

Agenda

Venue: Upper South Creek Advanced Recycling Centre
Badu Muru Grv, Kemp's Creek.

Date and time: 10 November 2025
10:00am – 2:00pm

Meeting title: Customer and Community Reference Group

Attendees

Independent Chair: Abigail Goldberg

CCRG Members:

Renee Acers – Community Industry Group
Rob Gravestocks – Community Representative
Joy Horton – Community Representative
Mary Karras – Ethnic Communities Council NSW
Leigh Martin – Total Environment Centre
Bruce McClelland – Business Western Sydney
Douglas McCloskey – Justice & Equity Centre
Debbie Smythe – Wesley Mission
Graham Turner – Council on the Ageing
Ross Williams – Local Government NSW

Sydney Water:

Stuart Wallace – General Manager, Customer & Stakeholder Engagement
Rachelle Legrand – Head of Strategy Change & Performance
Josh Isben – Head of Customer & Strategic Insights
Izzy Kerr – Customer Research Manager
Sharon Bowyer – Senior Customer Governance Specialist
Dimi Shortland – Delivery Manager (*part*)
Grant Thomas – Engagement Lead - Greater Sydney (*part*)
Django Seccombe – Circular Economy Manager (*part*)
Jodie Polutele – Manager Strategic Communications (*part*)
Aagna Chetan – Strategic Comms Advisor Major Projects (*part*)

Apologies/absent: Paul Plowman – Acting Chief Executive
Dean Page – Executive General Manager Finance, Commercial & Digital
Stephen McMahon – UDIA
Mario Ferreira Compant – Community Representative

Meeting purpose: Bi-monthly meeting according to CCRG Charter
The CCRG works with Sydney Water at a strategic level to achieve the highest possible levels of customer focus within our practices. It supports Sydney Water to ensure that our business decisions, as set out in our strategy, enterprise plan and regulatory submissions, are in the best interests of all Sydney Water customers and the community and are shaped by them.

Desired outcome: Discussion and feedback from CCRG Members

Agenda items

Item	Topic	Responsible	Timeframe	
Pre meet	Site access and sign-in Coffee/Tea on arrival	All	From 9:00am	
1	Welcome and introductions Acknowledgement of country Safety induction	Abigail Goldberg Dimi Shortland	10:00- 10:10am	10min
2	Advanced Water Recycling Centre <ul style="list-style-type: none"> Presentation Q&A 	Dimi Shortland Grant Thomas Django Seccombe	10:10- 11:00am	50min
3	Advanced Water Recycling Centre <ul style="list-style-type: none"> Site tour 	Dimi Shortland	11:00- 12:00pm	60min

	Light Lunch		12:00-12:15pm	15min
4	Minutes of previous meeting and review of actions / issues log Declaration of interests	Abigail Goldberg	12:15-12:20pm	5min
	Sydney Water and CCRG updates			
5	General Manager update Q&A	Stuart Wallace	12:20-12:30pm	10min
	Customer and community engagement			
6	Workshop: Sydney Water tone of voice	Jodie Polutele Aagna Chetan	12:30-1:00pm	30min
7	Strategic Customer Engagement planning: Report back on progress of Request for Information (RFI).	Josh Isben Izzy Kerr	1:00-1:20pm	20min
	Year in review and look ahead to 2026			
8	Achievements for the year <ul style="list-style-type: none"> • CCRG Member look back • CCRG journey 	Leigh Martin Abigail Goldberg	1:20-1:40pm	20min
9	CCRG 2026 draft forward plan	Josh Isben	1:40-1:50pm	10min
	General business			
10	Other business	Abigail Goldberg	1:50-1:55pm	5min
11	Thanks and meeting close	Abigail Goldberg	1:55-2:00pm	5min