

Goulburn-Murray Water Customer Committees Diversions/Pumped Districts/Water Districts/Loch Garry

1. Scope

This Terms of Reference applies to the:

- GMW Diversions Customer Committee
- GMW Pumped Districts Customer Committee
- GMW Water Districts Customer Committee
- GMW Loch Garry Customer Committee

2. About GMW

Goulburn-Murray Water (GMW) is Australia's largest rural water corporation overseeing 23 water storages with about 11,400 GL of water. We manage, store, and deliver water through approximately 10,000 km of delivery and drainage infrastructure to more than 25,000 active customers in northern Victoria.

3. Customer Committee objectives

The objectives of the Customer Committees are to assist GMW to:

- better understand the strategic issues facing customers and their communities
- articulate customers' current and future service expectations
- improve key aspects of GMW's relationships with customers, including communication and assistance with problem solving
- provide a solution-based perspective on key business issues identified by the Customer Committees or referred to it by GMW
- distribute information between GMW and its customers, particularly through local organisations and informal networks
- contribute a solutions-based perspective to the preparation of Service Plans including those associated with Price Submissions and other projects
- provide a customer perspective on issues raised by other agencies who have approached GMW (eg DEECA).

4. Composition

Committee members will be briefed on issues and projects relevant to GMW's service delivery and expected to provide advice, sector-specific expertise, regional awareness, and a customer perspective. Committee members should be well connected in communities, able to both represent customer views and disseminate information within their networks.

The Customer Committees have the following composition:

- GMW Diversions Customer Committee: 12 members comprising 3 representatives each from the regions of Kiewa/Mitta Mitta/Upper Murray, Ovens/King/Mid Murray, Goulburn Broken, and Loddon Campaspe (each region to have a Regulated, Unregulated, and Groundwater representative).
- GMW Pumped Districts Customer Committee: 9 members comprising 3 representative each from the regions of Nyah, Tresco and Woorinen.
- GMW Water Districts Customer Committee: 6 members comprising 1 representative each from the regions of Tungamah, Normanville, East Loddon, Mitiamo, East Loddon (North) and West Loddon.
- GMW Loch Garry Customer Committee: 8 members from the Loch Garry customer group.

5. Eligibility

To be eligible for the Customer Committee, members must:

- Be a customer of GMW.
- Not be an undischarged bankrupt.
- Not be more than 90 days in arrears in the payment of water charges to GMW, unless they have an approved payment plan and are complying with it.
- 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 have been found non-compliant with the Water Act 1989 by GMW in the past 12 months.
- Not be a current director or employee of GMW, nor have been a director or employee of GMW within the 12 months prior to application.
- Sign a declaration of interest and a statement of compliance to the terms of reference.
- Meet the term and tenure requirements outlined in Section 7.

6. Selection process

Selection of committee members will consider the need for representation from a diverse range of geography, customer types, industry sectors, skills, community networks and demographics.

GMW will call for Expressions of Interest to join the customer committees, screen all EOIs against the eligibility criteria outlined in Section 5, and complete the selection matrix. The selection panel will review all EOIs and the completed selection matrix. The selection panel will jointly consider the spread of applicants and the best combination, to form a recommendation to the Board.

The selection panel will comprise:

- one GMW Director of the Board
- one GMW General Manager
- one independent community member
- one current Customer Committee member.

7. Term and tenure

Committee members will be appointed for 3-year terms. On expiration, committee members can apply via the Expression of Interest process to serve additional 3-year terms, up to a maximum tenure of 9 consecutive years.

The GMW Board reserves the right to remove a committee member at any time. Should a member be removed, they will receive a letter detailing the reasons for their removal. Grounds for removal include non-compliance with the Terms of Reference, failure to adhere to the letter of appointment, a poor attendance record or actions that bring, or are likely to bring, the committee or GMW into disrepute.

8. Meetings

The Customer Committees will meet at a minimum:

- GMW Diversions Customer Committee (2 meetings per year and annual summit)
- GMW Pumped Districts Committee (1 meeting per year and annual summit)
- GMW Water Districts Committee (1 meeting per year and annual summit)
- GMW Loch Garry Customer Committee (1 meeting per year and annual summit)

The Customer Committees may be convened for additional meetings when specific issues or projects arise.

Meetings will be held either in person or virtually, at the discretion of the committee members.

A Customer Committees Annual Summit may be held annually to network across the services, meet with the Board and contribute to GMW's strategic planning process.

Considerations and reasonable adjustments will be made to support attendance for people with access requirements to participate in all meetings.

9. Reporting and communication

Customer Committee meeting agendas and pre-reading materials will be circulated at least one week in advance.

Meeting minutes will be circulated to members and GMW attendees and other officers. The themes and outcomes of Customer Committees meetings will be shared with the GMW Board.

10. Confidentiality, Conflicts of Interest and Code of Conduct

Customer Committees members are expected to display professional, respectful, and ethical behaviour, and reflect GMW's values of excellence, honesty, accountability, courage and caring. Members will act impartially to represent the voice of GMW customer, not their own personal interests.

Committee members shall maintain strict confidentiality regarding all sensitive information discussed during meetings or related to GMW's operations. Members will be required to sign a confidentiality statement before being appointed to the committee.

Members must declare conflicts of interest before being appointed to the committee, and promptly disclose any potential conflicts of interest that may arise throughout their tenure. Members must refrain from participating in discussions or making recommendations where a conflict exists.

Committee members cannot use their position on the Customer Committee for political lobbying or engaging in activities that may compromise the impartiality and objectivity of the committee's recommendations. Committee members are not to engage with the media on matters related to GMW or claim to represent GMW in any forum.

Any breaches will be referred to GMW for investigation and may result in being deselected from the Committee.

11. Evaluation and Review

GMW and Customer Committees members will conduct a review of the effectiveness of Customer Committees every three years.

12. Resources and support

Customer Committees will be chaired by a GMW General Manager. GMW will be responsible for the administration of the meetings including preparation, coordination and distribution of agendas and minutes.

Customer Committees members will be remunerated in line with the Victorian Government's [Appointment and Remuneration Guidelines](#) and the following financial allowances available to ensure equitable access and participation:

- Travel allowance if required in line with ATO rates
- Childcare allowance if required of \$250 flat rate per meeting

New members will take part in an induction tailored to their learning needs and format preference.

13. Amendment of Terms of Reference

The GMW Board may amend the Terms of Reference at any time. GMW may create, amalgamate or dissolve Customer Committees in the event of significant changes in organisational structure, strategic direction, or financial or other constraints that render the Committee's continued operation impractical.

14. Approval

Pursuant to Section 122C of the Water Act, GMW has the authority to establish an advisory committee. The Terms of Reference were approved by the GMW Board at its meeting on 23 October 2024, Board Meeting 376.