

Agenda

Venue: Via MS Teams

Date and time:

15 March 2023
9:00 – 10:00am

Meeting title:	Customer and Community Reference Group
Chair:	Inaara Jindani – Community Representative
Attendees:	Customer and Community Reference Group Members Anna Bacik – Community Representative Narelle Brown – Community Representative Ross Williams – Local Government NSW Douglas McCloskey – Public Interest Advocacy Centre (DM) Sydney Water Josh Isben – Head of Customer & Strategic Insights Izzy Kerr – Customer Research Manager Andrea Millar – Strategic Comms Advisor Sharon Bowyer – Senior Customer Governance Specialist

- Meeting purpose:**
- Follow up on action arising from Feb 2023 CCRG meeting.
 - Sydney Water to organise sub-group meeting to review the framework document and findings from the Our Water Our Voice phases 1 and 2 in more detail and to co-create a 2-page summary. Subgroup meetings to be chaired by IJ and report back to the CCRG.

Agenda items:				
Item	Topic	Responsible	Time	
1	Welcome and Acknowledgement of Country	Inaara Jindani	9:00-9:05am	5min
2	Background - Purpose - Recap - IPART Guidelines	Josh Isben	9:05-10:00am	5min
3	Our Water Our Voice Summary	Andrea Miller	9:10-9:25am	15min
4	Discussion and feedback Thinking about a customer audience and IPART's requirements: - What is the key content that needs to be in the summary? - What do you like/not like in terms of presentation? - What's the call to action? Is it clear on how customers can be involved?	Josh Isben	9:25-9:55am	35min
5	Next steps	Andrea Millar	9:55-10:00am	5min
6	Close	Inaara Jindani	10:00am	