**SIG Purpose**

To provide a forum for sharing information, networking and professional development on governance issues, trends and best practice in the Victorian water industry.

**VENUE: Novotel Geelong**

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| Time | Agenda Item | Responsible | Category |
| **9.30am** | **Arrival tea/coffee** | | |
| 10.00 am | **Welcome**  Acknowledgement of country  Apologies  Agenda overview  Previous minutes and action items   * Update on NOA/NOD discussion | Maddison Cullinan – GWMWater  Minute taker - GVWater | Operational |
| 10.10 am | **Round the Room**  Check in as a group. Potential topics of discussion   * Debt collection/levels * Backbilling * What support do you currently offer small businesses experiencing financial hardship * What support have/do you offer for customers experiencing natural disasters eg fire/floods. * How do you communicate with customers by their preferred channel. * Does your support team make themselves available to the community eg) neighbourhood houses orange doors * Customer onboarding/Welcome packs | Maddison Cullinan – GWM | Strategic |
| 10.45am | **Round the Room**  One Stop One Story (OSOS)  [Thriving Communities Australia - The One Stop One Story Hub](https://thriving.org.au/what-we-do/the-one-stop-one-story-hub)   * Who is using is it and is it Beneficial * Metro/Urban vs Rural * How do you currently connect customers to support organisations | Maddison Cullinan- GWM |  |
| 11am | **EWOV**   * Update on case volumes and resolution times * Changes in complaint registrations * Trends * EWOV and Family Violence disclosures | Naomi Ploeger- EWOV  Maggie De Battista-EWOV/ No Wrong Door | Strategic |
| **12.00pm-1.30pm** | **Lunch** | | |
| 1.30pm | **ESC**  Update on Family Violence Better Practice and Safety by Design | Peta Farquher-ESC | Operational |
| 2.30 pm | **Round the Room**  Discussion on ESC updates continue the conversation. Opportunity to break out by into smaller groups. |  | Strategic |
| **3pm** | **Afternoon Tea** | | |
| 3.30pm | **General Business**   * Mangers of Complaints Subgroup * Agenda items for next SIG * Ongoing Convenor/Minute taker * Customer Service Teams Channel [Customer Service SIG | Customer Service SIG | Microsoft Teams](https://teams.microsoft.com/l/channel/19%3Agd5PPl10QEhm6RoEOk_5wkHhFy1egE1epWvr2xpqnfA1%40thread.tacv2/Customer%20Service%20SIG?groupId=396d94ae-d9cb-44f4-8583-e69334d30396) |  | Operational |
| 3.45 pm | **Close CS SIG Meeting**  **Next Meeting:** February 2025 (Date TBC)  **Convener:** Goulburn Murray Water (Staff member TBA)  **Minute Taker:** Lower Murray Water (Staff member TBA) | Maddison Cullinan- GWM | Operational |

**Convenor/Minutes Roster**

*SIG meetings are held 3 times per year – February, July & November. A staff member must be nominated from each water business to chair and takes minutes. At the close of each SIG meeting the names and email addresses of nominees must be emailed to* [*lauren.vines@vicwater.org.au*](mailto:lauren.vines@vicwater.org.au)

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| **SIG Meetings** | **Convenor Business & Person** | **Minutes Business & Person** |
| **July 2024** | **Central Highlands Water** | **East Gippsland Water** |
| **November 2024** | **Grampians Wimmera Mallee Water** | **Goulburn Valley Water** |
| **February 2025** | **Goulburn Murray Water** | **Lower Murray Water** |
| **July 2025** | **South East Water** | **North East Water** |
| **November 2025** | **Westernport Water** | **Wannon Water** |
| **February 2026** | **Southern Rural Water** | **South Gippsland Water** |
| **July 2026** | **Greater Western Water** | **??** |
| **November 2026** | **??** | **??** |

***Please note:*** *If required, please swap directly with another entity if the above doesn’t suit.*