

Role Description – Member of Customer and Community Reference Group

Summary

Role	Member of Customer and Community Reference Group
Organisation	Sydney Water
Location	Parramatta, NSW
Total number of members	12
Term:	Initial term till 30 December 2027 with option to review for a further 2 years.
Remuneration	<ul style="list-style-type: none"> Sitting fee of \$350 for face to face meeting attendance (not including incidental meetings of 1 hour or less). Sitting Fee of \$250 for on-line meetings
Send us an Expression of Interest	<p>Please send your application to email: CustomerReferenceGroup@sydneywater.com.au.</p> <p>Applications should include:</p> <ul style="list-style-type: none"> A short cover letter outlining the skills, attributes and experience you would bring to the role and to the CCRG. If you would be joining the CCRG as a representative of a peak body or member organisation, please outline the community and/or specific interests your organisation represents. A short Curriculum Vitae.

Background

A State-owned Corporation, Sydney Water is Australia’s largest water utility providing water, recycled water, wastewater and stormwater services to over five million customers in Greater Sydney and the Illawarra.

With an ambitious strategy to create a better life with world-class water services, Sydney Water is seeking to engage community members for our Customer and Community Reference Group (CCRG).

As a member of the Customer and Community Reference Group, you have the opportunity to work with us at a strategic level and help us demonstrate that our business decisions are in the best interests of our customers. The functions of the CCRG are outlined in our [Charter](#) and more information about the CCRG can be found [here](#).

CCRG Member Criteria

Members will be independent and will not have any commitments or affiliations that may conflict with the interests of Sydney Water.

Members will bring skills and professional experience from different backgrounds including:

- consumer affairs
- water industry
- infrastructure industry
- environment
- public policy
- business
- academia.

The CCRG members will be generally representative of Sydney Water's customer base, to the most feasible extent possible. CCRG members can represent an agency or group or be individuals with expertise in the areas stated above.

It is important that members who represent a specific customer or community group, can also credibly consider the perspectives of all customers, as well as engage in a detailed and analytical discussion with our business.

Members will have:

- Exposure on Customer/Community Committees, Advisory Groups or Boards of relevant organisations.
- Understanding of, or the ability to credibly appreciate, the water needs of Greater Sydney and Sydney Water customers.
- Understanding of public policy, as it relates to public infrastructure, customer and community issues and providing essential services.

Members will be able to demonstrate the following professional and personal attributes:

- Skilled in working with groups of individuals, representing disparate interests (probably with committee experience).
- Effective in engaging with key stakeholders.
- Willingness to challenge both the group and the company when necessary.
- Ability to describe and focus on the strategic, holistic view, whilst also being able to grasp the complexity of technical subject matter as necessary.
- The time to dedicate to the role, including willingness to contribute and availability to interact with Sydney Water and participate in ad-hoc meetings between the formal CCRG and sub-committee meetings.

Specific duties of Members

Specific duties of the CCRG members are to:

- attend scheduled meetings, including sub-committee meetings as required, and actively participate in discussions. If a member is unable to attend, a representative should be sought to attend in their place if possible.
- review and discuss material circulated out-of-session
- read and prepare comments on any papers provided in advance of CCRG meetings to inform discussions
- accurately reflect the views of the customers and groups they represent and provide feedback from CCRG meetings to their respective representative groups
- consider the impacts of Sydney Water decisions with respect to the entire customer base
- participate in strategic planning workshops with Sydney Water employees as required
- suggest agenda items in advance of meetings
- sign a Conflict-of-Interest declaration
- sign a confidentiality agreement and maintain the confidentiality of material provided
- respect the position they hold with regard to access to information from Sydney Water, and not use their position as a CCRG member in any way for personal, organisational or political gain.

Time Commitment of CCRG Members

It is anticipated that there will be 6 meetings of the CCRG per annum (typically 9am-2pm). Most meetings are held at Parramatta, but some meetings maybe held at other venues. Typically one meeting per annum is held at a Sydney Water operational site.

At a minimum, the time commitment from the CCRG members will be approximately 10 days per year allowing for attending meetings, additional workshops and reading and review time. An additional 5-10 days will be required if members opt to be part of temporary sub-committees.

Remuneration and term

Members will be paid a Daily sitting fee of \$350 for face-to-face meeting attendance (not including incidental meetings of 1 hour or less). Sitting Fee of \$250 for on-line meetings.

Members will be reimbursed for any out-of-pocket expenses agreed to by Sydney Water

The initial term is till 30 December 2027.

Recruitment

The candidate selection and appointment process will be conducted by a panel consisting of the CCRG Independent Chair, Sydney Water General Managers and Head of Business.