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

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| **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