMW and distributed to members at least five business days before each meeting. Members are encouraged to raise general business items in advance for discussion.

Minutes will be taken by GMW at the forum. A copy of the minutes will be reviewed by the Chair and forwarded to all members of the group as soon as practicable after the meeting.

10. Management support

GMW will coordinate and provide support to the forum group, including the provision of catering during the forum.