**Minute Taker:** *N/A as per Terms of Reference*

|  |  |  |
| --- | --- | --- |
| **Time** | **Topic** | **Speaker/Presenter** |
| **10.00am** | * Welcome, Acknowledgement of Country * Agenda for the day | Geoff Russell, Helen Murdoch |
| **10.05am** | **DEECA update**  Strat comms/events/media | Melissa Anderson, DEECA |
| **10.35am** | **Intranet Upgrade Project** | Holly Noonan, GWMWater |
| **11.10am** | **Tea break** |  |
| **11.20am** | **Proactive digital comms plan** | Karen Owens, Melbourne Water TBC |
| **12.00pm** | **Lunch** |  |
| **1.00pm** | **Regional Water Alliance – Customer Survey Results and Methodology** | Geoff Russell, Helen Murdoch, Katrina Coulson |
| **2.00pm** | **Website upgrade – Gippsland Water** | Alice Ryan, Katrina Coulson |
| **2.30pm** | **Roundtable**   * Learnings from crisis comms | All |
| **3.00pm** | **Discussion**   * Topics for July SIG * Convening arrangements moving forward | All |

Future SIG topics

* AI (futurist) for comms and engagement