

Community Advisory Committee Charter

1.0 PURPOSE

The Community Advisory Committee (the Committee) is a diverse group of customers and community members brought together to provide valuable input and advice to help inform Wannon Water's decision-making and quality improvement.

2.0 OBJECTIVE

The Committee will provide diverse and informed customer perspectives on policy, planning, community engagement and service issues pertaining to Wannon Water.

3.0 SCOPE

The Committee is formally appointed by, and is responsible to, the Board of Wannon Water. Committee authority extends to providing advice to help the Board make informed decisions, but the Committee does not have executive powers in relation to Wannon Water's operations.

The advice provided by the Committee does not absolve individual Directors or the Board as a whole from their responsibilities.

4.0 MEMBERSHIP

Membership of the Committee will be as follows:

- The Board is responsible for appointing the members of the Committee;
- A Chairperson and Vice Chairperson will be appointed by the Board every two years;
- The Committee will comprise members who can provide valuable knowledge and high quality advice;
- The Committee shall consist of a minimum of eight independent external members;
- At least two independent non-executive Directors of the Board shall be non-voting members of the Committee;
- As a whole, the Committee will comprise members reflective of a diverse range of demographics (e.g. gender, age, cultural background, people with disabilities etc.) and whom live in localities spread across Wannon Water's service area; and
- Committee Members (excluding non-executive Directors) appointed by the Board may serve for up to a four-year term, after which their membership will be reviewed. Members may serve for a maximum of two terms (eight years), either consecutively or non-consecutively.

All external members of the Committee are appointed in a voluntary capacity.

5.0 ROLE OF THE COMMITTEE

The Committee's role is to provide high quality advice to the Board on issues relevant to various customer and community groups and on key issues related to Wannon Water's planning and operations. It is expected that the Committee will achieve significant benefits for these groups and for Wannon Water through an increased understanding of their needs and expectations.

In providing advice to inform the Board's decision making, the Committee may consider matters including:

- Items referred to the Committee by the Board or management;
- Key capital projects and/or operational activities affecting levels of service;
- Customer Charter reviews;
- Community consultation and engagement programs;

- Observation of community engagement sessions upon invitation;
- Pricing options; and
- Other issues raised by the Committee of strategic relevance to customers and the community.

6.0 MEETINGS AND SUPPORT

Meetings are scheduled quarterly, usually in February, May, August and November, at times and dates determined by Wannon Water and the Chair of the Committee. A quorum for any meeting is a minimum of 50% plus one independent external members.

Board Directors not appointed as members of the Committee shall have a right of attendance as observers at Committee meetings.

Wannon Water shall provide secretariat support to the Committee and sufficient information to ensure Committee Members can contribute effectively at Committee meetings. All new Committee members will undertake a volunteer induction program. Other support (e.g. training) may be provided by Wannon Water when deemed necessary.

Members will be reimbursed for out-of-pocket travel expenses incurred for attending Committee meetings.

7.0 REPORTING

Minutes of each meeting shall be circulated to all Board Directors and the Directors appointed to the Committee shall report to the next meeting of the Board following each Committee meeting. The Agenda face sheet of any Committee meeting will be circulated to all Board Directors prior to the meeting.

The Committee will:

- Forward the draft minutes from the Committee meeting to the next scheduled Board meeting;
- Confirm minutes of the previous meeting at the commencement of each meeting; and
- Report to the Board with such recommendations as the Committee may deem appropriate.

8.0 DOCUMENT CONTROL



Community Advisory Committee Charter

Custodian	Manager Corporate Communications
Approver	General Manager Community & Corporate Services
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