

REGIONAL ADVISORY FORUM (RAF)

TERMS OF REFERENCE

BACKGROUND

Wannon Water’s Community Strategy, *Partnering for Stronger Communities 2018-2023* outlines the ways we are developing and maintaining community partnerships that create shared value for us and our region. The strategy is a key part of delivering our strategic direction, *Beyond water for strong communities*.

The strategy focuses on three key concepts;

- Creating shared value;
- Community engagement; and
- Partnership.

COMMUNITY ENGAGEMENT – DEFINITION

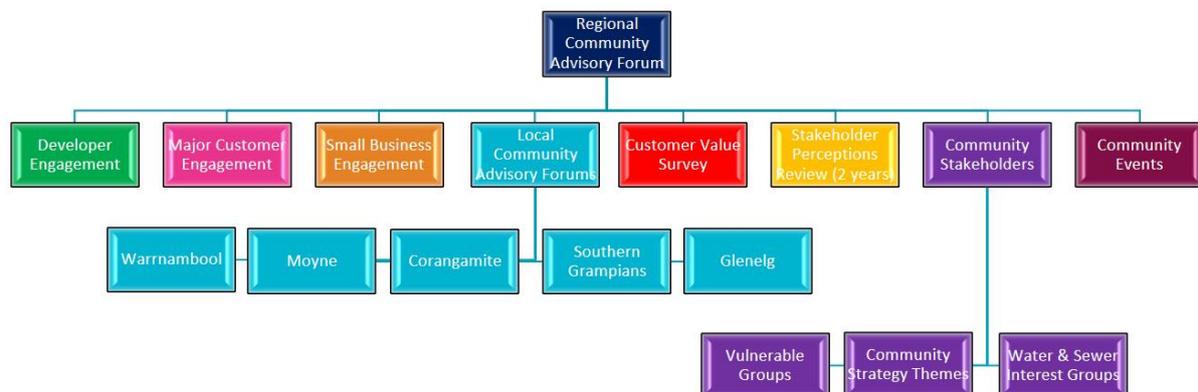
Wannon Water defines community engagement as a *genuine process of working with people to build capacity, strengthen community relationships and inform decisions*. To that end, Wannon Water is committed to best practice approaches to community and stakeholder engagement.

WANNON WATER ENGAGEMENT CYCLE

The Wannon Water Engagement Cycle (WWEC) is an annual process that ensures customers, stakeholders and community members provide valuable input and advice to help inform Wannon Water’s decision-making, quality improvement and annual corporate plan. Importantly the WWEC aims to deliver upon the customer promise in our price submission to the Essential Services Commission “be responsive and willing to adapt as customers’ needs change”.

Each year the WWEC is developed and implemented using the *Wannon Water Engagement Framework* and includes:

- The Customer Value Survey; undertaken annually.
- The Stakeholder Perceptions Review; undertaken bi-annually.
- Face to face engagement with special groups; e.g. major customers, developers, recycled water customers, small business, vulnerable customer groups, water and sewer interest groups, organisations representative of Community Strategy themes. Participation in community events across the region.



The Regional Advisory Forum provides a place for the consolidation of Wannon Water’s engagement findings.

OBJECTIVES OF THE REGIONAL COMMUNITY ADVISORY FORUM

The objectives of this forum are to:

- Hear, discuss and provide feedback on the findings of the WWEC.
- Advise and support the design and implementation of the WWEC.
- Provide space for a clearing house of various opinions from across the region and community, bringing their various experiences, expertise, knowledge and ideas.
- Provide visibility of any competing interests within our community obtained through the engagement process, and identify priority areas of focus.
- Provide feedback on projects of significance as requested.
- Review, discuss and provide comment on the draft annual Wannon Water Corporate Plan.

MEMBERSHIP

The membership of the forum is intended to represent the diversity of our region and communities. It will mirror the range of groups engaged through the WWEC and include residential customers, business customers and representation from regional organisations.

Representation will be sought from the following community and business sectors, and from across the Wannon Water catchment region:

- Residential customers
- Non residential customers
 - o Major customers
 - o Rural customers
 - o Urban customers
 - o Recycled water customers
- Developers
- Organisations/individuals with specialties in the following themes¹:
 - o Health & wellbeing
 - o Regional prosperity
 - o Education, training & volunteering
 - o Natural environment

The forum has capacity to open additional places for further representation should the need arise during Wannon Water's pricing period.

MEETINGS

Once inducted, the RAF will meet twice a year throughout the remainder of this pricing period, (until June 2023).

Members may also be invited to attend other relevant Wannon Water functions.

The General Manager Community & Corporate Services will provide oversight, with Communications and Engagement team to provide executive coordination for the group.

A Chair and Deputy Chair will be nominated and appointed from within the group.

Wannon Water will provide secretariat support to the RAF and sufficient information to ensure members can contribute effectively at meetings. All members will be required to undertake a volunteer induction program.

REPORTING

Meeting outcomes and findings will be reported to the Executive Committee. The Board will be notified of the RAF's input as part of Wannon Water's Corporate Planning process.

¹ These key themes are the areas of focus in the Wannon Water Community Strategy
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REIMBURSEMENT

Whilst participation in the RAF is a voluntary appointment, reimbursement will be available for costs associated with attendance.