

# Agenda

Venue: Via MS Teams

Date and time:

5 December 2022  
3:00 – 4:00pm

<b>Meeting title:</b>	<b>Customer and Community Reference Group</b>
<b>Chair:</b>	Josh Isben
<b>Attendees:</b>	<p><b>Customer and Community Reference Group Members</b>            Narelle Brown – Community Representative            Steven Collins – Community Representative            Inaara Jindani – Community Representative            Mary Karras – Ethnic Communities Council NSW            Bruce McClelland – Business Western Sydney            Douglas McCloskey – Public Interest Advocacy Centre (DM)</p> <p><b>Sydney Water</b>            Josh Isben – Head of Customer &amp; Strategic Insights            Izzy Kerr – Customer Research Manager            Sharon Bowyer – Senior Customer Governance Specialist</p>
<b>Apologies/absent:</b>	Ross Williams – Local Government NSW
<b>Meeting purpose:</b>	<ul style="list-style-type: none"> <li>• Shared understanding of how the research is conducted.</li> <li>• Discuss opportunities to improve the research or other Sydney Water activities (eg community engagement and community education).</li> <li>• Agreement on any actions to take forward.</li> </ul>

Agenda items:				
Item	Topic	Responsible	Time	
1	Welcome and Acknowledgement of Country Introduction	Josh Isben	3:00-3:05pm	5min
2	Clarify scope and objectives of Our Water Our Voice research program and how it differs from other engagement activities eg campaigns, community engagement and education	Josh Isben	3:05-3:10pm	5min
3	Methodological approach for Our Water Our Voice program to ensure proper representation	Izzy Kerr	3:10-3:30pm	20min
4	Discuss points on representation raised by members	All	3:30-3:55pm	25min
5	Agree any actions	All	3:55-4:00pm	5min
6	Close	Josh Isben		