

# Agenda

Venue:

**Malabar Water Resource Recovery Facility**  
1 Fishermans Road, Malabar NSW 2036

Date and time:

**11 November 2024**  
**9:30am – 2:00pm**

**Meeting title: Customer and Community Reference Group**

**Independent Chair: Abigail Goldberg**

## Attendees:

### CCRG Members

Mario Ferreira Compart – Community Representative  
Mary Karras – Ethnic Communities Council NSW  
Leigh Martin – Total Environment Centre  
Bruce McClelland – Business Western Sydney  
Douglas McCloskey – Justice and Equity Centre  
(formerly Public Interest Advocacy Centre)  
Stephen McMahon – Urban Development Institute of Australia  
Donna Rogers – Community Industry Group (Illawarra)  
Graham Turner – Council on the Ageing

### Guest

Patrick Nolan – Integration Manager - Jemena

### Sydney Water

Roch Cheroux – Managing Director (*part*)  
Stuart Wallace – General Manager, Customer & Stakeholder Engagement (*part*)  
Dean Page – Executive General Manager, Finance Commercial & Digital (*part*)  
Josh Isben – Head of Customer & Strategic Insights  
Izzy Kerr – Customer Research Manager  
Rachelle Legrand – Head of Strategy & Enterprise Plan  
Sharon Bowyer – Senior Customer Governance Specialist  
Arli Miller – Head of Government, Stakeholder & Community Engagement  
Troy Longworth – Community Engagement Advisor  
Nic Cheetham – Manager Community Engagement - Regional Program  
Fiona Copeman – Production Manager Malabar

## Apologies/absent:

Narelle Brown – Community Representative  
Anna Bacik – Community Representative  
Ross Williams – Local Government NSW

## 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                       | Time           |       |
|----------|---|-----------------------------------|----------------|-------|
| Pre meet | Venue reception sign-in<br>Coffee/Tea on arrival  | All                               | 9:00am onwards | 30min |
| 1        | Welcome and safety induction  | Abigail Goldberg<br>Fiona Copeman | 9:30-9:33am    | 3min  |
| 2        | Site Walk <ul style="list-style-type: none"> <li>Acknowledgement of country</li> <li>Malabar fence renewal project</li> </ul> | Fiona Copeman<br>Troy Longworth   | 9:33-9:53am    | 20min |
|          | <b>Sydney Water update</b>  |                                   |                |       |
| 3        | Managing Director update  | Roch Cheroux                      | 9:53-10:03am   | 10min |

|      |  |  |                |       |
|------|--|--|----------------|-------|
| 4    | General Manager update   | Stuart Wallace                           | 10:03-10:13am  | 10min |
|      | <b>Governance</b>  |  |                |       |
| 5    | Minutes of previous meeting and review of actions / issues log<br><br>Declaration of interests   | Abigail Goldberg                         | 10:13-10:15am  | 2min  |
| 6    | CCRG Member update   | CCRG Members                             | 10:15-10:20am  | 5min  |
|      | <b>Malabar Water Resource Recovery Facility - briefing</b>   |  |                |       |
| 7    | Sydney Water presentation <ul style="list-style-type: none"> <li>Overview of the facility</li> <li>Biomethane (Gas to Grid)</li> </ul> | Fiona Copeman<br>Patrick Nolan           | 10:20-11:00am  | 40min |
|      | <b>Morning tea</b>   |  | 11:00-11:10am  | 10min |
|      | <b>Customer and community engagement</b>   |  |                |       |
| 8    | Sydney Water presentation<br>Community engagement  | Josh Isben / Arli Miller<br>Nic Cheetham | 11:10-11:40am  | 30min |
| 9    | Sydney Water presentation<br>Planning for future customer engagement   | Josh Isben<br>Izzy Kerr                  | 11:40-12:15pm  | 35min |
|      | <b>Year in review and look ahead to 2025</b>   |  |                |       |
| 10   | Achievements for the year  | Abigail Goldberg<br>Donna Rogers<br>All  | 12:15-12:25pm  | 10min |
| 11   | CCRG 2025 draft forward plan   | Josh Isben                               | 12:25-12:35pm  | 10min |
|      | <b>Close of meeting prior to lunch and site tour</b>   |  | <b>12:35pm</b> |       |
|      | <b>Lunch</b>   |  | 12:35-1:00pm   | 25min |
|      | <b>Malabar Water Resource Recovery Plant – site tour</b>   |  |                |       |
| Tour | <ul style="list-style-type: none"> <li>Site walk</li> </ul>  | Fiona Copeman<br>Patrick Nolan           | 1:00-2:00pm    | 1hour |